

# THE FUTURE OF VOCATIONAL REHABILITATION

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23<sup>RD</sup> ANNUAL GWU  
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SYMPOSIUM  
MARCH 24, 2023



# 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)





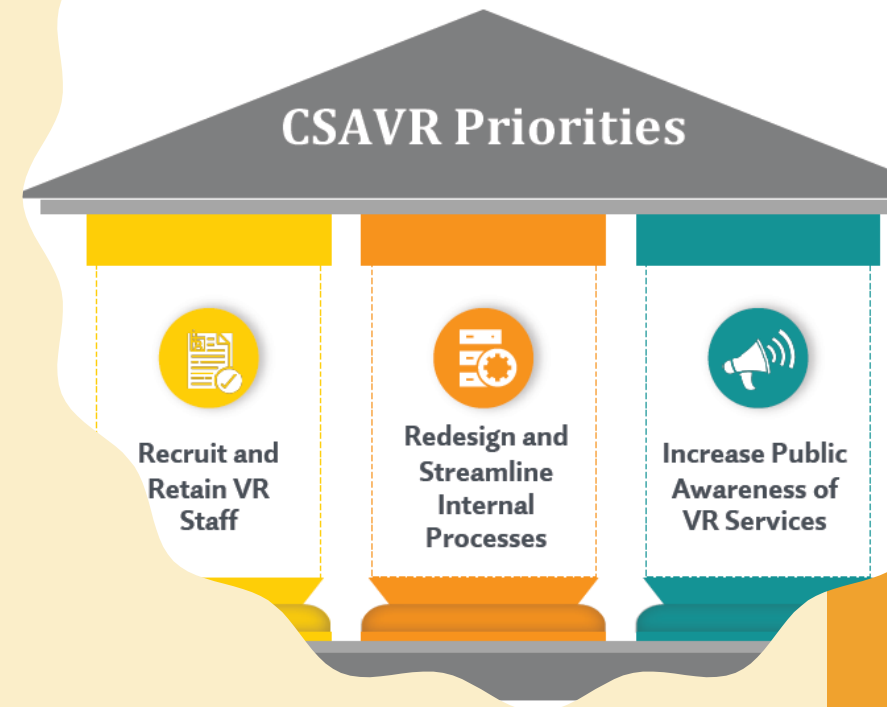
# ACKNOWLEDGING OUR PRESENT. INNOVATION!

- 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



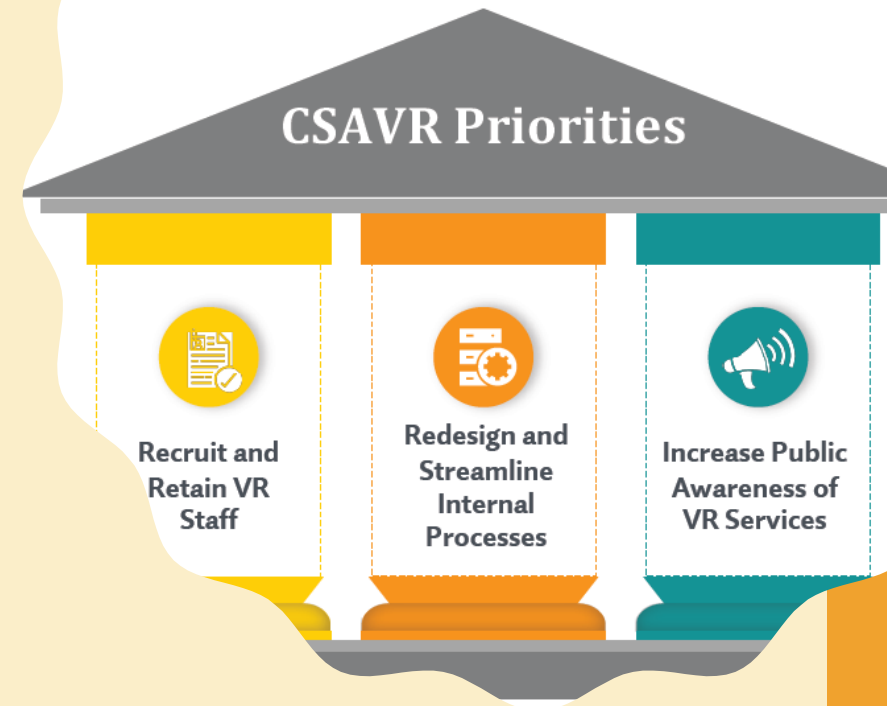
# ACKNOWLEDGING OUR PRESENT. CSAVR PRIORITIES!

- RECRUIT AND RETAIN VR STAFF
- REDESIGN AND STREAMLINE INTERNAL PROCESSES
- INCREASE PUBLIC AWARENESS OF VR SERVICES



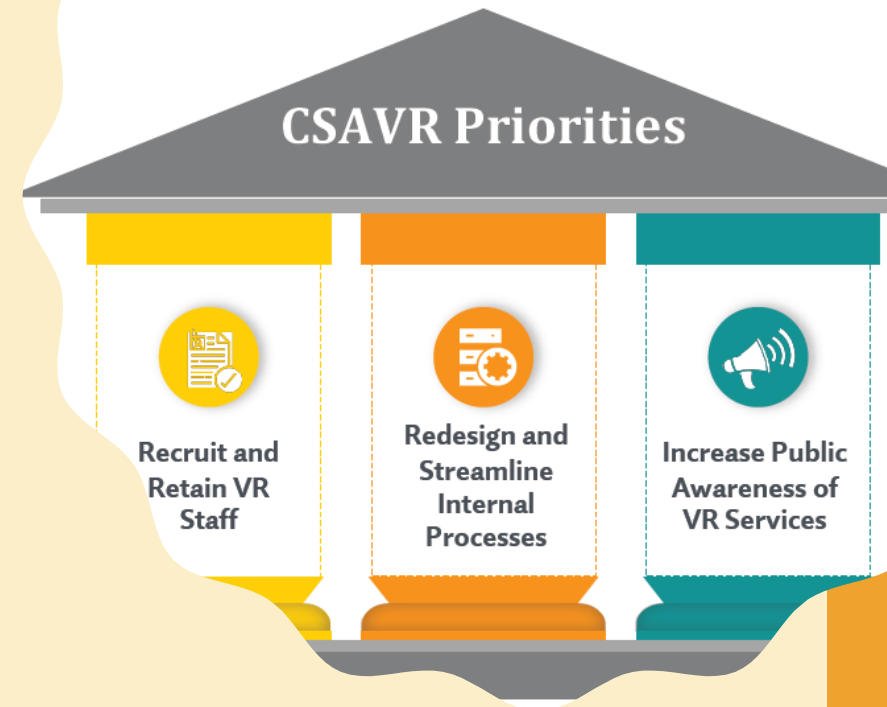
# ACKNOWLEDGING OUR PRESENT. PRIORITY #1

- 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)



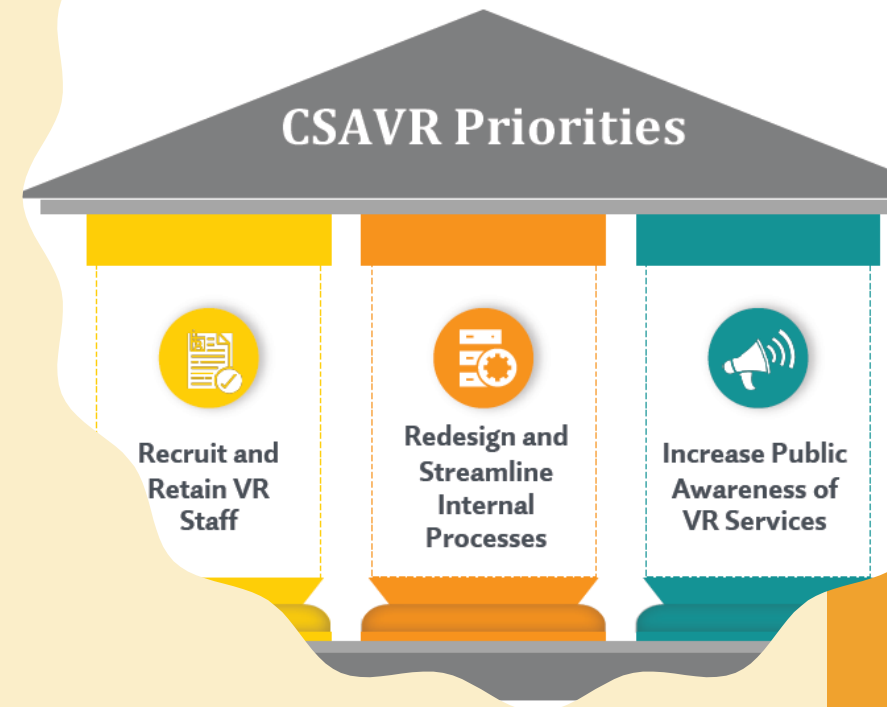
# ACKNOWLEDGING OUR PRESENT. PRIORITY #2

- 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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