



Vocational Rehabilitation Program

METRICS		FFY 2015	FFY 2016	FFY 2017	FFY 2018	Change FFY 15 v FFY 18
Financial	COST PER SERVED (Annual In Plan Only - Case Services)	\$2,760	\$2,921	\$2,697	\$2,536	-8.1%
	AVERAGE TIME TO ELIGIBILITY DECISION (Days from Application)	36	28	26.0	25.3	-29.5%
Case Processing	SERVICE PLANS WRITTEN	12,875	14,090	13,480	13,164	2.2%
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Total (Months from Application)	22.8	19.3	17.6	17.2	-24.6%
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Under Age 25* (Months from Application)				23.3	
	TIME TO CLOSURE W/ EMPLOYMENT OUTCOME - Age 25 and Over* (Months from Application)				14.0	
Outcomes	ELIGIBLES and SERVED	38,820	38,876	37,574	35,964	-7.4%
	TOTAL CLOSURES W/ EMPLOYMENT OUTCOME	5,562	6,642	5,980	5,755	3.5%
	AVERAGE WAGE	\$10.34	\$11.14	\$11.04	\$11.48	+\$1.14

*Time to Rehabilitation measurements by age group started in FFY 2018



Disability Determination Program

METRICS		FFY 2015	FFY 2016	FFY 2017	FFY 2018	Change FFY 15 v FFY 18
Financial	U.S. NATIONAL AVERAGE	\$482.78	\$488.65	\$500.92	\$517.87	
	COST PER CASE	\$414.40	\$395.76	\$416.17	\$439.04	
	OOD COST EFFICIENCY	14.16%	19.01%	16.92%	15.22%	+ 1.7% points
Claim Processing	DISABILITY DETERMINATIONS MADE	191,607	201,783	181,288	151,599	-20.9%
	AVERAGE PROCESSING TIME (Days)	86	75	72.1	70.9	-17.9%
	OVERALL DECISIONAL ACCURACY	100.0%	96.5%	98.4%	99.3%	- 0.7% points
Outcomes	ALLOWANCE RATE	33.7%	34.1%	35.4%	36.2%	+ 2.5% points