

# Vocational Rehabilitation Modernization Without Replacement

## THE CHALLENGE

Michigan Rehabilitation Services (MRS) is a statewide vocational rehabilitation program that helps individuals with disabilities prepare for and secure employment while supporting businesses with workforce development.

Within its case management environment, legacy systems and manual processes slowed counselors down and made it harder to deliver timely, effective services. As a result, the agency faced limitations in reporting, performance management, and its ability to meet federal program requirements and improve outcomes.

## A CRITICAL DECISION POINT

As the state explored the potential replacement of its case management system, MRS needed a clearer understanding of how work actually happens across its programs and **what needed to change**.

## HOW WE HELPED

Resultant partnered with MRS and the Michigan Department of Technology, Management and Budget to conduct human-centered design research and define a path forward.

Through interviews, workshops, and observational research with counselors, administrative staff, and program leadership, we identified key challenges:



Manual Documentation Processes



Fragmented Reporting



Workflow inefficiencies that added administrative burden

This work shifted the conversation from system assumptions to a clearer understanding of where process, data, and technology changes would have the greatest impact.

## WE DELIVERED



**Service blueprints** mapping current and future state service delivery



**Redesigned workflows** to reduce administrative burden and improve efficiency



**User-centered** system requirements using a jobs-to-be-done framework



**Low-fidelity wireframes** illustrating a more intuitive user experience



**Change management** strategy to support adoption

## THE IMPACT

Resultant's work is informing the state's modernization roadmap and future procurement strategy, while strengthening its ability to manage performance, improve reporting, and deliver timely, effective services to individuals with disabilities.

## OUR POINT OF VIEW

**Modernization doesn't have to start with replacement.** By grounding decisions in how people work and aligning technology to support those workflows, organizations can move faster, reduce risk, and deliver measurable improvements without starting from scratch.

[Connect with our workforce team to learn more.](#)

## THE OUTCOME

- ✓ **A more targeted path forward**  
The work revealed that many challenges could be addressed without immediately replacing the existing system.
- ✓ **Faster progress, lower risk**  
MRS can now prioritize high-impact improvements, reduce implementation risk, and build on existing investments.
- ✓ **A roadmap grounded in real work**  
MRS now has a modernization roadmap aligned to how services are actually delivered, not just how systems are structured.

