

**Virginia SRC for the Blind and Vision Impaired Quarterly Meeting
Agenda**

June 9, 2023, 9:30 a.m. – 1:00 p.m.

397 Azalea Avenue, Richmond, VA 23227

DBVI Main Conference Room

Zoom information:

<https://vadars.zoom.us/j/88446962294?pwd=dXMMyUmpFYWMxTzdCTVVEU1BTU2pJUT09>

Password: 380146

Or Telephone Dial:

+1 786 635 1003 (US Toll)

+1 669 900 6833 (US Toll)

+1 971 247 1195 (US Toll)

Meeting ID: 884 4696 2294

Password: 380146

- 9:30 a.m. **Member Networking - OPTIONAL** – Coffee
- 10:00 a.m. **Welcome and Call to Order** – *Alexa Bowe*
 1. Adoption of Agenda
 2. Approval of March 2023, Meeting Minutes
- 10:10 a.m. **Public Comment**
- 10:20 a.m. **Commissioner’s Report** – *Dr. Rick Mitchell*
 Updates to Agency Report
- 10:30 a.m. **Deputy Commissioner’s Report** – *Pam Cato*
 Updates to Agency Report
- 10:40 a.m. **VR Program Update** – *Megan Hall*
 Updates to Agency Report

10:50 a.m. **Old and New Business – *Alexa Bowe***

1. Remembering Shawn Soares
2. Annual report guidance
3. Hearing officer discussion
4. Election of Officers

12:00 p.m. **Break/Pick up Lunch**

12:10 p.m. **Networking Lunch**

12:30 p.m. **DBVI PRE-ETS Presentation**

Tish Harris
Justin Sheets
Felicia Williams

1:00 p.m. **Adjourn**

Department for Blind and Vision Impaired
State Rehabilitation Council
Agency VR Report
June 9, 2023

Deputy Commissioner's Report – Pam Cato

Regional Office Updates

Bristol	Fully Staffed
Fairfax	Recruiting for a Vocational Rehabilitation Counselor
Norfolk	Recruiting for two Vocational Rehabilitation Counselors, Orientation & Mobility Specialist, and a Rehabilitation Technology Specialist
Richmond	Recruiting for a Rehabilitation Teacher
Roanoke	Fully Staffed (New Regional Manager starting June 12)
Staunton	Recruiting for an Orientation and Mobility Specialist
Headquarters	Fully Staffed
Business Relations Unit	Recruiting for a Business Relations Specialist Roanoke Region
VRCBVI	Recruiting for Access Technology Instructor and a Braille Instructor

State Plan Goals

DBVI, with assistance from the State Rehabilitation Council (SRC), developed six goals and priorities for the Vocational Rehabilitation (VR) and Supported Employment (SE) programs for this state plan cycle. The six goals are listed below and updates are included in this report.

1. Expanding and enhancing workforce development activities to develop and maintain effective working relationships with Virginia business and industry at the local, regional, and state level to develop partnerships that facilitate industry recognized credential attainment, skill development, and entry into career pathways for eligible individuals who are blind, vision impaired, or deafblind leading to competitive integrated employment.
2. Increasing and improving competitive integrated employment outcomes, with wages above the state average, for all blind, vision impaired, or deafblind individuals receiving services from DBVI.

3. Achieving agency annual performance goals and establishing base lines for the performance accountability measures based on primary indicators of performance in section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act of 2014.
4. Providing rehabilitation technology to blind, vision impaired, or deafblind individuals, including youth and students, to facilitate their success in training and competitive integrated employment settings.
5. Expanding transition services for youth and students seeking employment and/or post-secondary training; including pre-employment transition services for secondary school students.
6. Expanding the utilization of Supported Employment services for adults and youth to increase competitive integrated employment outcomes for individuals with the most significant disabilities.

Business Relations Unit Updates- Cindy Roberts

Members of the Business Team presented at the DOLI VOSH (VA Occupational Safety and Health) Conference held in Newport News on March 29th. The team provided an overview of DBVI services to business with emphasis on 503c and assisting federal contractors with attaining their utilization goals of hiring individuals with disabilities and veterans.

The DBVI Business Relations Unit hosted partners from CVS and Aetna Better Health at Headquarters on April 4. They provided an overview of the positions they highly recruit for and discussed changes to the pharmacy technician certification program within the state of VA. The business team provided an overview of services for business including paid work based learning and On-the-Job Training. DBVI staff provided an overview of transition services, IT/AT and VRCBVI. The Business Relations Unit has been invited to Washington DC to provide training for staff and tour their mock retail store as a next step. CVS and DBVI are finalizing an agreement that allows career seekers to participate in paid work-based learning within the retail stores.

Cindy Roberts, Director of Business and Corporate Initiatives represented the agency at the Governor of Virginia's Inaugural Workforce Summit: Charting a New Path on April 18 in Richmond. The mission of the Summit was to share experience and innovative ideas, collaborate across the workforce development ecosystem to identify opportunities for partnerships and coordination on efforts and establish

strong partnerships with employers and other partners for purposes of setting priorities among workforce development initiatives.

Members of the DBVI Business Team and Vocational Rehabilitation Counselors were invited to attend the official launch and ribbon cutting ceremony of the UVA Pipelines and Pathways Program held in Charlottesville. The Business Team has worked closely with hiring recruiters since the program was initiated. Currently two individuals have been hired and three others are going through the process. UVA is the largest employer in Charlottesville and through this program, individuals with barriers to employment are given opportunities for career progression.

The Business Relations team participated in a podcast with Dr. Joseph Ashley surrounding their work with business. They each provided talking points highlighting their career journey with VR, territory, and areas of expertise. They highlighted DBVI's many programs and best practices and provided a few success stories. The podcast can be heard by visiting the VA Voice website (<https://www.virginiavoice.org/>).

The Business Relations Unit has continued to work closely with Florida Lighthouse surrounding their need for qualified customer service representatives, supervisors, and quality assurance staff. They have an ongoing contract with Florida Family Services (Medicare, Medicaid, and SNAP). To date, 14 individuals are working successfully. The positions are JAWS accessible, and has filled a gap of those wanting to work remotely. The Business team continues to monitor the new hires by having monthly meetings with the human resource team.

The second session of "Steer Your Career" for the year is underway. Approximately 8 career seekers have been actively engaged in crafting an elevator speech, knowing themselves as a career seeker, resume writing, disclosing a disability to a business and opportunities for work-based learning.

DBVI Career Connections was held in May with recruiters from Maximus presenting. Maximus is a federal contractor and helps individuals with disabilities navigate a career path within federal and state government. They provided an overview of current positions and how to navigate their career portal. Several DBVI career seekers have made application.

The Business Team has been working closely with college students wanting to participate in paid work based learning this summer. Students will be participating at The County of Roanoke, Central Virginia Legal Aide, Va Civil War

Museum, National Industries for the Blind and Providence Computers in VA Beach. The team also set up a job shadow through North American Partners in Anesthesiology (NAPA) for a high school student who will graduate with her diploma and an Associate's degree.

The Business Team has partnered with DBVI Library and Resource Center (LRC) and is now an approved training site for the Senior Community Service Employment Program (SCSEP) program with Sr. In addition, a DBVI career seeker has been found eligible for the program and is scheduled to begin working within the next week. She will work up to 20 hours per week and learn valuable skills that will help further her career.

VRCBVI- Brooke Rogers

New/Departing Staff:

VRCBVI is in the process of hiring three mentors for this year's LIFE Program. The LIFE mentors will start training/working on June 11, 2023.

Programming Update:

- **Adult Training Program**

VRCBVI currently has 15 students in the adult program. 12 are residential students and three are commuter students. We have one additional commuter student starting in May 2023, and five residential and two commuter students starting in September 2023.

We have ten students who have been accepted to attend VRCBVI who will be scheduled to start training in Fall 2023 as spaces become available.

- **2023 LIFE ("Learning Independence, Feeling Empowered") Program** – We have accepted 18 students to attend this program, and all applicants have been notified of their acceptance status.

- **VRCBVI's Live Active, Live Healthy, Live Modern ("LIVE") Program:**

VRCBVI is currently accepting applications for the 2023 LIVE Senior Program. There will be two sessions, each five days, for seniors experiencing vision loss + one (a loved one, family member, or friend):

Sunday – Thursday, August 13-17, 2023

OR

Sunday – Thursday, August 20-24, 2023

The program consists of a diverse group of qualified professionals trained in the field of blindness and low vision.

For information on the application process, call your DBVI Rehabilitation Teacher or Brooke Rogers, VRCBVI Assistant Director for Administration, (804) 371-3338.

Participants must meet the following requirements to attend:

- Have an open Rehabilitation Teaching case with the Virginia Department for the Blind and Vision Impaired.
- Be an individual who is legally blind or vision impaired.
- Be age 55 or older.
- Be able to self-administer all medications and manage medical and personal needs independently (VRCBVI uses no medical staff or personal care attendants for the retreat).
- Possess physical health, stamina, and functional ability to participate fully in all retreat activities from morning through evening (breakfast starts at 7:30 AM and activities continue throughout the day and sometimes into the evening).
- Have a strong desire to achieve independence.

Up to fourteen seniors, each allowed an accompanying + one, will be accepted for the retreat.

Special Note: VRCBVI's LIVE program won third place in the Commonwealth Council on Aging's 2023 Best Practices Awards:

THIRD PLACE (\$2,500): The Virginia Department for the Blind and Vision Impaired (DBVI) for its Live Active, Live Healthy, Live Modern Senior Retreat ("LIVE")

"DBVI's LIVE Program is a one-week retreat for older adults experiencing vision loss affecting their ability to read, get around independently, take care of their home, and enjoy hobbies. Instruction and services are provided to participants in the areas of coping with vision loss, daily living skills, independent travel skills, access technology skills, diabetes education, nutritional consultation, and recreational/wellness activities.

As the only program of its kind for blind older adults (aged 55 and older) in the Commonwealth of Virginia, the LIVE Program is held each year for up to 14 participants, each with an accompanying plus one (for a maximum of 28 total attendees). The LIVE Program is held on the campus of the Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI) in Richmond, Virginia. At the conclusion of the program, DBVI sends an individualized program report to each participant's DBVI Rehabilitation Teacher. The report contains a summary of training classes and program activities the individual participated in and reports from instructors about the participant's accomplishments, strengths, challenges, and the instructors' recommendations in a variety of subject areas (Access Technology, Braille, Computer/Keyboarding, Orientation and Mobility (Cane Travel), and Personal and Home Management).

Beginning in 2023, the LIVE Program will be expanded to two weeks to allow participants a longer immersive experience at VRCBVI. The LIVE Program fills up quickly and always has a waitlist due to high demand. Over the past five years, the LIVE Program has served over 90 older Virginians."

Vocational Rehabilitation Program Report – Megan Hall and Deborah Collard

As discussed at previous SRC meetings, DBVI has transitioned to the Workforce Innovation and Opportunities Act (WIOA) Common Performance Measures (CPM). These measures replace the Standards and Indicators report that was previously shared with the SRC. The six core WIOA programs are all required to now report on the CPMs. The six core partners in WIOA include:

- Adult Formula Program (WIOA title I)
- Youth Formula Program (WIOA title I)
- Dislocated Worker Formula Program (WIOA title I)
- Adult Education and Family Literacy Act (WIOA title II)
- Wagner-Peyser Act Employment Service (WIOA title III)
- Vocational Rehabilitation program (WIOA title IV)

Common Performance Measures:

Under section 116(b)(2)(A) of WIOA, there are six primary indicators of performance:

- A. Employment Rate – 2nd Quarter After Exit: The percentage of participants who are in unsubsidized employment during the second quarter after exit from

the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit);

B. Employment Rate – 4th Quarter After Exit: The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit);

C. Median Earnings – 2nd Quarter After Exit: The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program;

D. Credential Attainment: The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program;

E. Measurable Skill Gains: The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:

- a) Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;
- b) Documented attainment of a secondary school diploma or its recognized equivalent;

- c) Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards²;
- d) Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
- e) Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

F. Effectiveness in Serving Employers: WIOA sec. 116(b)(2)(A)(i)(VI) requires the Departments (DOE and DOL) to establish a primary indicator of performance for effectiveness in serving employers. The Departments are piloting three approaches designed to gauge three critical workforce needs of the business community.

Approach 1 – Retention with the same employer – addresses the programs' efforts to provide employers with skilled workers;

Approach 2 – Repeat Business Customers – addresses the programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; and

Approach 3 – Employer Penetration Rate – addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy.

² Within each State there is an administrative unit that provides authorization to postsecondary institutions within the State. States differ in the requirements to which they hold postsecondary institutions responsible for satisfactory progress. Progress for WIOA purposes must comply with any applicable State standards. Likewise, every State has a State educational agency that establishes education standards for secondary education within the State, which would apply for purposes of determining if a participant is meeting the State's academic standards.

WIOA Employer Engagement Common Performance Measure (CPM)

DBVI reports with WIOA core partners on the joint CPM of Effectiveness in Serving Employers as described below:

1. Effectiveness in Serving Employers (States select two of three measures) – Virginia has selected employer retention and employer penetration as described below:
 - Retention with the same employer – addresses the programs’ efforts to provide employers with skilled workers; and
 - Employer Penetration Rate - addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy.

Since this indicator is a new approach for measuring performance under WIOA’s six core programs, DOE and RSA have implemented a pilot program during which States must select two of the three approaches. DOE and RSA will evaluate State experiences with the various approaches and plan to identify a standardized indicator to be implemented in the future.

All state VR agencies nationwide continue working with RSA on reporting of WIOA Common Performance Measures (CPM) and utilizing RSA 911 data along with performance data dashboards developed by RSA to demonstrate VR program performance. Based on current information, DBVI is able to report on several measures as shown in the table below.

CPM	PY18	PY19	PY20	PY21	PY22Q2
Employment rate 2 nd Q after exit	42.2% DBVI 51.5% VA*	37.6% DBVI 54.4% VA*	39.9% DBVI 51.6% VA*	39%	26%
Employment rate 4 th Q after exit	N/A	27.7% DBVI 52.2% VA*	30.2% DBVI 47.5% VA*	33%	23%
Median Earnings 2 nd Q after exit	\$4362 DBVI \$3011 VA*	\$4445 DBVI \$3127 VA*	\$5540 DBVI \$3238 VA*	\$4878	TBD

Credential Attainment Rate	N/A	16.7% DBVI	61.8% DBVI 43.3% VA*	49%	48%
Measureable Skill Gains (MSG) Rate	53.0% DBVI 45.0% VA*	82.6% DBVI 85.65 VA*	85.5% DBVI 88.9% VA*	85%	5.2%
Number of DBVI Participants Earning an MSG**	249	247	243	244	TBD
Effectiveness in Serving Employers					
Employer Retention Rate	N/A	62% VA*	70% DBVI TBD VA	69%	TBD
Employer Penetration - DBVI	256 services 129 businesses	266 services 132 businesses	190 services 84 businesses	190 services 117 businesses	87 services 52 businesses

*Reported for the state of Virginia, this includes Department for Aging and Rehabilitative Services (DARS) VR data combined with DBVI VR data.

**Not a WIOA CPM, but considered a primary indicator of performance by RSA.

As part of the implementation of the WIOA CPMs and to assist state VR agencies with determining how the RSA 911 data elements are used and how the CPMs are calculated, RSA has developed a set of five dashboards or graphics that illustrate key data elements. One of the dashboards outlines Competitive Integrated Employment (CIE) outcomes. In PY22 Q2 there were 17 CIE outcomes achieved. DBVI continues to have a wide variety of occupations and strong median wages represented in CIE outcomes. The top ten careers by Standard Occupation Classification (SOC) categories, median hourly wage, and median weekly hours are listed in the table below.

Standard Occupational Classification	Individuals	Median Hours	Median Wage
Office and Administrative Support Workers, All Other	2	40	\$21.08
Customer Service Representatives	2	18	\$13.00
Human Resource Managers	1	40	\$81.73
Special Education Teachers, All Other	1	40	\$29.98
Financial Clerks, All Other	1	40	\$21.92
Child, Family, and School Social Workers	1	40	\$21.63
Massage Therapists	1	20	\$19.00
Residential Advisors	1	40	\$16.83
Detectives and Criminal Investigators	1	30	\$16.00
Healthcare Social Workers	1	10	\$15.00

Another WIOA performance area where DBVI continues to be consistent and robust is in the provision of the required pre-employment transition services (pre-ETS). For PY2022 Q2, DBVI reported 91 students receiving pre-ETS, including the following number of services provided: 40 job exploration counseling services (14%), 57 work based learning experiences (20%), 65 counseling and enrollment opportunities services (23%), 54 work readiness training experiences (19%), and 65 instructions in self advocacy services (23%).

Additionally, through the national Rehab Data Workgroup, RSA has shared several "Other Measures that Matter" with the RSA quarterly Dashboards. These measures are provided to enhance the VR agencies' understanding of the use of the new data elements collected and the implementation of WIOA. For FPY22 DBVI can share Other Measures that Matters #4: The Provision of VR Services. In FPY22 Q2, DBVI had 890 total VR participants of which 868 participants received services representing 97.5 % of participants receiving VR services. This is consistent with FPY21 Q3 where DBVI had 97% of participants receiving VR services.

DBVI can also share Other Measures that Matters #5: Percent of Participants Enrolled in Education/Training Program Leading to a Recognized Credential/Employment. For FPY21 Q4, DBVI had 884 total VR participants of which 210 participants were eligible to earn a measurable skill gain (MSG) representing 24% of participants eligible to earn an MSG.

Pre-Employment Transition Services and Career Pathways – Tish Harris

Spring has been a busy time for the Pre-employment Transition team with programs, information sessions, reach outs to students and planning logistics for summer!

Android Answers began in February and ended in late March. Android Answers was a virtual program with 17 individuals participating, two of whom were paid student mentors, as well as VR CBVI staff and a TVI who joined the program to update their android skills. Participants learned to use Talk Back and Google Assistant, cell phone etiquette, planning and personal organization using Google calendar, using a blue tooth keyboard, time management using clock and alarm apps, building a personal network and following up using the Contacts app, business etiquette for emailing and texting, and discovering accessibility apps such as Be My Eyes, Google Lookout, and BARD and other smart home technology. Attendees also did informational interviews with blind professionals to learn how they use their technology in their business and professional lives, as well as personally. Surveys provided to attendees gave the program great reviews, with all participants reporting that they accomplished program objectives. A note from one of our student mentors read, "I thought the program went well, especially since everyone attended each week of the program also, it sounds like everyone really enjoys learning new things about their phone. It really put a smile on my face when people had questions and I was able to help others". Also, "thank you to DBVI for making this program possible"- J.W.

That's Entertainment began in April and followed through early May as a virtual program hosted by executive coaches David DeNotaris and Eileen Rivera-Ley, along with award winning country music artist and songwriter JP Williams. Students began the program by taking their ONet interest profile, which gave them their areas of interest as a Creator, Organizer or Conventional, Persuader or Enterprising, Social or Helper, Thinker or Investigator. Throughout the program, students looked at the variety of people needed to create an entertainment product and how their skill set and interests could integrate into the process. Our first evening began with a challenge to name jobs or people that would be needed to produce a music CD, and students came up with over 30 jobs in less than 2 ½ minutes. Students learned about professional networking, time management, advocacy and resiliency. Informational interviews were held with a variety of blind and low vision entertainment professionals, including Steven McCoy, the first deaf-blind entertainment journalist, Kaleigh Brendle, performer and producer of Sing for Serenity, Scott MacIntyre, American Idol performer, Genny Owens, award winning gospel musician, and JP Williams. Students learned about non-linear careers and were encouraged to dream and enjoy entertainment whether it turned out to be their career choice or not. This program brought a high level of excitement, with students showing up early every week for class!

The student team has been making a concerted effort to reach out to seniors graduating high school and those students turning 14 with letters to families, emails and even text messages. A one-hour virtual information session took place on May 2 to quickly cover program opportunities for the summer and early fall and to encourage students to participate. We were surprised to have 40 individuals logged in to hear the information and were very pleased when students and parents spoke up to encourage others to join the wonderful programs that DBVI is providing, which struck a note with the parents attending. The energy was high on the Info Session, with questions from both students and parents. Thankfully, we can now direct families to the DBVI website under the Students and Transition section where they can find a Universal Application to fill out, as well as flyers for all programs.

Financial Foundations for Success and Wealth was a one-hour virtual program hosted by the Student Team with guest speakers from the Bradford Company and the Virginia Credit Union. Participants on the Zoom heard advice and tips on preparing for employment, documents needed on day 1 of employment and where to obtain them, financial literacy, budgeting, accessible banking, and even saving for retirement and the Rule of 72! Students and parents were very engaged with 35 attendees for the information program. We know this will jump start our students as they prepare for work experiences this summer.

This summer is shaping up to be busy with both in-person and virtual program offerings for our students and families. In addition to planning programs, the Student Team (Tish and Felicia) have also been working to innovate our processes to provide one universal application that can be used to apply to all programs instead of duplicative applications and release signatures. We have ironed out the process, which is running smoothly with a tracking sheet and constant updates. Parents have been appreciative of the communication on program acceptances so that they can plan their summers, as well as the variety of programs offered. We will continue to innovate our processes to provide the best possible service to our students and their families.

Success Story: RP is a high school senior who until last fall had very sporadically engaged with his VR Counselor. When the VR Counselor sent the notice for Careers in Action, the family came with parents attending with the student. Engagement was high, with RP actively joining in activities and career exploration tours and talks, the scavenger hunt with a team of fellow students, and the networking that took place. RP's parents reported to us that they thoroughly enjoyed the parents' resource session and had no idea that DBVI could offer their student so much! Since last November, RP has participated in the IT Credential Fair, Resiliency, Town Hall, and That's

Entertainment. RP has been accepted into the Leap into Linux, Launching Point at JMU and Cyber Warriors programs for the summer, and will return as a student mentor to Careers in Action. More importantly, RP has found his voice and has joined the recent information session along with his parents to encourage other students to try programs, noting to the group that he was a little afraid the first time, but loved it, and continues to take every opportunity offered. RPs counselor advises us that he is consistent with communication now, and is actually planning next steps for training after graduation.

VR Consumer Satisfaction Evaluation Program - Deborah Collard

The VR consumer satisfaction evaluation program for FPY2022 continues with outreach to eligible individuals with VR cases closed July 1, 2022 – June 30, 2023. During the current cycle of the evaluation program several changes have been implemented to improve response rate and enhance the feedback received. DBVI partnered with the SRC to update and edit the survey platform and questions for FPYs 2020 and 2021. These updates, including additional personnel resources to provide follow up, have been implemented and show indications of improvement in response rate and reduction of response time. The current response rate is approximately 25%, down from 40% in FPY21. The time to complete the evaluation is down approximately 20%.

Adjustments to outreach of eligible individuals who may participate in the evaluation, including the re-introduction of providing the option to complete the survey by mail, and increased follow up activities with the addition of resources, were implemented in March 2021.

Responses to the VR consumer satisfaction evaluation continue to be shared with the Director of VR and Workforce for consultation, training planning, resolution of potential issues, and continuous program improvement. Data review and analysis will continue to take place to provide quarterly updates to the SRC and as needed. Response summaries and graphics for FPY2021 can be viewed at <https://www.surveymonkey.com/stories/SM-RKJ723YW/>

VR Customer Satisfaction PRELIMINARY results to date; through May 2022. The information in Tables 1 and 2 below, includes preliminary data from FPY2022 evaluation responses. The FPY2022 evaluation program is open through the third calendar quarter of 2022. Data included in this update are preliminary* and are subject to change.

Table 1. Overall Satisfaction rating with the VR Program FFY2016 through current FPY2022, range = 20-100 points.

Year	Total	Rehabilitated	Not Rehabilitated
FFY2016	73.7	82.8	63.3
FFY2017	79.7	85.6	69.8
FFY2018	78.6	94.7	58.5
FFY2019 & 2020	73.3	87.3	45.5
FPY2020	78.8	91.82	71.20
FPY2021	87.7	94.7	76.7
FPY2022*	85.5	TBD	TBD

Table 2. Satisfaction with VR Staff FFY2016 through FPY2021, range = 20 – 100 points.

How satisfied are you that your VR Counselor was:

Year	Respectful	Knowledgeable About your disability	Sensitive to your needs
FFY2016	83.7	78.6	78.0
FFY2017	86.6	86.0	83.9
FFY2018	92.9	81.4	85.7
FFY2019 & 2020	84.4	83.8	85.7
FPY2020	85.8	87.2	84.3
FPY2021	90.9	88.7	91.0
FPY2022*	87.9	91.5	88.2

Regional Office Happenings:**Success Story 1-**

Rose Flory was self-referred to DBVI on February 8, 2022. The client earned her Psy.D. from James Madison University in 1999 and had a long and distinguished career in the educational and mental health fields as a teacher, school counselor, mental health advocate and therapist. She came to DBVI with deteriorating vision which led to her deciding to retire several years before. She stated that she wanted to work part-time for additional income and for purpose. Her visual deficits are caused by glaucoma.

Rose received multiple services that were instrumental in her being able to return to work part-time as a therapist at a local community agency where she now helps people face challenges with issues such as co-parenting, addiction, and life transitions. These services included participating in a 6-week Steer Your Career (SYC)

employment group led by the DBVI Business Team, assistive technology services, orientation and mobility services, guidance and counseling, low vision services and technology tutoring.

Rose spoke highly of the SYC group, which she attended in May and June of 2022, indicating that it increased her confidence and was essential in helping her to return to work. During this group, she had two informational interviews with local community centers one of which led directly to her part-time position. The BRT indicated that the client was a pleasure to work with and added a great deal to the group.

Due to declining vision, the client participated in two low vision examinations during her DBVI program and was provided with multiple low vision aids several of which were helpful to her. With relation to orientation and mobility, she was issued a 56 inch Ambutech folding cane with roller tip and had the opportunity to practice the Constant Contact Technique which proved very effective for her. At the time of discharge, Rose felt that she did not need to use a long cane but has exposure in case she needs it in the future. Guidance and counseling were provided from intake to discharge, assisting her through the vocational rehabilitation process.

In July of 2022, AT Specialist Corcoran met with Rose at her workplace to evaluate her technology needs for returning to work. She had been having trouble using the computer and completing handwritten evaluation forms. DBVI purchased an HP 17.3" Notebook with MS Office, a large external monitor, keyboard, and a mouse so that she can have an accessible workstation in her office but still take the laptop home when needed.

Technology tutoring was another important service provided to assist her in being successful in her new position. Since Rose had not used technology in a work environment in years, she needed assistance in learning how to complete certain work tasks. Tutoring objectives included learning how to communicate with staff using the office e-mail, being able to generate a letter to an attorney or guardian ad litem, then send the information to the printer, using the laptop to research a relevant topic and prepare handouts to be presented at staff meetings, and using the laptop to save copies of documents and correspondence, then being able to find the file later.

Success Story 2-

Ms. Heather Sailes has been working with DBVI since 2019 after referring herself for vocational rehabilitation services. At that time, she had been working as a Part-time Call Center Worker/Phone Operator for Home Depot in Merrifield, VA. She requested VR services to assist in helping her find a better job, preferably full time with benefits, within her field of training (with a BA in Social Work, she was "underemployed" and not using her degree). In 2002, Ms. Sailes graduated with a BA in Social Work from Longwood College, VA. She started working for Home Depot in 2006 as she was unable

to find a job in her chosen field. Ms. Sailes has Retinopathy of Prematurity and is totally blind.

DBVI provided Ms. Sailes with a rehabilitation engineering evaluation for needed assistive technology and she obtained a laptop (from Computers for the Blind) with JAWS loaded. Technology training was provided by Patti Mitchell in JAWS with Windows, use of the Internet, email, Word, and Excel.


Ms. Sailes was referred to the DBVI Business Relations Specialist, Diane McBride and shortly thereafter was offered a job through Midtown Recruiting under a contract with FEMA (Federal Emergency Management Administration). Unfortunately, however, Ms. Sailes was unable to access training modules or gain access to the FEMA portal due to FEMA's Information Technology platforms not being JAWS accessible/compatible. FEMA was unable to resolve these challenges, so the job did not continue. Ms. Sailes was undeterred. She continued to participate in training offered through DBVI, technology tutoring, Steer Your Career and job club. Ms. McBride then facilitated development of an internship through the Endependence Center of Northern Virginia in Arlington. This opportunity provided some on the job training in human services and allowed Ms. Sailes to utilize skills from past employment in customer service. In January 2023, Ms. Sailes transitioned from the DBVI internship to a DBVI on the job training program with the expectation that Ms. Sailes would be hired. Heather was officially offered a part time paid opportunity with The Endependence Center as an Information and Referral Specialist. Supportive services upon hire included DBVI Orientation and Mobility training (through Sariana Marererro Velez) and additional technology tutoring through Patti Mitchell. Heather continues her employment at present, earning \$17/hour, 24 hours per week, and expresses appreciation for the services provided by DBVI which assisted her in achieving her goal.



$y = 2 \cos 2t$
 $A = 2; p = \frac{2\pi}{3}$
 $A = 2; p = \pi$
 $y = 2 \cos$

NTACT:C Capacity Building Institute Overview

DBVI State Rehabilitation Council Meeting
 June 9, 2023



Education • Employment • Independence



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2023 Capacity Building Institute

“Supporting young people and their families through successful transitions into adult life.”

- Engagement of students and their families in educational and transition services
- Data-based decision making to improve outcomes
- Justice, equity, and inclusion in services to diverse populations
- Collaborative partnerships and service delivery
- Provision of career and technical education, career pathways, and WBLE's.

2023 Capacity Building Institute
BACK TOGETHER
 to Build Together

May 16 - 18, 2023
 Charlotte, NC

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Transition Workgroup Participants

- Virginia Department of Education
- Virginia VR (Both DARS and DBVI)
- VCU Center on Transition Innovations
- PEATC (Parent Educational Advocacy Training Center)
- I'm Determined
- YETI (Youth Engagement Transition Initiative)

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About

- The workgroup was developed in 2019 with the express goal of identifying and coordinating resources for transition age youth with disabilities.
- An assessment was completed recently by stakeholders to help direct resources and planning efforts towards addressing the most pressing needs, which appear to be data sharing and increasing awareness of resources available to youth with disabilities.
- At this time, no formal data sharing agreements exist, and data is pieced together by each agency or organization to identify gaps in service provision – but this can be difficult to verify against other agencies' data, as there are no common participant IDs.

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Goals



Roadmap to the Final Destination.
Developing a roadmap for what we envision successful transition services looking like, with the collaborative input of relevant providers there at the table, engaging with youth and families as early on as possible.



Data Drives Decisions.
We need to review the data to see what it's telling us so that we can determine where we focus our outreach and attention towards.



Scaling Misinformation Mountain.
Developing a comprehensive resource guide designed to help youth and families understand resources available to them and the timelines for engaging in services to enhance transition outcomes.

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Final Thoughts

- Effective transition planning for students requires knowing all the available resources, who to contact, and when.
- DBVI is committed to identifying gaps in outreach and service delivery, and educating others about the resources available to students who are blind, low vision, or deaf-blind.
- Meetings will be held quarterly; the next meeting scheduled for September 21st.

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