# The George Washington University, Washington, DC

# The Future of Vocational Rehabilitation

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## Thank you!

* CSAVR and our Operating Principles
* Acknowledging our Present
* CSAVR Priorities
* Embracing the Future

## Council of State Administrators of Vocational Rehabilitation

* We tell the story of the public VR program!
* Non-profit membership organization
* Governed by the State VR Directors
* Represent all employees of the federal/state vocational rehabilitation programs
* Provide legislative advocacy and knowledge exchange/networking for members
* Created and manage the National Employment Team and Talent Acquisition Portal
* Headquartered in the Washington, DC – 6 staff across the country – supported by our network of State VR agencies

## CSAVR Operating Principles

VR is driven to deliver inclusive, culturally informed services and outcomes for people with disabilities and business in a system that is free of ableism, racism, discrimination, and institutional bias.

## Operating Principles

* *Principle #1*: **Innovating Solutions** to achieve greater access to and use of vocational rehabilitation services resulting in the most effective outcome for our customers.
* *Principle #2*: **Building careers and retaining talent** in America’s workforce by investing expertise and resources to benefit our customers.
* *Principle #3*: **Customizing Services and Expertise** that provide flexible supports and services to meet the workforce goals of our customers.
* *Principle #4*: **Leading and Engaging in Collaborative Strategies** with our partners who are working with us to achieve greater collective impact at all system levels.
* *Principle #5*: **Committed to assuring the promotion of diversity, equity and inclusion** for Black, Indigenous, People of Color and all who are legally protected from discrimination.

## Honoring our Past 100 Year Legacy

The Public VR Program has and must continue to evolve through **Innovation**

## Acknowledging our Present - The Vision for the Public VR Program

Increasing the workforce participation rate of persons with disabilities

## Acknowledging our Present - Celebrations!

* Increase in measurable skills gain
* Increase in finishing programs and attaining credentials
* Increase in the number of students with disabilities receiving supports
* More than 50% of our individual customers are under age 25
* Fewer SVRA’s with wait lists (OOS)

## Acknowledging our Present - Innovation!

* **State specific projects** – DIF and Career Pathways initiatives
* **Customer engagement strategies** – rapid engagement and business services
* **Recruitment and retention strategies** – VR professionals
* **Capacity building strategies** – community and education

## Acknowledging our Present - CSAVR Priorities!

A graphic of a structure with three pillars, each identifying one of the three strategic priorities:
-Recruit and Retain VR Staff
-Redesign and Streamline Internal Processes
-Increase Public Awareness of VR Services

* Recruit and Retain VR Staff
* Redesign and Streamline Internal Processes
* Increase Public Awareness of VR Services

## Acknowledging our Present - Priority #1

Recruit and Retain VR Staff

* Recruitment
  + Candidate Pipeline (University and RSA strategies)
* Retention
  + Salary studies (CSAVR and Researcher strategies)
  + Employee Satisfaction (Researcher and SVRA strategies)

## Acknowledging our Present - Priority #2

Redesign and Streamline Internal Processes

* Examine the VR Customer Service Continuum
* Establish a VR Process Improvement COP
* Identify top process constraints

## Acknowledging our Present - Priority #3

Increase Public Awareness of VR Services

* Improve awareness of oversight authorities (CSAVR and Researchers)
* Promote a national brand
* Communicate to our market

## Embracing our Future

**Where do you fit - Students? Grads?? Intern supervisors??? Educators????**

Keeping an Eye on What Matters

* Fiscal and Program Performance
* Profession and Community
* Critical Thinking and Innovation

## Embracing our Future - Fiscal and Program Performance

What matters?

* The efficiency and efficacy of federal funds utilization
* Increase in the workforce participation rate of people with disabilities (CIE)

## Embracing our Future - Profession and Community

High Impact Areas

* Preservice preparation of professionals
* Hiring, onboarding and retention of professionals
* Community and business partnerships

## Embracing our Future - Critical Thinking and Innovation

Why Critical Thinking?

* CT is a LEARNED ABILITY. Universal features? YES! But inherit for all? NO!
* To innovate – must be able to synthesize and create new pathways to solutions

Our profession demands new solutions in order to continue to evolve

* Commit to CT – find your personal and professional pathway

Our society demands new solutions

* Intersectionality
* Social and Racial Justice

## Closing Bits

* Don’t let perfection become the enemy of good
* Don’t let urgency distract from thoughtful intent
* Don’t let symptoms overshadow root cause
* Do good work today, and tomorrow will yield results

## Thank You

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