ONLINE APPLICATION FOR SERVICE

January 30, 2019

This project examines the current process for scheduling appointments and submitting applications for service at the South Carolina Vocational Rehabilitation Department and proposes a simpler, less costly way to accomplish this.

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Problem Statement

The South Carolina Rehabilitation Department (VR) has been serving individuals with disabilities for over 90 years. VR's mission is to prepare and assist eligible South Carolinians with disabilities to achieve and maintain competitive employment. On a national and state level, VR is considered one of the core programs under Title IV of the Workforce Innovation and Opportunity Act (WIOA). Performance accountability measures for all national VR programs include:

- Employment Rate – 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Credential Attainment
- Measurable Skill Gains
- Effectiveness in Serving Employers

WIOA went into effect in 2014 and clearly, positions the agency as part of South Carolina's workforce development system where these measures assess the effectiveness of services provided to individuals seeking employment in the comprehensive system. In addition to ensuring job seekers acquire the skills, training and support services they need to succeed in today's labor market, WIOA's goal is to make sure employers are matched with skilled candidates to meet their workforce needs.

In line with the goals of WIOA, VR emphasizes a dual customer approach, helping individuals with disabilities find employment and providing employers with access to an

untapped labor pool. Last year VR assisted 6,605 individuals in achieving successful employment and provided services to over 1,000 businesses statewide.

Individuals with disabilities receive a variety of individualized services to help them prepare for employment, those services include:

- Assessments to determine skills, abilities, interests, and limitations;
- Disability management through therapies, treatments, counseling or assistive devices;
- Training to improve skills through instruction and work experiences in our offices, on worksites, or through educational partnerships; and
- Job search assistance to help connect individuals to employment opportunities.

Businesses also receive a variety of services to meet their needs including:

- Planning, to help them learn more about how VR can meet the workforce requirements of business and industry;
- Recruiting to help them build a strong diverse workforce by providing access to an untapped labor pool, through job fairs, pre-screening, and interview scheduling;
- Training through classroom instruction, customization, hands-on projects, and partnerships to help VR consumers learn the fundamental skills needed for the labor market; and
- Retention services are available to businesses who wish to retain valuable employees who need help due to a disability that might be jeopardizing their current employment.

For individuals with disabilities who wish to seek VR services to assist them in finding employment, the first step is to contact a local area office, schedule an appointment, and sit down with a counselor who asks a series of questions to determine eligibility. Currently, the only way to request an appointment is to call or walk-in to one of the local area offices. The initial meeting can take up to an hour and a half and typically consists of counselors gathering information for the intake application (which VR refers to as the survey) (Appendix 1), this includes everything from personal and financial information to work history and educational background. This initial meeting also serves as a critical time for VR counselors to start building rapport and trust with potential consumers, but this can be a challenge while gathering and entering all the necessary information.

In 2015 the VR website was redesigned to allow users to easily find information regarding services that assist individuals with disabilities searching for jobs or businesses searching for qualified candidates, but the redesign did not provide a way for individuals to request an appointment or submit an application for services online.

The challenges that exist with the current processes and procedures to request an appointment and submit an application include:

- Time spent by VR counselors obtaining information from potential consumers and entering it into the Case Management System (CMS) (most counselors have more than 100 individuals on their caseload);
- Time spent by potential consumers contacting local offices, scheduling appointments, and reporting information face to face;
- Time spent by VR administrative staff on scheduling appointments; and

- Number of individuals that discover VR services may not be the best fit for them after having spent time scheduling an appointment and meeting with a counselor.

This project serves to analyze available data in order to estimate how much time (money) is spent scheduling appointments and taking applications. This information will allow me to determine if developing alternative methods to schedule appointments and submit applications through a website portal would be beneficial.

Data Collection

The goal of data collection was to determine how much time is spent scheduling appointments, taking applications, and if other options are worth exploring. Since time is critical for individuals who need employment and extremely valuable for VR counselors who often have more than 100 individuals on their caseloads, would a method for scheduling appointments and submitting applications online save time for potential consumers, VR staff, and the agency?

More specifically the goal of the data is to discover:

- Current number of users that visit the website
- Amount of time counselors spend on an application for services
- Amount of time spent scheduling appointments
- Number of new appointments scheduled and applications taken in a week
- Average salary of counselors
- Average salary of other employees involved

- Information from other state VR programs (do they provide the ability to submit applications online? If so, what are the benefits or issues?)

Data Analysis

Findings include:

- Website users –
    - Over 138,000 people visited VR's website last fiscal year (data collected through Google Analytics)
    - 94,000 people were first time visitors to VR's website (data collected through Google Analytics)
- Staff time –
    - Counselors spend an average of one hour on an initial application (data collected through quantitative methods using random face to face interviews with Area Supervisors)
    - Administrative staff spends an average of 15 minutes per request scheduling appointments for potential consumers (data collected through quantitative methods using random face to face interviews with Area Supervisors)
- Number of requests –
    - Varies by size and location of office, but on average Area Offices receive requests for appointments/take new applications at a rate of 70 per week

- Salaries –
    - Average salary (plus 30% for compensation/benefits package) Counselor I, $52,898 (information provided by HR records)
    - Average salary for permanent Administrative Team Support (plus 30%) $37,665
- Nationwide VR agency practices –
    - Six other state VR agencies provide the option to apply for services online (data collected using quantitative methods through questionnaires sent to agency Directors)

To clarify and strengthen the quantitative findings of the VR Director Questionnaire, in-depth follow-up interviews were performed with three of the states that offer online application options. During the interviews, information was received about the benefits, challenges, and processes involved.

Calculations for the cost of scheduling appointments and taking applications to determine eligibility for VR services:

- Average # of new requests per office each week - 70
- Average time spent for administrative staff on each appointment request - 15 minutes x 70 = 1050 minutes (17.5 hours per week)
- Average time spent for counselors on each application – 1 hour x 70 = 70 hours per week
- Average administrative staff salary per hour = $19.32
- Average counselor average salary per hour = $27.13

- Average cost for administrative staff per week – 17.5 x 19.32 = $338.10 (for each area office)
- Average cost for counselors per week – 70 x 27.13 = $1,899.10 (for each area office)
- Cost of administrative staff plus cost of counselors per office = $2237.20 (per office per week)
- With 31 area offices located across the state that is an average cost (staff time only) of $69,353.20 per week spent.
- With approximately 49.5 working weeks (52 weeks minus 13 paid holidays for state employees) that would equal a total average cost of $3,432,983.40* for time spent on scheduling appointments and taking applications for potential consumers for all VR offices per year. (Appendix 2)

*a conservative estimate – based on the average of a counselor I's salary, a counselor II or counselor III has a higher average salary and they also take new applications.

This data will be used to recommend and justify providing a website portal that allows individuals to request an appointment and submit a pre-application for services will save time and money for both potential VR consumers and VR staff. The calculations on time and money spent includes only that of VR staff, there is no way to calculate time and money spent for potential VR consumers. It is not uncommon for individuals seeking VR services to eventually determine they do not want VR services or do not meet the eligibility requirements. Often times this is not determined until after time and money has been spent scheduling the appointment, making the drive to a local area office, and meeting with a counselor.

A comprehensive website portal (modeled after the most all-encompassing example - Ohio's VR agency) could serve as a solution to this costly problem. With over 138,000 visitors to VR's website last fiscal year, this type of portal would assist by first, educating individuals seeking VR services, then helping them determine if VR is the right organization to assist them, and finally allowing them convenient access to apply online. Even though VR has a clear mission of preparing and assisting eligible South Carolinians with disabilities to achieve and maintain competitive employment, it is not unusual for people to confuse VR services with that of other organizations that assist individuals with disabilities or to misunderstand the definition of disability.

There are concerns that exist for the agency in providing a portal on the website which include federal regulations/requirements administered by the US Department of Education's Rehabilitation Services Administration. These regulations include a maximum on the number of days a VR agency has to determine eligibility (60 days) and develop an Individualized Plan for Employment (IPE) (90 days) after an individual has officially applied for service. The IPE identifies a vocational goal and outlines the services that will be provided to achieve that goal. The above-mentioned concerns are addressed with the reassurance that the information received from individuals interested in services would be in the form of a pre-application and would not be considered an official application until the individual meet face-to-face with a counselor to sign the application.

Overall, the detailed goal of the website portal is to

- First deliver helpful thorough information regarding applying for VR services explaining the

    - Responsibilities of VR, services offered, and the processes
    - Requirements of the individual applying for services, such as gathering documents, medical records, etc.
- Then to provide the ability to request an appointment online (saving individuals seeking services time and money)
- Significantly decrease the amount of time counselors spend entering information/data into CMS

Implementation Plan

With support from leadership, the plan will be rolled out in three phases that correlate with three easy steps that will posted on VR's website:

Phase 1 will be to provide individuals with detailed information about VR services and processes to help them determine they are entering into the "right door" before submitting an application. This will be accomplished through the development and posting of a short motion graphic video on the website that describes what to expect at VR (listed on the website as Step 1 - Watch a brief video).

Implementation Phase 1 – development of a brief 3 to 5 minute video will include the following time and resources of the following VR staff members:

- Media Resource Consultant (planning, writing script, applying graphics, producing video)
- Staff member used as narrator (will be recorded reading script)
- Communication Director's (review and approval)

- Edits will be made after Director's review
- Leadership team will view for final approval
- Any final edits made at request of leadership
- Commissioner's approval (or recommendation of further edits)
- Video will be posted to the website by the Communications Resource Specialist

(video will be produced with VR's video production equipment)

Phase 2 will be to provide potential consumers with a brief assessment, so that they can be reassured that they are seeking services from the correct organization. The website will guide them to take the assessment (listed on the website as Step 2 after watching the brief video).

Implementation Phase 2 – the Communications team will work to come up with questions for the brief assessment. The proposed questions should be simple, for example:

- Do you have a disability?
- Do you want to work?
- Does your disability make it hard for you to get and keep a job?
- Are you committed to the process to find employment?

Once leadership approves the assessment questions, the Communications Resource specialist will post them on the website as Step 2. This phase should be fairly simple utilizing Squarespace (VR's web development tool). Until step 3 is complete, the potential consumer will be instructed to contact their local office to schedule an appointment so that they can submit an application.

Phase 3 will allow individuals interested in VR services to submit a pre-application for services online and schedule an appointment (listed as Step 3 on the website).

Implementation Phase 3 – This will be the most complex phase of the implementation plan and will involve the dedication of multiple resources, including members of VR's IT team and Consumer Services staff to assist the Communications team with development of the portal. Details that will need to be considered include:

- Capturing pre-application information entered online
- Using pre-application information to create a consumer record in the Case Management System (allowing for auto population)
- Routing information and assigning consumer to a counselor (determined by zip code)
- Auto assignment of appointment to consumer

Other aspects that will need to be addressed include:

- Security;
- Confidentiality;
- Privacy;
- User friendliness; and
- Data storage of collected information (database fields).

There will also need to be a beta test period to simplify the process and work through any glitches.

Evaluation Method

Evaluation to determine the success of this project will be measured multiple ways:

- Tracking individuals who complete each step

    - number of individuals who watch the video (presumably will be greater than the number of people who go on to step 2 or 3 because they may determine VR services are not the right fit for them)
    - number of individuals who take the brief online assessment (again will presumable be greater than step 3, but possibly less than step 2)
    - number of people who submit online applications will be tracked over time and we will hopefully see a gradual increase as people learn it is an option
- We will also track the number of calls received by administrative team members to request appointments – an eventual decline will hopefully be seen as more people are referred to the website for the online process
- We will ask for surveys/feedback from counselors in order to evaluate their time spent on applications – the goal will be to see an eventual decline in the number of in-person applications taken (first survey will be provided to counselors 6 months after introduction of the portal and second survey after the first year)
- Surveys/feedback from staff members (admin and counselors) will also ask if they are
    - Seeing more people who are in the "right place" from the beginning, so they follow through with the process
    - Spending less time on the tedious application process which is freeing them up to build better rapport with consumers during their first meeting
    - Allowing them more time to get other tasks accomplished
- After the first year, compare the number of successful employment outcomes to previous year (an increase could be a result of people entering the "right door")

- After the first year, compare the number of unsuccessful closures (a decrease could be a result of people entering the "right door")
- A survey that ask VR consumers if they found the website pre-application process simple or cumbersome can also be incorporated to get customer service feedback (unfortunately this will not allow us to factor in cost/time savings regarding individuals time spent, but will provide helpful information)

Summary and Recommendations

As described in the implementation plan this project will be executed in three phases. Phase 1 is almost complete. To date:

- The script has been written and approved
- The narrator was selected and the script has been recorded
- The media resource consultant is laying in final graphics for the motion graphic style video. It is projected to be 3 minutes in length

After final viewings, edits, and approvals have been made, the video will be posted to the website; a simple process involving You Tube.

Phase 2 should also be a simple process. The assessment questions have been agreed on and approved, so once the video has been made available, the assessment questions will be then posted on the website. With the utilization of Square Space, these changes should be straightforward.

Phase 3 is the more challenging process because it involves the most resources, especially staff time, including several staff members from Communications, Consumer Services and IT.

There are costs associated with the development of the portal that are not covered here, so the savings will not be complete; however, the concept has been presented to and approved by the leadership team, so the commitment, which is critical to the success of the project, is there. Initial conversations concerning security and confidentiality have already taken place with IT. Now that Phase 1 is nearing completion, a meeting with an IT analyst will be scheduled within the next month to discuss the next steps in building the website portal. Project completion may take several months to a year. The end result will be well worth the wait; saving potential consumers time while also saving VR a substantial amount to be determined after full implementation, but more importantly allowing staff to more effectively assist additional individuals with disabilities in achieving employment success and assisting SC businesses with recruiting more qualified candidates.

Appendix 1

SCVR 4
Rev. 10/25/2017

Printed: 21-Dec-18

SOUTH CAROLINA VOCATIONAL REHABILITATION DEPARTMENT
Survey Interview Application

Previous closure within 36 months ☐ Yes ☐ No *Application Date:*

PERSONAL INFORMATION

1	*Last name:*	*First name:*	*MI:*	*Suffix:*	*Gender:* ☐ M ☐ F ☐ DNI
2	*Goes by:*	*DOB:*	*Race:*		*Hispanic:* ☐ Yes ☐ No ☐ DNI
3	*Maiden Name:*				
4	*Street address:* (1)			(2)	
5	*City:*	*State:*	*ZIP:*	*County:*	
6	*Mailing address:*	*City:*	*State:*	*ZIP:*	
7	*Home Phone:*	*Mobile:*	*Work:*	*TTY:*	
8	*Email:*	*Referred by:*			
9	*Living arrangement:*		*Veteran Status:* ☐ Yes ☐ No		

10 *Family Unit:*

Name	Relationship	Age	Health	Employer

11 *Personal Contacts*

Name	Relationship	Phone	Address

12 *Applicant's description of impairment, how it affects their ability to work, and reason for applying for services:*

SOURCE OF SUPPORT and MEDICAL INSURANCE COVERAGE

13

Primary source of support:		*Medical insurance coverage*	
SSI per month $____	*Workers' Comp. per month $____*	*Medicaid* ☐	*Private-own employment* ☐
SSDI per month $____	*VA Disability per month $____*	*Medicare* ☐	*Private- other means* ☐
TANF per month $____	*General Assistance per month $____*	*Public-other source* ☐	*Private – not yet eligible* ☐
Unemployment compensation per month $____		State or Federal Affordable Care Act Exchange ☐	
Total other public support $____			

EDUCATION & TRAINING

14

Last school attended:		*Enrolled in High School at application?* ☐ Yes ☐ No	
Highest level attained:		*504:* ☐ Yes ☐ No	*IEP:* ☐ Yes ☐ No
Other training or skills (describe and give dates):			

DNI – Does Not Identify

Applicant's or Representative's Initial _____

SCVR 4
Rev. 10/2020 T

Printed: 21-Dec-18

SOUTH CAROLINA VOCATIONAL REHABILITATION DEPARTMENT
Survey Interview Application

EMPLOYMENT (Begin with most recent)

15 Current work status: | Weekly hours at app: | Gross hourly earnings at app.

16 Employment History

Employer	Job title	From	To	Gross wkly	Hours per week	Reason for leaving

17 Vocational interests: (1) (2) (3)

COMMENTS SECTION (TO INCLUDE PERIODS OF UNEMPLOYMENT)

18

CRIMINAL OFFENSE CHARGES (IF YES, LIST CHARGES):

19

MISCELLANEOUS

20 Voter registration status: | Preferred method of contact (phone/mail/email/text, etc.):

21 Driver's license: ☐ Yes ☐ No Picture ID: ☐ Yes ☐ No | Type of transportation:

22 CAP – Applicant apprised of rights and availability of the Client Assistance Program and provided with a brochure regarding same. ☐ Yes
Discrimination Complaint Guide / SCVR 348 – Applicant apprised of grievance procedures for handling discrimination complaints ☐ Yes
Ombudsman – Applicant apprised of rights and availability ☐ Yes

23 **DRUG FREE POLICY** - *It is the South Carolina Vocational Rehabilitation Department's (SCVRD) policy to maintain a program that is free from the effects of drug and alcohol abuse. The unlawful manufacture, distribution, sale, possession, or use of a controlled substance or alcohol on the SCVRD premises or while involved in a SCVRD activity is absolutely prohibited. Violations of this policy will result in possible termination from the program and may have legal consequences as well. SCVRD also recognizes alcohol and drug abuse or addiction as treatable illnesses.*

24 **APPLICATION STATEMENT** - *I hereby make application to the South Carolina Rehabilitation Department (SCVRD) for services because I intend to secure, retain, or regain employment consistent with my strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. I have been informed that the SCVRD staff will work closely with me to provide the information and support I need to fully participate in the decisions that will be made during my vocational rehabilitation. I release and discharge the SCVRD and its representatives from any and all claims, demands, liability, and damages whatsoever which may hereafter be sustained or incurred by me arising from such services. I understand that I will not be subjected to segregation or separate treatment. Upon being determined eligible for services, I also understand that services will be provided to me without regard to race, color, religion, sex, national origin, age or disabling condition(s). I have had explained to me the rehabilitation process and I have contributed the information contained on this form. I voluntarily acknowledge and consent to allow SCVRD staff to confer with the referring agency (if applicable) in an effort to determine eligibility for rehabilitation services. I have also had the opportunity to ask questions concerning this form, which were answered to my satisfaction.*

Applicant's Signature | Date | Parent's, family member's, advocate's or other representative's signature, when appropriate

staff name, title and case credit

Printed: 21 Dec 18

SOUTH CAROLINA VOCATIONAL REHABILITATION DEPARTMENT
Survey Interview Application

22 – Student with a Disability

- ☐ Student with a disability and has a section 504 accommodation
- ☐ Student with a disability and receiving transition services under IEP
- ☐ Student with a disability and does not have 504 or IEP
- ☐ Individual is not a student with a disability

62 - Long-Term Unemployed :

☐ Yes More than 27 Consecutive Weeks ☐ No

63 – TANF Exhaustion within 2 years :

- ☐ 1. The applicant is within 2 years of exhausting lifetime eligibility for TANF benefits
- ☐ 0. The applicant does not meet the condition described above
- ☐ 9. The applicant has never received TANF or the applicant has already exhausted lifetime TANF eligibility.

64 – Foster Care Youth :

☐ Yes The youth is currently in foster care or has aged out of the foster care system as of the time of application.

☐ No The youth does not meet the conditions described above

65 – Homeless :

☐ Yes The applicant:

(a) Lacks a fixed, regular, and adequate nighttime residence; this includes an individual who:
- (i) shares the housing of other persons due to loss of housing, economic hardship or a similar reason
- (ii) lives in a temporary setting (motel, campground, car, park, abandoned building, train/bus station, airport) due to lack of alternative adequate accommodations;
- (iii) lives in an emergency or transitional shelter;
- (iv) is abandoned in a hospital; or
- (v) awaits foster care placement;

(b) Is a migratory child who in the preceding 36 months was required to move from one school district to another due to changes in the parent's or parent's spouse's seasonal employment in agriculture, dairy, or fishing work; or

(c) Is under 18 years of age and absents himself or herself from home or place of legal residence without the permission of his or her family (i.e., runaway youth). This definition does not include an individual imprisoned or detained under an Act of Congress or State law. An individual who may be sleeping in a temporary accommodation while away from home should not, as a result of that alone, be recorded as homeless.

☐ No The applicant does not meet any one of the conditions described above.

66 – Ex-offender :

☐ Yes The applicant is a person who either is, has been subject to any stage of the criminal justice process for committing a status offense or delinquent act, or (b) requires assistance in overcoming barriers to employment resulting from a record of arrest or conviction.

☐ No The applicant does not meet any one of the conditions described above

☐ ONI The applicant did not disclose.

67 – Low Income :

☐ Yes The applicant is a person who:

(a) Receives, or in the 6 months prior to application to the program has received, or is a member of a family that is receiving or in the past 6 months prior to application to the program has received
- (i) **SNAP benefits** (Assistance through the supplemental nutrition assistance program (SNAP) under the Food and Nutrition Act of 2008 (7 USC 2011 et seq.));
- (ii) **TANF** (Assistance through the temporary assistance for needy families program under part A of Title IV of the Social Security Act (42 USC 601 et seq.));
- (iii) **SSI** (Assistance through the supplemental security income program under Title XVI of the Social Security Act (42 USC 1381)); or
- (iv) **State or local income-based public assistance.**

(b) Is in a family with total family income that does not exceed the higher of the poverty line or 70% of the lower living standard income level (see New Federal Elements handout for definitions of poverty level and LLSIL);

(c) Is a youth who receives, or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 USC 1751 et seq.),

(d) Is a foster child on behalf of whom State or local government payments are made;

(e) Is an individual with a disability whose own income is below the poverty line but who is a member of a family whose income does not meet this requirement,

(f) Is a homeless individual or a homeless child or youth or runaway youth (see Data Element #730); or

(g) Is a youth living in a high-poverty area

☐ No The applicant does not meet any one of the conditions described above.

SOUTH CAROLINA VOCATIONAL REHABILITATION DEPARTMENT
Survey Interview Application

68 – English Language Learner

☐ Yes The applicant is: (a) a youth, who has English reading, writing, or computing skills at or below the 8th grade level on a generally acceptad standardized test; or (b) a youth or adult who is unable to compute and solve problems, or read, write, or speak English at a level necessary to function on the job, in the applicant's family, or in society.

☐ No The applicant does not meet the conditions described above.

69 – Basic Skills Deficient / Low Levels of Literacy :

☐ Yes The applicant is a person who has limited ability in speaking, reading, writing or understanding the English language and also meets at least one of the following two conditions (a) his or her native language is a language other than English, or (b) he or she lives in a family or community environment where a language other than English is the dominant language

☐ No The applicant does not meet the conditions described above.

70 – Cultural Barriers :

☐ Yes The applicant perceives him or herself as possessing attitudes, beliefs, customs or practices that influence a way of thinking, acting or working that may serve as a hindrance to employment

☐ No The applicant does not meet any one of the conditions described above

☐ DNI The applicant did not disclose

71 – Single Parent :

☐ Yes The applicant is single, separated, divorced or a widowed applicant who has primary responsibility for one or more dependent children under age 18 (including single pregnant women).

☐ No The applicant does not meet any one of the conditions described above

☐ DNI The applicant did not disclose.

72 – Displaced Homemaker :

☐ Yes The applicant has been providing unpaid services to family members in the home and who:

(A) (i) has been dependent on the income of another family member but is no longer supported by that income; or
(ii) is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section),
a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected death or disability of the member (as defined in section 101(16) of title 10, United States Code);

and

(B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

☐ No The applicant does not meet any one of the conditions described above

73 – Migrant and Seasonal Farm Worker :

☐ 1. The applicant is low-income individual (i) who for the 12 consecutive months out of the 24 months prior to application has been primarily employed in agriculture or fish farming labor that is characterized by chronic unemployment or underemployment; and (ii) faces multiple barriers to economic self-sufficiency.

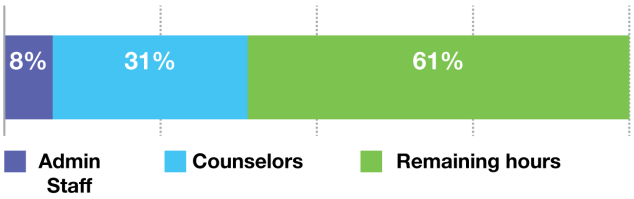
☐ 2. The applicant is a seasonal farmworker whose agricultural labor requires travel to a job site such that the farmworker is unable to return to a permanent place of residence within the same day.

☐ 3. The applicant is a dependent (as defined in 20 CFR 685.110) of the individual described as a seasonal or migrant seasonal farmworker above

☐ 0. The applicant does not meet any one of the conditions described above.

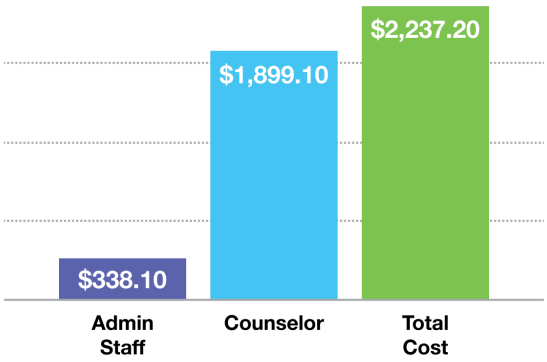
Appendix 2

Average amount of staff time spent on appointment requests/applications each week *



* Assumes an average of 6 counselors and 1-2 administrative staff per office

Average cost per week per office



Cost per week statewide

$2,237.20 per office x 31 offices = $69,353.20 per week

Total cost per year

$69,353.20 per week x 49.5 weeks = $3,432,983.40 per year