

# NC VOCATIONAL REHABILITATION

## STATE ADMINISTRATION/REGIONAL PRESENCE

### Key Facts

- **State administered program**
  - Vocational rehabilitation (VR), independent living (IL), and assistive technology (AT)
  - 986.25 FTEs
  - 60 staff at the central office in Raleigh; the rest are regionally located
  - Central office roles include
    - Fiscal services (e.g., purchasing, contracts, audit vendors, local petty cash)
    - Policy planning and evaluation (e.g., data/trend analysis, program specialists, substantive specialists such as education and mental health)
- **Three regions**
  - Western, central, eastern (was 4 regions in 1994)
  - Divided into 32 multi-county "units"
  - Physical presence in almost every county:
    - 32 unit offices + 46 satellite offices
    - If no physical presence, unit staff will travel to the county to serve clients (meet at DSS, library, work center)
    - Sometimes co-located with other programs, such as work centers
  - Three service areas handled differently
    - VR in all units
    - IL and AT are in some units but serve everyone; AT in only 9 units
- **Regional staff**
  - Includes: Regional director (+ assistant), assistant regional director (+ assistant), 3-4 quality development specialists
  - Regionally located
    - May be housed in a unit office or a separate regional office
    - Physical facilities are not important to the work of this regional staff because they are very mobile and technology facilitates work and collaboration
    - Each regional director has an executive assistant
    - Each region has an assistant regional director + executive assistant
  - Responsibilities of regional director
    - Report to division director in Raleigh
    - Monthly meetings in Raleigh, followed by meetings with unit managers
    - Provide direct oversight to "unit managers"
    - Accountable for statewide goals and performance measures

- Personnel support, such as providing assistance with moving positions, reclassifying positions
- Responsibilities of assistant regional director
  - Report to regional director
  - Provide support for programmatic issues and service delivery
  - Maintain leases for unit offices and other business/administrative duties
  - Support and evaluate unit performance goals
- Responsibilities of quality development specialists
  - Report to central office (NOT to regional director; change made to ensure consistency with interpretation and implementation of state policy)
  - Dotted line to regional director for coordination and communication
  - Training, technical assistance, annual caseload audits
- **Unit staff**
  - Manager, assistant manager, counselors, evaluators, and administrative assistants
  - Responsibilities of unit managers
    - Report to regional directors (but are accountable to central office as well)
    - Managing service provision at the local level
    - Staff hiring and supervision (with involvement from regional and central)

