

# The Rehabilitation Commission's Vocational Rehabilitation Program

## Overall Conclusion

The Rehabilitation Commission's (Commission) procedures for delivering vocational rehabilitation services generally ensure that clients receive intended services at cost-effective prices. Our audit indicated that the Commission has a good system in place to establish service plans for individual clients and to ensure that it delivers services in accordance with the plans. However, the Commission has not achieved the General Appropriations Act (77th Legislature) target for the number of clients successfully employed.

The Commission lowered its own target for this measure by 8 percent in fiscal year 2002 and by 21 percent in 2003. The Commission met its target in 2002 and has worked with legislative staff to align its state targets for the 2004-2005 biennium with its targets for fiscal year 2003. Although Texas did not meet its state target, it compares favorably with six other large states' vocational rehabilitation programs.

Errors in the Commission's performance data resulted in an overstatement of the number of significantly disabled clients served in fiscal year 2002.

The Commission generally reported reliable financial information in its Legislative Appropriations Request, although we identified a minor issue with its methodology for estimating expenditures.

### Vocational Rehabilitation Strategy

Rehabilitate and place people with disabilities in competitive employment or other appropriate settings, consistent with informed consumer choice and abilities.

### Vocational Rehabilitation Funding

- The 77th Legislature appropriated \$163 million to the Commission in fiscal year 2002 for its Rehabilitation Services strategy.
- Of that amount, \$127 million (78 percent) is federal funding.

## Summary of Information Technology Review

The Commission has adequate controls over its Rehabilitation Services System (RSS) and its local area network. RSS is a critical part of the vocational rehabilitation service delivery process. The Commission's rehabilitation counselors use RSS to track the services they provide their clients. Supervisors and managers use RSS to conduct reviews and to track overall performance. To further strengthen controls over RSS, the Commission should require difficult-to-guess passwords, limit access to its server room, and finalize and test its disaster recovery plan.

Although we identified some inaccurate data, these inaccuracies were the result of counselors keying the information incorrectly or not maintaining documentation for the information. We did not identify instances of RSS introducing errors into the data.

Our audit did not cover any of the Commission's other automated systems.

