VR Program Management: Quality Assurance

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

Institute for Community Inclusion
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RTAC Partners

- Institute for Community Inclusion, University of Massachusetts Boston

- InfoUse, Berkeley, California

- Industrial & Labor Relations (ILR) School, Cornell University, Ithaca, NY

Goal

- Improve the performance of the state VR agencies through the development, testing, and dissemination of effective and efficient management practices integrated into a model tailored to the state-federal VR program.

- Build a research base to support advancement of the VR program.

Management Practices
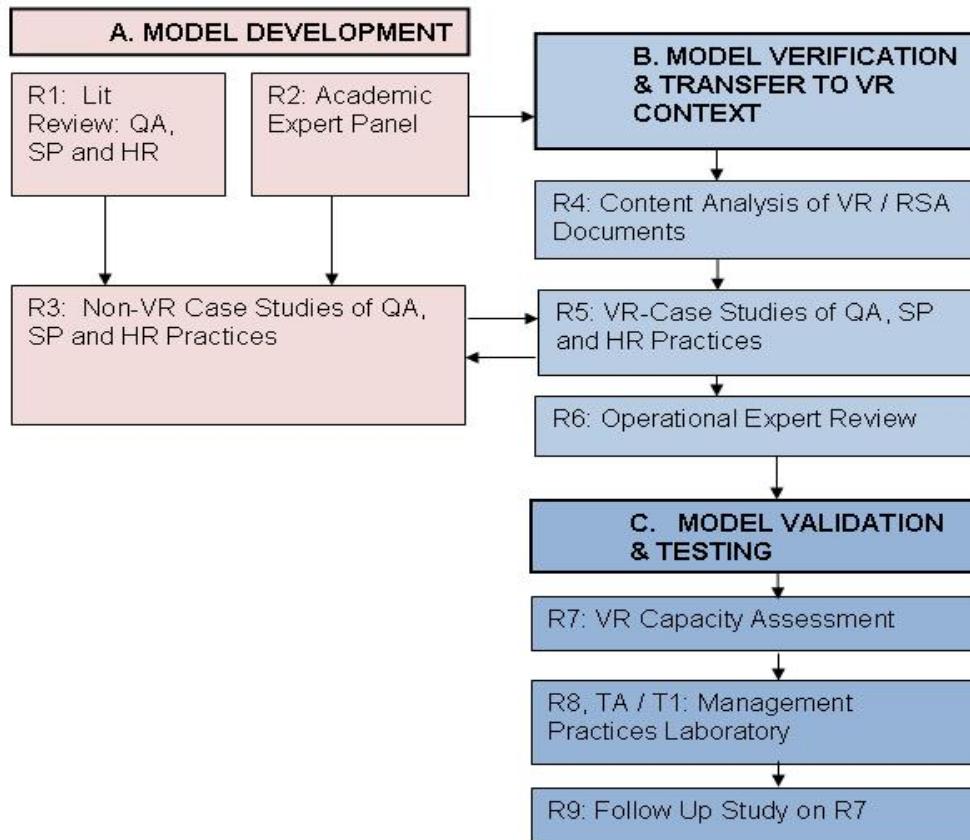
- Key areas of management practices:
  - Strategic Planning
  - Quality Assurance
  - Human Resources
- Focus on management practices: how to use information from QA, SP, and HR to pilot the organization

Management Model

- Consider efficiency
- Focus upon outcomes
- Incorporate design that allows substantial adaption
- RTAC will engage State VR Directors to identify challenges, strengths and utilizing management model

RTAC Overview

A. MODEL DEVELOPMENT

R1: Lit Review: QA, SP and HR

R2: Academic Expert Panel

R3: Non-VR Case Studies of QA, SP and HR Practices

B. MODEL VERIFICATION & TRANSFER TO VR CONTEXT

R4: Content Analysis of VR / RSA Documents

R5: VR-Case Studies of QA, SP and HR Practices

R6: Operational Expert Review

C. MODEL VALIDATION & TESTING

R7: VR Capacity Assessment

R8, TA / T1: Management Practices Laboratory

R9: Follow Up Study on R7

Model Development Phase

- Purpose: Gather available information and evidence on management practices likely to improve VR outcomes
  - Extensive literature review
  - Academy and VR expert opinion
  - Case studies of non VR practices
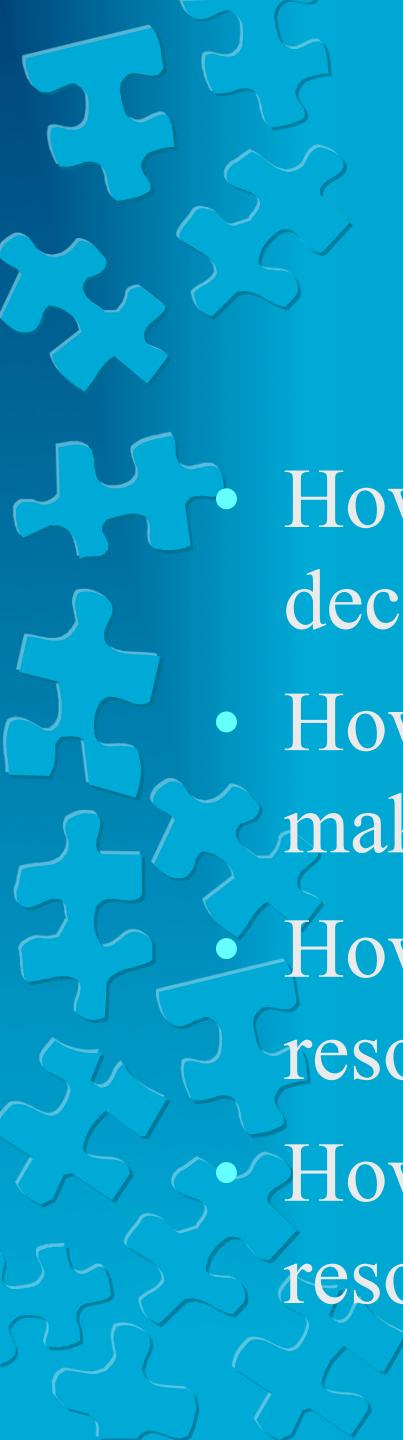
Model Verification and Transfer to VR System

- Purpose: Verify and transfer available information to the VR system
  - Content analysis of RSA/VR documents
  - Case studies of VR practices in QA, HR, and SP
  - VR Expert Opinion

Model Validation and Testing

- Purpose: Live testing of model developed in previous stages
  - Baseline measures and preliminary investigation of status of pilot agencies (R7)
  - Pilot implementation of model and adaptation to local context (R8)
  - Outcome measures and post-testing of VR program management model implementation (R9)

Quality Assurance – Management Perspective

- How can QA reports influence management decision-making?

- How can QA information guide policy making?

- How does QA information influence resource allocation?

- How does QA information influence human resource investment?

Working with VR program evaluation and QA specialists

- Collaboration with TACE and QA Community of Practice

- Anticipate long range engagement with InfoUse being lead on QA

Providing TA

- TACE

- QA Community of Practice

- RTAC