

Virginia State Rehabilitation Council
DRAFT Meeting Minutes
March 15, 2010

A meeting of the Virginia State Rehabilitation Council (SRC) was held on March 15, 2010 at the Holiday Inn Valley View, Roanoke, Virginia.

Members Present: Karen Baugh, Charles Benagh (teleconference), Sandra Cook, Matthew Deans, Daniel DeBoer, Charles Downs, Donna Kay Graff, Sarah Liddle, Kathleen Maybee, James Rothrock, Cherie Takemoto, Florence Watt, Karen Gregory-Williams, Celia Yette (teleconference)

Members Absent: Gregory Coleman, Stephanie Colorado, Shannon McManus Jones, Toney Lineberry, Marianne Moore,

Others Present: Elizabeth Smith, Policy and Planning Director; Scott Fraley, Vocational Rehabilitation (VR) Quality Assurance Analyst; Vanessa Rakestraw, Policy Analyst; Barbara Tyson, Staff Support; Cat Clough and Bernadette Peters, Interpreters; Melanie Brunson, Department for the Blind and Vision Impaired SRC Representative

Call to Order: The meeting was called to order at 10:30 a.m.

Approval of Minutes: A motion was made by Charles Downs, seconded, and passed by unanimous vote to approve the minutes of the January 25, 2009 meeting as amended and noted that an addendum to the minutes include all the reports that SRC members receive prior to and during the meetings so they will be accessible to members and the public.

Ms. Watt announced that she had received a written request from Chuck Benagh and Celia Yette to participate by teleconference because of a medical condition/disability that prevented their attendance.

Matters of Public Comment: There were no comments from the public.

Chairperson's Report

- Ms. Watt, Ms. Cook, Mr. DeBoer and several other members reported on their efforts to share the 2010 SRC Annual Report with their legislators and the responses they received. It was agreed that, as a follow-up, Ms. Watt will send an electronic version to all members of the General Assembly with a cover letter.
- Previously, Ms. Maybee and Ms. Watt had attended meetings of the Board of the Department of Mental Health, Mental Retardation, and Substance Abuse Services (now the Department of Behavioral Health and Developmental Services) at the request of the former Board Chair. Because the Chair to this Board has changed, Ms. Smith will contact DBHDS to check on the status of their interest in having a SRC member continue to attend. If there is interest, Kathy Maybee will continue

to serve as this representative and provide a report to the SRC during roundtable discussions.

Commissioner's Report

- Commissioner Rothrock thanked members for attending the 25th Transition Forum to be held at the Hotel Roanoke.
- The General Assembly passed its State budget on March 14, 2010, with reductions to DRS' LTESS, vocational rehabilitation, Personal Assistance Services, independent living, and brain injury programs. Another budget reduction measure will be a furlough day for all State employees on May 28, 2010.
- The Commissioner reviewed legislation considered by the General Assembly affecting DRS and its consumers. Senate Bill 194 will move staff support for the Community Integration Advisory Commission from the Virginia Board for People with Disabilities to DRS. Mary Margaret Cash, Director of Community Based Services Division, will staff the Commission. House Bill 945, which would have eliminated the requirement that localities establish local disability services boards (DSB), did not pass. However, there is still language in the Appropriations Act regarding the non-mandatory nature of DSB. Therefore, the future of DSBs will continue to be determined by the localities in which they exist.
- The Commissioner summarized the performance data for the vocational rehabilitation program for FFY 2010 through the month of February (see attached information).
- On March 18, 2010, Secretary William A. Hazel and Deputy Secretaries Matt Cobb and Keith Hare will tour the DRS Richmond Field Office and meet with DRS staff. Florence Watt will represent the SRC at this meeting. Ms. Takemoto noted that Secretary Hazel has mentioned his interest in attending a future SRC meeting.
- DRS has signed a contract with KLEOS Magazine to have a two-page ad featuring the Center for Career and Business Development and a major employer who has worked with DRS. KLEOS for more than a decade has been published and distributed to thousands of decision makers in the Greater Richmond Area highlighting the organizations that are committed to excellence.

Council Roundtable

The Statewide Independent Living Council and the Parent Educational Advocacy Training Center reports were submitted in writing and are attached.

Working Lunch and Committee Reports

Internal Affairs Committee

Karen Baugh, Chair, reported that the agenda consisted of the following subcommittee reports:

VR Hearings: In Mr. Lineberry's absence, Ms. Baugh summarized an email from Mary Lutkenhaus, Appeals Coordinator, outlining the requirements for the selection of Hearing Officers and the responsibilities of the SRC in the selection process.

Limited English Proficiency: Ms. Graff stated that the subcommittee had met and will give a report at the May meeting.

Transition Services: Ms. Takemoto distributed an initial report to the Committee members (see attached).

Service Providers: Mr. Deans stated that the subcommittee had met and discussed service provider issues with Kathy Hayfield, Director of Technology and Employment Support Services (TESS), and Scott Fraley, Quality Assurance Manager in Policy and Planning. The subcommittee is looking at a vendor "report card" to be developed by TESS with input from representatives from the Employment Services Organizations.

Consumer Satisfaction: Ms. Yette reported that the subcommittee had met with Mable Fleming, Senior Analyst. The subcommittee is focusing on the use of the satisfaction data, particularly as it applies to the timeliness of vocational rehabilitation plan development and counselor communication with consumers that are hearing impaired. Liz Smith suggested that the subcommittee may want to develop a recommendation for SRC State Plan Attachment about developing a procedure for the dissemination and use of satisfaction data.

State Plan: Ms. Takemoto reported that she had met with Liz Smith about the 2011 State Plan. Council members should be considering the SRC recommendations for 2011; the current SRC Attachment is attached. These will be finalized at the May meeting. In addition, the Council members need to review the Goals and Priorities Attachment (which is attached) to also be discussed at the May meeting.

WWRC: The subcommittee will report at the next meeting.

External Affairs Committee

Danny DeBoer, Chair, reported on the following:

The Committee reviewed nine nominations for the Roy J. Ward SRC Employee Leadership Recognition Award. The following five nominees were recommended for Council approval: Joe Fangman, Donna Martin, Doug James, Kristi Lockhart, and Sinclair Hubbard. A motion was made, seconded, and unanimously passed to approve these nominees for the award, which will be presented at the May meeting.

Mr. DeBoer has been working with Daniel Ross, IS Systems Specialist, to revise the SRC website. He expects that the revisions will be completed in August. Mr. DeBoer requested that Council members review the website and provide any suggestions for revisions prior to the August meeting.

The Committee continued to discuss methods to increase consumer participation at Public Hearings. Mr. DeBoer encouraged all members to attend a public hearing closest to their home. Ms. Maybee stated that information about DRS' vocational rehabilitation program is not getting out to the schools and to transition age students. Mr. Downs recommended that Ms. Maybee develop a written proposal for the Council to outline the specific problem with recommendations.

The Committee discussed the need to obtain new Council members. The following member terms will end September 30, 2010: Karen Baugh, Cherie Takemoto, Matthew Dean, Chuck Benagh, Shannon McManus Jones, and Sarah Liddle. Ms. Takemoto and Ms. Baugh are not eligible for reappointment. In addition, the Virginia Workforce Council representative is still vacant. Mr. DeBoer encouraged members to provide him with names of nominees. In addition, interested individuals may access information on gubernatorial appointments at the Governor's and the Secretary of the Commonwealth's websites.

Mr. Downs stated that there was an article in the Richmond Times Dispatch that mentioned the disincentives for persons with disabilities to work. Mr. Downs agreed to contact Jim Rothrock and Joe Ashley about a follow-up article further explaining these disincentives and the services of DRS.

Unfinished Business

The agenda item on the cooperative relationship with Veterans Services was tabled until the next meeting.

New Business

None

Adjournment

There being no further business, the meeting was adjourned at 12:30 p.m.

Regional Directors' Meeting March 2010
Performance Measures

The official and final statistics October 1, 2009 – January 31, 2010 along with the regional reports are attached.

Closures/Rehabilitation Rate/Current Client Numbers

However, the most recent data (as of 3/3/10 not yet finalized) shows that our closures are now at one thousand twenty. There was a substantial increase in successful closures beginning in January. Closures for the month of January were 53% higher than in December. The higher closure rate has continued at this pace through March. Using closure data from 2002 to 2009 we are projecting a successful yearly closure of 3,352 cases for federal fiscal year 2010. (See Chart One). The adjusted rehabilitation rate is steadily increasing and in March has reached a high of forty-six percent.

There are 261 clients remaining on the waiting list (delayed status), down from 1,785 at the beginning of the federal fiscal year in October. Only three clients who were determined most significantly disabled remain on the waiting list as of March 3, 2010. Of those on the waiting list, another 62 are sd-2, 152 are sd-1 and 44 are nsd. The Central region has the highest number in delayed status (n=88). The southwest region has the least in delayed status with eight.

The number of clients served has increased by eight percent over the last federal fiscal year with DRS currently serving 19,533 clients. The largest increase in clients served has occurred in the Blue Ridge region with a 12% increase over the prior year. The Eastern region has seen the least growth with a 3% increase.

Competitive Employment

Overall, the competitive employment rate has reached the target of 90%. All regions of the state are above the 90% rate with the exception of Blue Ridge which is currently at 79%.

Employment Plans Initiated

As of March 3, 2010 a total of 2827 plans for employment have been written. This number represents a 26% increase over the previous year.

Chart One

Closure Month	Average # of clousers # day (2002-2009)	Days in month	Projected Closures	Actual + projected
Oct.	4.3	31	133.3	132
Nov.	5.1	30	153	154
Dec.	5.6	31	173.6	175
Jan.	8.6	31	266.6	268
Feb.	9.4	28	263.2	264
March	9.9	31	306.9	306.9
April	9.5	30	285	285
May	9.9	31	306.9	306.9
June	10.7	30	321	321
July	10.6	31	328.6	328.6
August	9.9	31	306.9	306.9
September	16.8	30	504	504
				3352.3
	actual			
	projected			

**Field Rehabilitation Services Division Performance Measures
Performance Year/ Federal Fiscal Year 2010**

(October, 2009 to January, 2010)

Final as of January 31, 2010

Served (Plans) YTD

Performance year 09	1,767	
Performance year 10	2,221	+25.7% Change PY09/10

Successful Cases Closed Rehabilitated

Performance year 09	1020	
Performance year 10	729	-28.5% Change PY09/10
Target	4,000	18.2% of target met

Average Hourly Earnings at Closure

Performance year 09	\$9.12	
Performance year 10	\$9.16	+0.4% Change PY09/10
Target	\$9.02	Target exceeded

Competitive Employment

Performance year 09	88.2%	
Performance year 10	89.6%	+1.6% Change PY09/10
Target	90.0%	Target not met

Adjusted Rehabilitation Rate: 26/(26+28)

Performance year 09	53.3%	
Performance year 10	43.7%	-18.0% Change PY09/10
Target	58%	75.3% of target met

Cases on Hand (Including wait list)

Performance year 09	19,831	
Performance year 10	19,925	+0.5% Change PY09/10

Percent MSD in Open Cases (application, extended eligibility, extended evaluation, trial work, eligible, ipe implemented, ready for employment, in employment, post employment)

Performance year 09	90.0%	
Performance year 10	85.2%	-5.3% Change PY09/10

Reported February 24, 2010

PEATC quarterly report to DRS State Rehab Council March 2010

Intakes: PEATC continues to field inquiries from families

Top three concerns:

- IEPs
- Post secondary education/training
- Employment

2010 Webinar Series:

Great response with 1008 people registered

Numerous requests for CRC and CEU's

Registration information and webinar topics listed at the end of this report

VA Transition Forum

Presenting four breakout sessions at the VA Transition Forum

Next Steps Series: Module 1 Planning for After High School

Next Steps Series: Module 2: Roadmaps to the Future

UDL: Helping Students Fall in Love with Learning

Supporting Multicultural Families during Transition

Survey of transition professionals regarding views of parent Involvement -
73 responses

Findings to be collated for an early summer release

Special Kudos to PEATC Transition Project Coordinator Catherine Burzio
who will be presenting on NSTTAC Summary of Performance webinar in
late March

PEATC NEXT STEPS 2010 Transition Program Webinars

Bringing together all the elements needed for a successful transition for a youth with a disability can be a monumental effort. The Parent Educational Advocacy Training Center (PEATC) in collaboration with Virginia Commonwealth University - Rehabilitation Research Training Center is offering a webinar series for parents, students with disabilities, and the professionals who work with them.

All webinars are Free and begin at 2:00pm EST.

To register visit:

<http://www.worksupport.com/training/webcastSeries.cfm/12>

Continuing Education Units (CEUs) and Continuing Rehabilitation Credits (CRCs) are available. For more information contact partners@peatc.org

- March 1: **Straight Talk about Accommodation and Self-Disclosure**
Marian Vessels, Director DBTAC: Mid-Atlantic ADA Center — Knowing *what* to disclose about a disability is as important as knowing *when* to disclose this personal information. Parents and transition professionals play a key role in preparing students with disabilities for this eventuality. Knowledge about key policies is only a part of the information youth with disabilities need to understand when talking self-disclosure and requesting accommodations.
- March 15: **Don't Leave School Without It-What's in Your Wallet?**
Stacey Milbern, Community Outreach Director, Ryan Pinion Director of Partnerships and Action, and intern Jessica Smith of the National Youth Leadership Network present youth perspectives on the important areas students with disabilities should be considering as they leave adolescence and enter adulthood. Choice without information is not really a choice. Community without access is really not community. Listen to how the National Youth Leadership Network is working to ensure that young people with disabilities enter adulthood fully prepared to navigate life.
- April 5: **Guardianship – Rights, Risks, and Responsibilities**
Sue Swenson, former Ex. Director, US Arc, and former Commissioner of Administration on Developmental Disabilities — Local school divisions must inform parents of the rights of youth with disabilities a full year before the student with a disability reaches the age of majority. State directives about guardianship, conservatorship, powers of attorney and other information are made available to families. However, families should understand the full responsibilities and risks associated with assuming guardianship of their children. Sue Swenson a parent and long time internationally renowned advocate outlines the questions parents should be asking prior to taking these steps.
- April 19: **Parents As Essential Partners in Transition**
Ann Turnbull, The Beach Center, Kansas University — Parents are looking for options for their young adult children with high support needs as they transition from high school to life. As partners with adult service providers parents can be the catalyst to ensure successful employment outcomes. But

parents need help from service providers. They do not have access to evidence based practices found in professional journals nor do they have the time to devote to developing employment plans. Ann Turnbull from The Beach Center in Kansas University knows all too well the struggles parents of young adults with high support needs face in staring down convention and identifying alternative employment paths. Prevailing myths about the role parents play in supporting adult children's work opportunities are explored.

- May 3: **The New Ticket To Work Program - What's in it for Young People**

Sallie Rhodes, CESSI Ticket to Work Program Specialist — The Social Security Administration is serious about ensuring young people with disabilities have the option of embarking upon meaningful careers and life long self-sufficiency. The Ticket to Work program is one tool to support new job seekers. Learn how young people with disabilities can access the array of Social Security work incentive programs and how they can take advantage of the resources Ticket to Work employment networks provide.

- May 17: **Universal Design for Learning-a Pathway for Lifelong Learning**

Frances G. Smith, Ed.D.,CVE, Coordinator of Technology and Distance Learning VCU TTAC—Technology advances are opening doors for people with disabilities in ways never before imagined. Families and educators can learn how classroom accommodations may be transferred in the transition to post school life. Parents can leverage this information to help their transition age youth with disabilities embrace strategies to help them become life long learners.

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**Statewide Independent Living Council (SILC) Report
to the State Rehabilitation Council (SRC)
March 15, 2010**

Currently the SILC is conducting a public review and comment period for the draft 2011-2013 Statewide Plan for Independent Living (SPIL).

Utilizing the SILC website ,www.vasilc.org, and the Centers for Independent Living (CILs), the current draft document is available for interested individuals and disability organizations to read and respond using the input/comment form provided. Public comments will be received through March 31, 2010.

The SPIL sub-committee will meet April 2, 2010 to review the forms and to use the information received to develop a second SPIL draft. This draft will be presented to the SILC at the next quarterly meeting to be held in Abingdon, VA on April 22, 2010.

Attached is the informational flyer that is being distributed to publicize this public comment opportunity. Please assist the SILC in distributing this information to your contacts.

On behalf of the SILC , I thank the members of the SRC for your help.

Submitted by,
Sarah Liddle
SILC representative to the SRC



**NOTICE OF STATEWIDE INDEPENDENT LIVING COUNCIL
PUBLIC COMMENT PROCESS**

~~~~~ **PLEASE POST** ~~~~~

Your input is requested by the Statewide Independent Living Council (SILC) on the proposed 2011-2013 State Plan for Independent Living..

Because the SILC is a planning body and does not deliver direct services, it has the responsibility of identifying the independent living needs of Virginians with disabilities and monitoring the achievements of the goals and activities within the State Plan.

You may review the proposed State Plan and submit comments by visiting the SILC website at [www.vasilc.org](http://www.vasilc.org) or by visiting your local Center for Independent Living (CIL) to review and complete a public input/comment form. A directory of the CIL's in Virginia can be found at [www.vadrs.org/cbs/cils.htm](http://www.vadrs.org/cbs/cils.htm).

If you do not have computer access, you may send your written comments to:

Rhonda Jeter  
SILC Administrator  
8004 Franklin Farms Drive  
Richmond, Virginia 23229  
FAX (804) 662-7663

For comments to be considered for the 2011 – 2013 State Plan development, they must be received by **March 31, 2010**. However, public input to the SILC’s planning efforts is welcomed at any time.

If you require an alternate format of the proposed State Plan and/or the public input/comment form, please contact Rhonda Jeter at (804) 325-1360 or (866) 460-9306, or by email at [Rhonda.Jeter@drs.virginia.gov](mailto:Rhonda.Jeter@drs.virginia.gov).

Virginia State Plan for Fiscal Year 2010 (submitted FY 2009)

ATTACHMENT 4.2(c)

**Summary of Input and Recommendations of the State Rehabilitation Council;  
Response of the Designated State Unit; and Explanations for Rejection of Input or  
Recommendations**

**Comment: Continue to work to expand outreach to, and meet needs of, people with disabilities who have limited English proficiency (LEP) by addressing recruitment, training, and interpreter/translation services to ensure ability to access VR services.**

*DRS Response: DRS appreciates the continuing interest of the SRC in ensuring effective outreach and services to Virginians with disabilities that have LEP. DRS employees who are involved in our Skills for Leadership Program developed a recommended plan for more effective outreach to individuals with LEP and a plan for training vocational rehabilitation staff on effectively serving this population. The recommendations of the Leadership Skills team have been reviewed for possible implementation. With funds from the American Recovery and Reinvestment Act, DRS plans to hire a contractor to help implement this plan. In addition, DRS hopes to hire bilingual VR counselors and other staff who may help facilitate our outreach and service delivery plan.*

**Comment: The SRC supports the agency's plan to improve transition services by collaborating with other agencies serving youth who are hard to serve (juvenile justice, high school dropouts, foster care, and limited English proficiency) and should examine open cases and cases closed unsuccessfully (in status 28) to get a better picture of this population.**

*DRS Response: DRS will continue its collaborative relationship with the Department of Juvenile Justice Services to provide a VR counselor at the Culpepper Correctional Center to begin providing VR services to wards with disabilities to help them transition to their home communities and into employment. DRS is analyzing data regarding youth in transition who are or have been VR clients to better understand this population and will present results of the data analysis at SRC meetings.*

**Comment: Continue to provide a broader dissemination of information regarding the role and initiatives of the SRC and the benefits of the VR program to stakeholders and policy makers.**

*DRS Response: This past year, the SRC developed an outstanding Annual Report, which provided information on the role and initiatives of the SRC and again highlighted employers who were recognized by DRS for "championing" the employment of people with disabilities and VR consumers who reached successful employment outcomes. This report was widely disseminated to stakeholders and State policy makers. DRS looks forward to working with the SRC on the development of their 2009 Annual Report to ensure that it is a quality product that effectively demonstrates the positive impact of VR services. In addition, the agency will continue to facilitate other efforts of the SRC to inform the Governor and members of the General Assembly about the role of the SRC*

*and the benefits of the VR program. DRS also will work with the SRC to further inform the public and policy makers of the role and initiatives of the SRC.*

**Comment: The SRC would like to continue to be apprised and consulted regarding the agency's need to remain in order of selection in FY 2010. The SRC supports the agency's plan to work towards once again being able to serve all eligible individuals with disabilities.**

*DRS Response: DRS recognizes the difficulties that order of selection has caused consumers who cannot be served due to insufficient fiscal resources. With the arrival of funds from the American Recovery and Reinvestment Act, DRS opened Category I (individuals with most significant disabilities) effective May 1, 2009. We anticipate that over 1,000 individuals on the waiting list and several thousand new consumers who are most significantly disabled now will be served. DRS will be analyzing the fiscal impact of services for these new consumers and will be consulting with the SRC on whether there will be sufficient funding to open additional categories in the future.*

**Comment: Policy maker and stakeholder support for the VR program possibly could be strengthened if DRS could illustrate the return on investment of the program in assisting people with disabilities in becoming employed. DRS should investigate and publish the return on investment for Virginians with disabilities who become employed after receiving VR services.**

*DRS Response: DRS agrees with this recommendation, and we have been working with economists at the University of Richmond and the University of Virginia to develop sound econometric models for assessing return on investment (ROI) in the VR program. Much of our work over the past year has been concentrated on developing and testing mechanisms to increase the security and confidentiality of the data we share with them for analytic purposes (e.g., by removing all personally identifiable information from data files that contain individual-level data). Together with a subcommittee of the Employment Services Organizations Advisory Committee (ESOAC), we are currently collaborating on an evaluation of employment outcomes for VR program participants who receive supported employment services. Information from this evaluation should be available in late 2009.*

**Comment: The general public and those who come to DRS for services do not seem to have a clear understanding of the VR program, including the eligibility requirements and services. While applicable to all age groups, this seems to be particularly true for transition age youth, their parents and school personnel. The eligibility rules, including the intricacies of functional limitations and the availability of services are difficult to understand and not always consistently communicated. Clear, simple and consistently communicated public education and information about the VR program is needed.**

*DRS Response: DRS is working on numerous initiatives, and will consider others, to better educate the public, including transition age youth, their parents and school*

personnel, on the VR program, including eligibility requirements. These initiatives include:

- *Editing the current DRS Transition Services Guide, which contains VR eligibility requirements, including descriptions of functional limitations? We will explore developing a parallel guide specifically written for parents and students.*
- *Partnering with the Parent Education Advocacy and Training Center on Statewide training for families in the fall, 2009.*
- *Developing information sheets and Power Point presentations regarding the descriptions of functional limitations that will be helpful to parents and teachers.*
- *In collaboration with the Department of Education, developing a Virginia Inter-Community Transition Council fact sheet for parents.*
- *Training school practiconers on VR eligibility requirements and descriptions of serious functional limitations.*

*In addition, revisions to the look and structure of the DRS are in development. The website will have a new section specifically tailored to VR consumers, and will guide visitors through the referral process and help them gain an overall understanding of what to expect as they move through the VR process. The content and verbiage are written in very simple terms. Of particular interest to transition age youth will be the Career Library. This section will have tips, resources, and links for career exploration, job searching, resume writing, etc. In addition, the new website will feature VR consumer success stories, which will include those consumers who were involved in transition services.*

**Comment: VR consumers (and their family members) could benefit from counselors receiving more in-depth training on the VR eligibility requirements, particularly determining serious functional limitations. This training would promote more consistency in eligibility determinations across the State and the ability of the counselors to clearly explain eligibility requirements to their consumers and their family members.**

*DRS Response: Currently, part one of the department's New Counselor Skills Training covers the VR eligibility determination process, including the descriptions and use of the Serious Functional Limitations Checklist. In addition, the department's Training Manager has developed a brief training workshop specific to eligibility determination and assessing serious functional limitations; this training has been provided to small groups of VR counselors upon request. The use of the wording "in-depth" in the SRC's recommendation below leads us to assume that the SRC is interested in seeing something more. In response, our Training Department is willing to develop and deliver a training on eligibility determinations and serious functional limitations, but would request the assistance of a small workgroup (to include representation from the SRC) to help shape this training. We would further like to see something in the way of a process change be considered that would help to encourage follow-through, practice and accountability for eligibility determinations.*



**Comment: The SRC would like to collaborate with DRS in examining ways to increase public and consumer input regarding VR services, possibly including ways to increase attendance at public hearing forums. The External Affairs Committee of the SRC would take on this task with a final report by January, 2010.**

*DRS Response: DRS is looking forward to working with the External Affairs Committee of the SRC on examining ways to increase public and consumer input for our VR program.*

**Comment: The SRC is interested in seeing more individuals with disabilities employed in State and local government. The SRC would support DRS' efforts to partner with other organizations, such as Disability Services Boards, to enhance employment outcomes for its VR consumers in government, particularly at the local level.**

*DRS Response: We appreciate the support of the SRC in our efforts to partner with the Disability Services Boards (DSBs) to enhance employment options for our consumers in local government. Commissioner Rothrock continues to work with representatives from the DSBs to fashion this initiative.*

**Comment: The SRC is excited about the receipt of funds from the American Recovery and Reinvestment Act (ARRA). The ARRA provides an unprecedented opportunity for DRS to implement innovative practices to improve employment outcomes for Virginians with disabilities. Some suggestions include utilizing the funds to support public/private partnerships to provide jobs for people with disabilities, piloting disability-owned business, disability-coop business, utilizing family assistance in job identification and support, and assisting our Employment Service Organizations to expand or revise their operations and services.**

*DRS Response: DRS looks forward to continuing to work the SRC on strategies for the utilization of ARRA funding. Funds that have been received have been utilized to address our order of selection by opening up Priority Category I, individuals with most significant disabilities (MSD). With this effort, we hope to provide services to the 1,500 MSD individuals who were on the waiting list plus additional 6,000-9,000 new MSD clients. To assist with this new influx of clients, ARRA funds also will support additional temporary staff in our field offices. In May, 2009 DRS issued a Request for Proposals to the Employment Service Organizations in Virginia to solicit grant applications to create new jobs for our VR clients. In addition, ARRA funds will be utilized to create 30 new slots for the Postsecondary Education Rehabilitation Transition (PERT) Program at the Woodrow Wilson Rehabilitation Center for students in transition from Virginia's secondary school system and DRS will be investigating the hiring of an individual to help "champion" our efforts in better serving clients with Limited English Proficiency. At the August and November meetings of the SRC, there will be additional dialogue on new strategies for the use of the remaining ARRA funds.*



**ATTACHMENT 4.11(c)(1)**

**State's Goals and Priorities**

The Department of Rehabilitative Services and the State Rehabilitation Council jointly reviewed the following goals and priorities for the vocational rehabilitation (VR) program and agreed to some revisions from last year's Attachment. The strategies to achieve these goals are found in Attachment 4.11(d).

**Goal 1: Virginians with disabilities will achieve quality employment through consumer-focused, timely and effective VR services.**

**Indicators:**

- 1.1 4000 VR consumers will achieve a successful employment outcome.
- 1.2 58% or more VR consumers will achieve their employment goals and work satisfactorily for at least 90 days upon completion of their programs.
- 1.3 The average hourly earnings of our consumers will equal or exceed \$9.02.
- 1.4 90% of consumers who achieve successful employment upon completion of their VR programs will be competitively employed.
- 1.5 The VR consumer satisfaction rate will equal or exceed 82%.
- 1.6 Annually, there will be case audits totaling 100 caseloads with 10 cases per counselor audited.
- 1.7 80% of WWRC training graduates will be employed one year post-exit.
- 1.8 VR consumers will be assigned another counselor within 10 work days of a staff vacancy.

**Goal 2: FRS, WWRC, and our service providers will be accountable for the achievement of employment by our consumers and the effective use of resources.**

**Indicators:**

- 2.1 Annual number of VR consumers served will be 24,000.
- 2.2 50% of case service funds will be utilized for services provided by community partners.
- 2.3 20% of total budget will be utilized for administrative costs for the FRS program.
- 2.3 98% of Virginia Employment Services Organizations will be CARF accredited.
- 2.4 Client average daily census at WWRC will be 300.

- 2.5 3,000 clients will be served annually at WWRC.
- 2.6 Increased referrals of veterans with disabilities served through WWRC.  
Target: to be determined in FY2010.

**Goal 3: To ensure that the VR Program continues to be a collaborative leader in the integration of services for people with disabilities in the Workforce Centers and the use of Social Security Work Incentives.**

**Indicators:**

- 3.1 Complete 15 Workforce Center accessibility surveys annually.
- 3.2 Fifteen or more VR consumers will obtain a Career Readiness Certificate.
- 3.3 Provide 10 or more Disability Program Navigators to increase access to programs and services for VR consumers.
- 3.4 Enhance the use of Work Incentive Specialist Advocate vendors which will result in 40 VR consumers utilizing work incentives to reach their employment goals.
- 3.5 Implement ten active Partnership Plus Employment Network agreements to support long term employment efforts by DRS clients who receive Social Security benefits in FY 2010.
- 3.6 Create and implement Milestone/Outcome agreements with DRS acting as an Employment Network with three partners in FY 2010 in order to capture SSA Milestone/Outcome payments to enhance current funding streams.

**Goal 4: Increase consumer access to affordable assistive technology (AT) to help remove barriers to employment.**

**Indicators:**

- 4.1 State-of-the-art assistive technologies will be showcased at biannual AT Training held at WWRC for up to 60 agency staff and/or targeted agency stakeholders.
- 4.2 Annual hands-on training will be held for up to 60 agency staff and/or targeted agency stakeholders to enhance their knowledge and understanding of AT devices, equipment, and resources.
- 4.3 Utilize the AWARE Service Authorization capability to track internal services for all employees that provide direct AT services to clients, including AT Assessments, home modifications, worksite modifications and vehicle modifications. Establish baseline data in 2010.
- 4.4 Develop requirements and methodologies to consolidate AT reporting for vended services and purchase of AT devices from AWARE. Establish baseline data in 2010.

**Goal 5: DRS will continue to emphasize the employment potential of students with disabilities.**

**Indicators:**

- 5.1 1,100 students in transition will achieve a successful employment outcome.
- 5.2 59% of students in transition will achieve their employment goals and work satisfactorily for at least 90 days upon completion of their programs.
- 5.3 450 students will be served through the PERT Initial Evaluation Services.
- 5.5 90% of local school divisions across Virginia will participate in the PERT Program.
- 5.6 180 students will be served through WWRC's 9-week Life Skills Transition Program.

**Goal 6: Expand outreach efforts to individuals with disabilities who are unserved or underserved.**

**Indicators:**

- 6.1 Number of returning veterans receiving VR services.  
Target: TBD in 2010
- 6.2 Increased number of Hispanic VR consumers served.  
Target: TBD in 2010.
- 6.3 Number of wards of Culpepper Correctional Center who are served by VR program.  
Target: TBD in 2010
- 6.4 Number of VR staff receiving training on Autism Spectrum Disorders.  
Target: TBD in 2009.

**Goal 7: Ensure that WWRC's programs and services benefit VR consumers, resulting in increased referrals to WWRC.**

**Indicators:**

- 7.1 Twice per year (minimum) contact with assigned FRS Offices by each WWRC Rehabilitation Counselor thru office visits, case consultations, etc.
- 7.2 Production of an annual report on WWRC customer satisfaction and Sponsor Satisfaction surveys.
- 7.3 Three or more meetings of the WWRC/FRS Operations Committee will be held.

7.4 Continued development and review of WWRC Centers of Excellence Strategic Plans, Design Team findings or recommendations.

**State Rehabilitation Council Membership  
Appointments Ending September 30, 2010**

**Karen Baugh, Vocational Rehabilitation Counselor: Not Eligible for Reappointment**

**Charles Downs, Individual with a Disability/Disability Advocate: Eligible for Reappointment**

**Matthew Deans, Individual with a Disability/Former VR Client: Eligible for Reappointment**

**Shannon McManus Jones, Business, Labor & Industry: Eligible for Reappointment**

**Sarah Liddle, SILC Representative: Eligible for Reappointment**

**Cherie Takemoto, PEATC Representative: Not Eligible for Reappointment**

**Vacant, Virginia Workforce Council Member**

Transition Sub Committee Report  
March 15, 2010 -Presented to SRC

The Transition Sub Committee (Marianne Moore, Erica Lovelace, Cherie Takemoto and Beth Somers) met via conference call on March 19, 2010.

We determined our purpose for meeting:

Sub committees purpose:

1. Raise awareness of transition for SRC members
2. Provide the SRC with information that helps them understand transition

Need: The committee discussed a potential need for SRC members to better understand process and procedure regarding the transition of youth.

Consider: Education Services Unit (ESU) can prepare a presentation for use during orientation. This would be a presentation to provide essential information to new members.

Consider: The ESU can provide several short presentations for SRC based on questions they have about policy and procedure for transition age youth.

Consider: Information Erica prepared for PEATC (Kathy Maybe is condensing information to one page) will provide information for SRC members as well as serve a community outreach need.

Need: The sub committee will review the stakeholder survey and assessment. (attachments provided to SRC)

Once all members have had an opportunity to read these attachments, the subcommittee will meet another time prior to the May meeting with additional suggestions.

Need: SRC has asked for more information regarding 28 closures for transition age youth.

Erica is working with Scott Fraley and Barbara Burkett to gather more information about these cases.

Consider: When the data has been analyzed report to the SRC.