QE
Technical Assistance Center for
Quality Employment

Lessons Learned
2020 – 2025

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Transformative Impact

State-of-the-Art Accessible Website

- Revolutionized access
- Standardized learning

Comprehensive Review

- Evidence-based practice
- Policy influence

Intensive, Targeted, and Universal TA

- Capacity building
- Direct workforce impact

Dissemination of Findings & Resources

- Knowledge sharing
- Cultural shift

Rigorous Evaluation Using RSA 911 Data

- Outcome tracking
- Sustainability
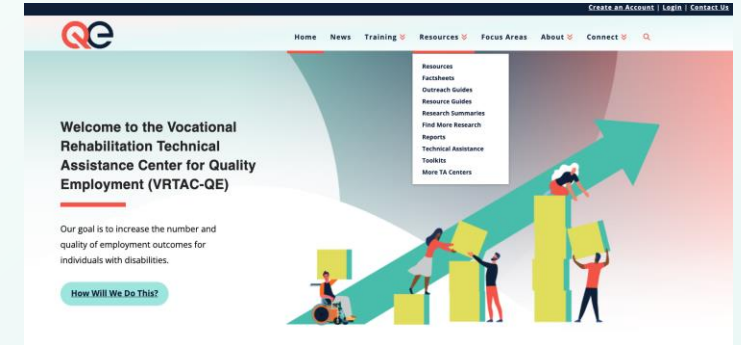
Accessible Website

Metrics of Success

Member Growth

- 15,744 members registered

Engagement

- 29,273 individuals registered for at least one on-demand module
- 30,704 registered for webinars
- 6,396 individuals issued at least one training completion certificate

Content Updates

- Regular updates with new technical assistance and training modules
- Peer-reviewed publications

Feedback Scores

- Consistent ratings of over 90% for relevance, quality, and useability

Showing 15,311 users in the United States.

Comprehensive Review of Best Practices

Data Collection Effort

- Reviewed 5 years of data across 78 state VR agencies

- Completed two national needs assessment surveys with hundreds of VR and community-based rehabilitation professionals

Feedback and Dissemination

- 88.7% of participants use information in practice

- 65% adoption rate for strategies identified in the articles

- Special Issues in Peer-Reviewed Journals

Comprehensive Review of Best Practices

Innovation

- Plain language summaries

- Interactive toolkits

Insights and Impact

- Shift to actionable outcomes

- Widespread adoption

  - 41 outreach strategies

  - 48 employment service enhancements

Intensive Technical Assistance (ITA)

Outcomes

- 24 ITA plans successfully closed

- ITA participants reported (Year 4):

  - 90.5% rated training as high quality

  - 89.6% found it relevant

  - 87% said it was useful to their work

Examples of Completed Projects

- New or revised SE and CE policy

- 9 Toolkits available

- Expanded partnerships and collaboration

- Sustainability

Targeted Technical Assistance (TTA)

(Time-limited projects addressing shared needs)

Innovative Methods

Learning Communities

- Rural outreach, Faith-based communities, Justice-involved populations

Implementation Groups

- Career Pathways, Customized Training, Apprenticeship

Example Focus Areas

- Transportation solutions
- Justice-involved populations
- Strategies for underserved communities
- Self-Employment

Outcomes (Year 4)

- 84.3% rated TTA as high quality
- 86.5% found it relevant
- 86.8% said it was useful

![QE Technical Assistance Center for Quality Employment logo]

Universal Technical Assistance (UTA)

Engagement

- 5,519 registrations for on-demand modules in Year 5
  - 25,447 registrations since Oct. 2020
- 5,164 registrations for monthly webinars in Year 5
  - 30,068 registrations since Oct. 2020

55,515 total UTA registrations over lifetime of the grant

Resource Library

- 195 Training sessions
- 43 Webinars
- 29 Fact sheets
- 26 Research summaries
- 17 Resource guides

Feedback

- 94.7% rated as high quality
- 93.5% found it relevant
- 88.3% said it was useful

U.S. Territories Engagement

Geographic Research and Impact

- Addressing unique challenges in remote and underserved regions:

    - Agencies in American Samoa, CNMI, and GUAM benefited from tailored TA

- Pacific Rim (PacRim) Conference in 2024 & 2025

- Monthly PacRim Community of Practice (CoP)

- Focus on Self-Employment, ABLE Accounts, Business/Employer Engagement

Dissemination of Findings and Resources

Key Dissemination Channels

- Website and Online resources

- TACQE Tuesday

- Webinars and Training Modules

- Publication and Peer-Reviewed Articles

- Conferences

Number and Metrics

- 44,650 certificates of completion issued to 6,396 users

- UTA materials downloaded over 10,000 times

- All 50 states and U.S. Territories engaged in training

- Over 30,000 total website users

- Adoption Rate

  - 88.7% reported that they plan to use in practice

  - 75% of SVRA leadership adopted new strategies

Rigorous Evaluation Using RSA 911 Data

Numbers and Outcomes

GPRA measure 3: Employment Outcomes

- 33.33% of SVRAs improved employment outcomes from RSA PY 2020 to PY 2021
- 42.86% of SVRAs improved outcomes from PY 2021 to PY 2022
- 61.90% of SVRAs improved outcomes from PY 2022 to PY 2023

GPRA Measure 4: Measurable Skill Gains (MSG)

- PY 2022: 40% of SVRAs met their MSG goal
- PY 2023: 50% of SVRA met their MSG, with 70% showing year-over-year improvement

Key Lessons Learned

1. Learning Communities

- Contemporary evolution of CoP
- Co-development of meaningful products (toolkits)

2. Implementation Groups

- Support use of Learning Community products in VR policy & practice

3. Individual Online Training Pages

- Customized by site
- Highly utilized; particularly in remote locations
- Continuing Education credits

Services for State Vocational Rehabilitation Agencies

- Training – Develop staff knowledge and skills in best practices
- Program Evaluation- Assess performance of agencies and their outcomes
- Comprehensive Statewide Needs Assessments
- Research – Conduct investigations to identify best practices
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