

PROGRAM EVALUATION

I. LEGAL AUTHORITY:

Sections 101(a)(5)(A)(B), (6)(A)(B), (10)(A)(B), (15)(A)(B)(C), (18), (19), (34)(A) of the Rehabilitation Act, as amended; 34 CFR 361.17; 34 CFR 361.18(d).

II. POLICY STATEMENT AND PURPOSE:

To improve the effectiveness of its programs and to assure that programs meet the needs of eligible individuals, including those with the most significant disabilities, the Office of Rehabilitation Services will undertake an annual evaluation of its performance and conduct statewide studies to determine the needs of individuals with disabilities.

III. PROCEDURES:

- A. The Agency will designate staff to conduct on-going internal studies of program effectiveness and compliance with applicable laws and regulations and to collect and/or conduct statewide studies of the needs of individuals with disabilities. Outside consultants and studies conducted by other agencies will also be utilized to meet program evaluation goals.
- B. Results of program evaluation studies will be available to Agency staff, advisory councils and federal and state agencies or departments and the public, as appropriate.
- C. Results of program evaluation and statewide studies will be utilized in Agency strategic and state plans and amendments as well as in on-going revisions and/or adjustments of Agency policy, operations and practices.
- D. Program evaluation studies will include:
  - 1. Client satisfaction measures and
    - a. Satisfaction instruments will include a question dealing with customer satisfaction with vendor services. All future contracts and cooperative agreements will require vendor and partner agencies to assess customer satisfaction.
  - 2. Analysis of existing and relevant data from state special education agencies.
    - a. Such studies will examine a broad variety of means and methods to provide, expand and improve vocational rehabilitation services, review the capacity of community rehabilitation programs to meet identified needs, and reevaluate ineligibility decisions criteria to determine if

significant numbers of individuals with disabilities require an expansion of services.