

# DVR Order of Selection: I & R Needs

## Communications with Partner Agencies about DVR Referrals

Customers placed on a waiting list for DVR services will receive Information and Referral services (I & R) to connect them with other programs that help meet employment needs. This factsheet addresses the estimated number of customers who will need referrals to other agencies and the agencies that are most likely to already have a relationship with those customers.

This information can be used to support communications with partner agencies about potential impacts on their services and customers. Advance communications with these partner agencies will help them prepare for customers referred *from DVR* and to consider appropriate alternatives for customers that they typically refer *to DVR*.

## How Many Customers are Expected to Need I & R Services?

STATEWIDE

 **5,960**

*Estimated number of Significantly Disabled (SD) and Not Significantly Disabled (NSD) customers who will require I & R services for the year beginning October 1, 2017.*

## Which Agencies are Likely to Have a Relationship with Wait-Listed Customers?

The table below shows the types of agencies most commonly reported as a referral source for SD and NSD customers and the estimated number of DVR customers that use their services. Mental health providers (10%) and secondary education institutions (9%) are the largest referral sources. Customers are involved most frequently with mental health (27%), medical (26%), and economic services providers (16%).

## Referral Resources and Considerations

- Workforce agencies, particularly WorkSource, are a critical resource for many wait-listed customers. Customers eligible for TANF are prioritized for WorkSource services.
- Ticket to Work through Employment Network providers is a potential resource for the 28% of SD & NSD customers that receive SSI or SSDI.
- Some customers may be able to access supported employment services based on Medicaid eligibility.
- 46% of SD & NSD customers are self-referred or referred by family or friends.
- 19% of SD & NSD customers report no involvement with other agencies. These individuals are likely to be unfamiliar with other agencies and may need additional support in order to access their services.

<i>Agency Category</i>	<i>DVR Customer Referrals</i>	<i>DVR Customers Involved</i>
<i>Alcohol &amp; substance abuse</i>	--	216
<i>DSHS economic services</i>	254	952
<i>Education institutions, secondary</i>	522	404
<i>Education institutions, post-secondary</i>	149	220
<i>Mental health providers</i>	573	1,610
<i>Rehabilitation and other medical providers</i>	261	1,547
<i>Workforce agencies</i>	323	567
<i>None</i>	2,694*	1,108

*\*Referred by self, family or friends*