

**Michigan Rehabilitation Services (MRS)  
DSU Update  
Michigan Council for Rehabilitation Services (MCRS)  
Thursday, February 13, 2025**

- Performance Update:
  - PowerPoint attached.
  - Performance Chart by PY Quarters:

<b>PY 2024 Quarters 1-2 (July-Dec)</b>	
PTA New Referrals	1,507
Application	7,826
Eligibility	6,701
Service (IPE)	5,411
Exit Employed	3,458
Total Cases	25,659

- Bureau Updates:
  - Staffing summary
    - As of **01/31/24** there are:
      - 518 active staff
      - 66 positions in process
- Sigrid Adams
  - MRS Director Updates
    - Update/Status of new MRS Case Management System/Process:

Starting in the first quarter of FY 25, MRS began the process of developing the requirements necessary to modernize the case management system (CMS) utilized by the Bureau. To complete a large-scale project such as this, various stages will need to be completed. All these activities will lead up to completion of a Request for Proposal (RFP) with the all the necessary elements for modernization present. This RFP will be a blueprint for a vendor to construct, train, and roll-out the new system. It is expected this entire project will have a two-to-three-year timeframe from idea to implementation.

**Lean Process Improvement:**

This is an intensive process where MRS worked with Department of Technology, Management and Budget (DTMB) experts in process design to evaluate customer flow,

CMS usage, and update requirements. This is a required step MRS had to complete to develop the RFP. Its intent is to ensure there is standardization in the bureau which will lead to success in a new system design.

The LPI group, composed of a range of MRS staff with different responsibilities, worked over a six-day period to process map workflows and identify deficiencies in the current CMS. This process led to 11 proposals for improvement which were approved and are currently in process. Several have already been completed.

**Human Centered Design:**

MRS has started working with DTMB to complete a separate RFP to identify a vendor to complete a Human Centered Design (HCD) process. This process involves having experts in interface design work with MRS staff on how they utilize the current software and what improvements are necessary to make the software more usable and accessible. The identified vendor will use advanced techniques such as eye and motion tracking to ensure the system is instinctive for the users. The vendor will then create business requirements for the RFP to build the new system and develop training materials for staff.

It is expected this process will start in April and be completed by October of 2025.

**Request for Proposal:**

The final stage will be the completion of an RFP to build and implement the new system based upon the standards identified. This is a very complex RFP which will contain all the technical requirements such as user interfaces, security, accessibility and reporting. Coordination between various agencies will be necessary to ensure all elements are contained in the RFP.

Once a vendor is identified, the process of building the new software will begin. MRS will begin the staff education, training and roll-out of the new system with assistance from the identified vendor. This RFP will be expected to be completed in late 2025.

The total timeline for a new system being tested, necessary staff training, and fully implemented is expected to be completed in 2027.

- **MRS Division Action Items/Feedback Required from Council:** (Duties specific to State Council)
  - None currently.

- FY25 MRS Quarterly Hearing Outcomes Summary
  - Request(s) submitted and/or decisions completed: 10/1/2024 – 12/31/2024

Dispute:	Hearing Request Received:	Hearing Date:	Hearing Outcome Date:	Summary/ Outcome:
Case closure	7/29/2024	10/15/2024	10/24/2024	MRS received a hearing request to appeal MRS' decision to close the individual's case record due to acts/ threats of violence and failure to participate.  Outcome: Administrative Law judge (ALJ) affirmed MRS decision noting the decision was proper and should be upheld.
Case Closure	9/12/2025	2/4/2025	Pending hearing	MRS received a hearing request to appeal MRS' decision to close the individua's case.
Authorization for Services	9/25/2024	2/6/2025	Pending hearing	MRS received a hearing request for MRS' determination that it is prohibited from authorizing payment for the costs associated with a post-graduate certificate program.
IPE/Employment Outcome	11/15/2024	2/12/2025	N/A	MRS received a hearing request appealing MRS' determination that a Transferable Skills Analysis is needed to determine whether MRS will approve an individual's employment outcome and/or any MRS determination as of the date of this hearing request that MRS will not approve the chosen employment outcome.  Update: Hearing request withdrawn on 1/24/2025. Customer agreed to the TSA.
IPE/Employment Outcome	11/15/2024	3/11/2025	Pending hearing	MRS received a hearing request to appeal MRS' decision denying an individual's choice of an employment oncome on the individual's IPE.

- Budget Update:

<b>Federal Grants:</b>				
<i>Vocational Rehabilitation*</i> :				
FFY25				\$53,824,328
<i>Assistive Technology*</i> :				
FFY25				\$347,766
<i>Independent Living* - Title VIIB</i>				
FFY25				\$246,622

<i>Disability Innovation Funds: FFY22- FFY26</i>				\$ 15,825,520
<b>Pre-Employment Transition Services*:</b>				
FFY25 (15% of Current VR Award)				\$ 8,073,649
*Current Notice of Awards				

- Any Questions?