



## Research and Technical Assistance Center (RTAC) on Vocational Rehabilitation Program Management

# Fact Sheet

The RTAC is a collaborative initiative to identify, test, and disseminate management practices in order to build a performance management model tailored to the Vocational Rehabilitation (VR) system. The RTAC builds the capacity of public VR programs to improve employment outcomes for people with disabilities.

### **RTAC Goals:**

Over the course of the project, RTAC will:

- Generate new knowledge of effective VR program management by identifying effective practices in the areas of Quality Assurance (QA), Human Resources (HR), and Strategic Planning (SP), Communication, Leadership, Partnerships, Services and Processes, Customers, and Outcomes.
- Develop and pilot a new model of effective VR program management in partnership with state VR agencies
- Disseminate the VR Program Management Model by developing exemplars, tools, and guidance other state VR agencies can use to implement the model within their unique contexts.

### **Learning Collaborative on VR Management:**

The RTAC adopted and adapted a learning collaborative method to initiate a cross VR agency strategy for problem solving, identification and application of practice based solution, and evaluation of related outcomes. This method is a peer-to-peer knowledge exchange model that features strong evaluation components providing documentation of success. Features of the collaborative include:

- face-to-face meetings
- on-site and distance consultation
- self-assessment
- tailored evaluation.

### *2013-2014 Cohort of the Learning Collaborative on VR Management:*

California Department of Rehabilitation  
Colorado Division of Vocational Rehabilitation  
Connecticut Bureau of Rehabilitation Services & Connecticut Bureau of Education and Services for the Blind  
Delaware Division of Vocational Rehabilitation  
Kentucky Office for the Blind  
Kentucky Office of Vocational Rehabilitation  
Missouri Division of Vocational Rehabilitation  
Nebraska Vocational Rehabilitation  
New Jersey Division of Vocational Rehabilitation Services  
North Carolina Division of Vocational Rehabilitation Services

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