

John G. Harper, M.Ed., CRC, LPC

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Executive Summary

A career social services professional dedicated to helping persons with disabilities acquire new skills and gain integrated competitive employment. A US Navy veteran with 26 years' Vocational Rehabilitation (VR) experience serving the state of Missouri and the nations' VR program. A subject matter expert with extensive experience and domain knowledge regarding guidelines, legislation, Rehabilitation Services Administration (RSA) policy directives and the requirements of the Workforce Innovation and Opportunity Act (WIOA).

Professional Experience

Encorpe Inc., Columbia, MO

2020 - Present

Leading provider of software and services to help organizations optimize VR services, maintain compliance with Rehabilitation Services Administration (RSA) policy directives and effectively implement the Workforce Innovation and Opportunity Act (WIOA).

Chief Subject Matter Expert

Executive Director and authority on all matters relevant to the WIOA, RSA policy and VR best practices.

- Provide domain-specific interpretation, guidance and recommendations regarding RSA policy directives.
- Develop, maintain and publish usability guides that help agency leadership, field service managers and rehabilitation councilors effectively implement and comply with WIOA.
- Assist VR agencies and software development firms in optimizing and improving case management systems to comply with RSA policies, WIOA regulations and VR requirements.

Alliance Enterprises Inc., DuPont, WA

2018 – 2020

Leading provider of case management software, analytics and cloud services for VR agencies and tribal nations, serving over 12,000 rehabilitation professionals.

Product Manager, Aware VR Case Management

Subject Matter Expert on WIOA, the Rehabilitation Act of 1973, Government Accountability Office (GAO) policy and VR practices and procedures.

- Primary liaison with the Rehabilitation Services Administration (RSA) administration leadership and data unit policy experts.
- Responsible for knowledge transfer of legislation, policy directives, state and federal regulations, rehabilitation best practices and requirements to company leadership, business analyst, service delivery professionals and software developers.



Software and Services to Help Those who Help Others

MO Department of Vocational Rehabilitation (DVR)

2016 - 2018

Assistant Field Operations Manager

Senior Executive responsible for facilitating WIOA implementation, data conversion and compliance

- Supervised the director of the state's VR case management system (*Aware*) to align VR program processes, rules and policy directives
- Served as the VR liaison to the Missouri Department of Mental Health (MDMH). Member of the Department of Elementary & Secondary Education (DESE) technology implementation team
- Led system changes to improve employment outcomes for consumers of DMH and DVR.

MO Department of Elementary & Secondary Education (DESE)

2000 - 2016

Director Mental Health Services and Data Reporting

Senior Executive responsible for operations and change management initiatives to improve employment outcomes for DMH and DVR consumers.

- Responsible for the collection, reporting and compliance with all federal requirements
- Led implementation of new *Aware* VR case management system and data conversion
- Missouri Baldrige Quality Award information & analysis category leader

MO Department of Vocational Rehabilitation (DVR)

1992 - 2000

Senior VR Counselor

Rehabilitation services provider enabling persons with physical, psychiatric, addiction and cognitive disabilities gain hope and assistance to develop career goals for competitive employment

- Develop individualized resources and options for choice; caseload specialty(s): Traumatic Brain & Spinal Cord Injury, Mental Illness, Substance Dependence
- Coordinated services with Work Force Development 'Career Center' partners. Streamlined supported employment services with Advent Enterprises and the MO Department of Mental Health CPRC agencies
- Represent MO DVR to the general community including clients, families, professionals, local agency service and rehabilitation providers.

United States Navy

1982 - 1986

Operations Specialist, Petty Officer Second Class

Operator for Anti-Submarine Warfare Operations Center Operations Control Room.

Trained and developed the skills of division personnel and commissioned officers of the watch in task group area of responsibility, methods, and procedures

Education, Certifications and Awards

- Master of Education-Educational & Counseling Psychology (Rehabilitation Counseling) - University of Missouri, Columbia, MO
- Bachelor of Science Education-Secondary Education (Social Studies) Cum Laude - University of Missouri, Columbia, MO



Software and Services to Help Those who Help Others

- Licensed Professional Counselor (LPC) State of Missouri 5/1998 to present
 - Certified Rehabilitation Counselor (CRC) 4/1993 to present
 - Entellitrak Certified Developer/Administrator – Tyler Technologies entellitrak application development platform for case management.
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Publications

Franklin, K.L., & Harper, J. (2009). State Vocational Rehabilitation Programs. In *Rehabilitation of Neuropsychological Disorders: A Practical Guide for Rehabilitation Professionals* (2nd edition; Edited by B. Johnstone and H.H. Stonnington. New York: Taylor and Francis.

Johnstone, B., Reid-Arndt, S., Franklin, K.L., & Harper, J. (2006). Vocational outcomes of state vocational rehabilitation clients with traumatic brain injury: A Review of the Missouri Model Brain Injury System Studies. *NeuroRehabilitation*, 21 (4), 335-347

Marrone, J., McCarthy, T., Harper, J. & O'Brien, C. (2005) "Managing for Change in the VR System" in Dew, D.W. & Alan, G.M. (eds). *Innovative Methods for Providing Vocational Rehabilitation Services to Individuals with Psychiatric Disabilities*. (Institute on Rehabilitation Issues Monograph No 30. p 111-148) Washington DC: The George Washington University, Center for Rehabilitation Counseling Research and Education.

Johnstone B., Schopp L., Harper J, Koscuilek J., Neuropsychological Impairments, Vocational Outcomes, and Financial Costs for Individuals with Traumatic Brain Injury Receiving State Vocational Rehabilitation Services *J Head Trauma Rehabilitation* 1999; 14(3): 220-232

Committee Work

- MO Planning Council for Developmental Disabilities (Gubernatorial Appointment) - 12/2004 - 3/2018
- MO Offenders Reentry Project Steering Committee (Department of Corrections) - 12/2004 - 3/2018
- Comprehensive Psychiatric Services State Advisory Council – Dept of Mental Health 1/2001 - 3/2018
- Research Advisory Panel Vocational Rehabilitation Research & Training Center Institute for Community Inclusion, University of Massachusetts – Boston 3/2008 - 1/2011
- MO Transformation Grant Work Groups: Evidence Based Practices; Disparities; Transformation Leadership Work Group – MO Office of Transformation & MO Dept of Mental Health 1/2007 - 12/2007
- The Governor’s Steering Committee on Services for Individual with Co-Occurring Disorders – COSIG (Department of Mental Health) - 3/2004 - 6/2007
- Institute on Rehabilitation Issues #30 ‘Innovative Methods for Providing Vocational Rehabilitation Services to Individuals with Psychiatric Disabilities’ – US Dept of Education, Rehabilitation Services Administration 11/2003 - 5/2004
- Mental Health Advisory Committee – Harry S. Truman Veterans Hospital 1/1999 - 12/2001
- TBI Leadership Academy Curriculum Development Committee MO Dept of Health 4/1998
- Streamlining Team: Policy & Procedure – MO DVR 1995 -1996
- Rehabilitation Counseling Program Curriculum Committee MU E&CP - Student Representative 1990

Presentations

- Vocational Rehabilitation Agency Panel on Using Case management System Data for Managing Case Flow RSA Fiscal and Data Management Conference, Washington D.C. - 8/2008
- Project SUCCESS: How consumers can serve consumers in a ONE-STOP service environment RSA Project Directors Office– US Dept of Education, Rehabilitation Services D.C. - 8/2004
- Institute on Rehabilitation Issues #30 ‘Innovative Methods for Providing Vocational Rehabilitation Services to Individuals with Psychiatric Disabilities’ presentation of expert panel and discussion– Rehabilitation Services Administration & George Washington University, Washington D.C. - 5/2004
- Employment Topics MO Department of Mental Health Spring Training Institute, 5/2000-5/2010
- Neuropsychological Impairments, Vocational Outcomes, and Financial Costs for Individuals with Traumatic Brain Injury Receiving State Vocational Rehabilitation Services MO Head Injury Advisory Council 13th Annual Conference 5/1998
- Introduction to Vocational Rehabilitation services and application of Neuropsychological Evaluations for new Psychology Interns Division of Health Psychology & Neuropsychology, Dept of Physical Medicine & Rehabilitation, MU school of Medicine