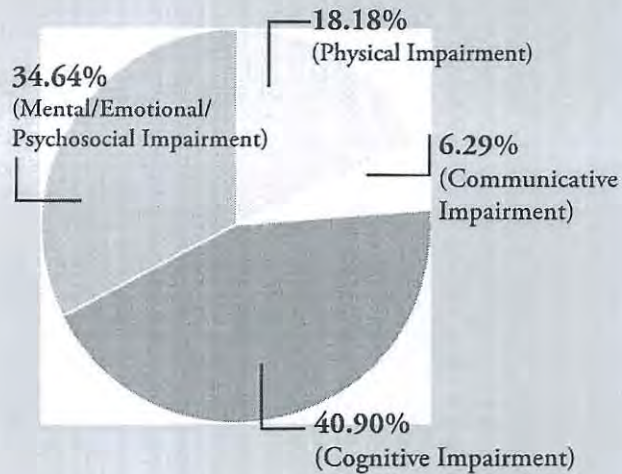
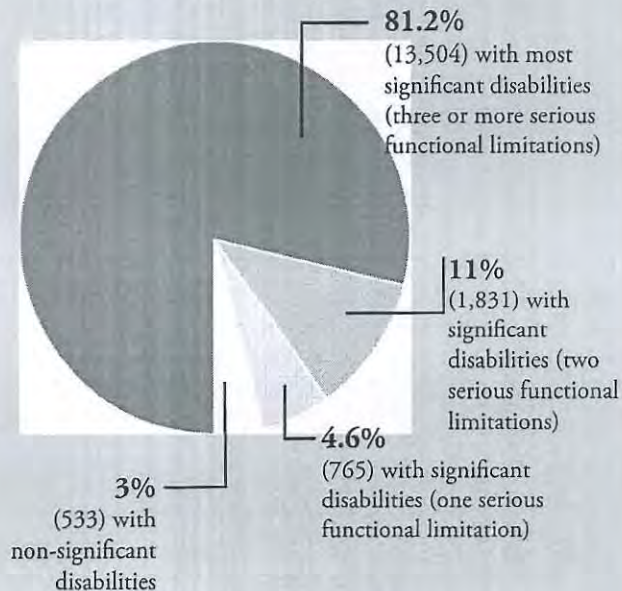


Disability Groups Served Primary Impairments



Consumers Served



Vocational Rehabilitation: At a Glance

Federal Fiscal Year 2008 Highlights

The Vocational Rehabilitation (VR) program empowers individuals with disabilities to increase their independence and reach their employment potential. A team of professional staff work together with the consumer to provide information, skills training, education, and other support services that enable individuals to make informed choices about their professional and personal lives. VR is a unique employment services model in that it caters to the specific needs of the VR consumer, allowing the VR counselor to develop an individualized plan that will lead to employment in a competitive and integrated setting.

WHO WE SERVE

- DRS received 10,929 new applicants.
- As of September 30, 2008, there were 17,976 open cases, as compared to 16,770 on September 30, 2007.
- 7,848 of the VR clients served are transition age, between 16 and 21 years of age.
- 41% report a cognitive impairment as their primary disability.

VR OUTCOMES

- 7,214 Individualized Plans for employment were developed, a 5% decrease compared to 2007.
- 4,012 consumers became successfully employed after receiving VR services, a 6% decrease compared to 2007.
- 92% of these consumers became employed in a competitive job, a decrease of 7% compared to 2007.
- The average hourly earnings was \$9.06.
- The overall rehabilitation rate dropped by 3% to 57%. This rate is defined as the number of consumers who left the VR program with an employment outcome during the fiscal year compared to the total number of consumers who received services and left the program during the same fiscal year.

* This decrease in production for FFY 2008 can be attributed to DRS remaining in order of selection with only one priority category open and the downturn in the economy.

VR Program Highlights:

Order of Selection and Waiting List

DRS remained in an order of selection because there were not sufficient funds to serve all eligible individuals. During Federal Fiscal Year 2008, DRS operated with only one category (most significantly) opened. This meant that all consumers who were significantly disabled or non-significantly disabled were placed on a waiting list for services, if they so chose. As of September 30, there were 1,007 individuals on the waiting list, 780 of these were individuals with significant disabilities.

The Launch of AWARE

After six years of intensive planning, DRS launched its new integrated case management system called AWARE (Accessible Web-based Activity and Reporting Environment). The system is being utilized by DRS, the Woodrow Wilson Rehabilitation Center, the Department for the Blind and Vision Impaired, and the Virginia Rehabilitation Center for the Blind and Vision Impaired. Following an extensive training effort, that included numerous changes to existing business practices and policies, DRS instituted AWARE in March, 2008, followed by WWRC in October, 2008. About 100 DRS/WWRC staff participated in the implementation of the project, which came in under budget and on time!

DRS Involvement in Comprehensive Model One Stops

DRS participated with the Office of the Senior Advisor for Workforce Development in the implementation of the Comprehensive Model One Stop in Charlottesville, VA. DRS also has been a partner in the planning of the Comprehensive Model One Stops in Wytheville, Roanoke, South Boston, Danville, Petersburg and Prince William. The DRS offices will be co-located in the Charlottesville, Roanoke, Wytheville, Danville and South Boston One Stops, and there will be a vocational rehabilitation counselor presence in Petersburg and Prince William.

Good to Great

Utilizing the management principles of Jim Collins' best selling book Good to Great, the leadership of the Field Services Division (FRS) continued their work to make the leap from a GOOD division to a GREAT division. This entailed learning about and embracing the attributes of a Level 5 leader, reaching consensus on the desired culture of the organization, discussing the strengths and weaknesses of the organization, and committing to "getting the right people on the bus" to help move the organization towards greatness. One important outcome was the development of "The FRS Way," a description of what greatness would like at FRS and the staff behaviors and attitudes necessary to achieve greatness.

VR Case Service Expenditures

Service / Activity	Totals	Per
Job Coach Training/Supported Employment	\$8,022,847	45.4%
Other Goods/Services	\$1,382,242	7.8%
Situational Assessment	\$1,386,838	7.9%
Motor Vehicle Modification/Repair, Fuel Costs or Travel	\$1,188,706	6.7%
Academic Training	\$1,167,444	6.6%
Medical/Mental Health Therapy	\$1,122,885	6.4%
Job Readiness Training	\$774,605	4.4%
Occupational/Vocational Training	\$717,645	4.1%
Personal Assistance Services	\$676,182	3.7%
Maintenance	\$651,843	3.7%
Physical Restoration	\$569,858	3.2%
Total (rounded)	\$17,661,095	99.9%

Employment Placement

Occupation	Totals
Service Worker	34%
Secretarial/Office/Clerical	20%
Machinery/Operations	11.9%
Laborer	10.4%
Sales	9%
Professional/Executive	7.1%
Skilled Craft	5.5%
Other	2.1%

Client Success Stories



Falguni Chitalia

(Richmond, Virginia)

When Falguni Chitalia and her parents moved to the United States from India, Falguni sought assistance from DRS to become employed and as independent as possible so her parents could return to India, reassured of their daughter's well-being. Diagnosed with mild cerebral palsy, which affected the use of her left hand as well as her speech, Falguni not only had to face obstacles posed by her disability, but also contend with cultural

differences and pressures to obtain a professional job.

In spite of these challenges, Falguni appeared to be a very intelligent, sociable, and highly motivated woman. A graduate of Rutgers University, she speaks three languages and is quite computer-savvy. Capitalizing on these strengths, DRS Counselor Scott Miller provided Falguni vocational counseling and job search assistance. Falguni also received speech therapy through the Woodrow Wilson Rehabilitation Center, as well as assistance in the purchase of assistive devices to help her with independent living.

After a short stint working in Wal-Mart's shoe department just to make ends meet, Falguni finally found a break in her job search when DRS Marketing Representative William Seaton secured an opportunity through Bender Consultants to interview at Anthem Wellpoint – the chance she needed to build a career in accounting/economics.

Ultimately, Falguni was hired full-time with benefits and today works as a Project Manager at Anthem. She was recently featured in their newsletter as an excellent, model employee.

Kimball Bosma

(Staunton, Virginia)

Kimball Bosma had been a resident at Western State Hospital for twenty-seven years when DRS Counselor Sherry DeMoss first met with him. Despite his medical condition – which included hypertension, chronic respiratory problems, coronary artery disease, lupus and other disabilities – he was successfully employed at Vector Industries for several years. Unfortunately, he wasn't earning minimum wage or working competitively. Furthermore, he had lived at Western State for so long that he became complacent to the structure and safety of that environment.

Through continuous support and encouragement by DRS and hospital staff, Kimball finally began to consider transitioning back into the community. He eventually agreed to an assessment at Goodwill Industries and was offered a job earning above minimum wage. This experience, however, posed substantial anxiety for Kimball and he accepted a part-time position at Goodwill in order to continue working at Vector. Consequently, he grew to love his new job and after a couple of months, he was ready to completely transition to Goodwill where he has been working successfully for the last four years performing several duties including stocking and general cleaning. Goodwill staff describe him as a friendly, dependable, and hard-working employee.

Kimball has also taken Driver's Education classes through the Woodrow Wilson Rehabilitation Center (WWRC) to obtain his Driver's License. He has since purchased a vehicle and is able to transport himself to and from work, as well as around the community.

Most importantly, just this past summer, Kimball finally moved out of Western State Hospital and into an apartment in Staunton. He lives on his own and says he fully enjoys his new independence.



Client Success Stories



Mark Seidell
(Roanoke, Virginia)

In 2006, Mark Seidell became paralyzed from the chest down as a result of spinal tumors. Determined to regain his independence and employment, he worked hard on his rehabilitation.

Through the Department of Rehabilitative Services (DRS), Mark received support through an entire team of staff consisting of a Vocational Counselor, Placement Counselor, Program Support Technician, Re-

habilitation Engineers, and others to help him accomplish his goals.

He was referred to the Woodrow Wilson Rehabilitation Center for 10 weeks where he received physical and occupational therapy, including a wheelchair evaluation, driver assessment, and training. Assistance from DRS' Consumer Services Fund enabled him to purchase a van and driver modifications. Moreover, DRS completed yard modifications to allow egress at home.

At this time, Mark enrolled at Virginia Western Community College to obtain a certificate to become an architectural and civil engineering aid. He worked as a Master Electrician prior to his paralysis, and felt that this would give him new marketable skills that would increase his opportunities for employment.

By May of 2008, Mark interviewed and was ultimately hired as an Electrical Drafter for Hurd and Obenchain in Roanoke, Virginia. DRS purchased the appropriate computer system for his training and installed a proper work station to meet his ergonomic needs.

"Mark is a consummate professional who is well respected and well liked by his coworkers," says DRS Business Development Manager Rochelle Betsch. "He is a great asset to our community."

Stephen Garcia
(Alexandria, Virginia)

Stephen Garcia first applied for services from DRS in July 2005, exactly one year after sustaining an incomplete spinal cord injury and above-the-knee amputation. The injury left him with upper extremity nerve damage and chronic pain, and his hopes of returning to work started to fade when he developed a series of illnesses that landed him back in the hospital repeatedly over the next year.

By August of 2006, Stephen returned to DRS once again to work towards employment and independence. He was a well-educated man with a good work history, but was still unable to face the full demands of work. Following months of intensive rehabilitative services and support at the Woodrow Wilson Rehabilitation Center, Stephen was able to return to Northern Virginia with increased physical functioning, new-found independence, and the strength to begin his job search. He also utilized DRS' Job Club program to enhance his job seeking skills and received assistance from WWRC and Rehab Engineer staff for adaptive equipment.

Five months later, Stephen landed an interview and was ultimately hired by the United States Department of Transportation (DOT) Federal Motor Carrier Safety Administration in Washington, DC, working full-time with benefits as a Transportation Specialist. Since starting this job, he's been able to purchase a modified van and is now looking forward to moving into an apartment of his own.



SRC Activities Continued from page 7



Roy J. Ward SRC Employee Leadership Award Winners. Left to right: Danny DeBoer, Susan Green, Larry Overbay, Karen Baugh, Mark Fletcher, Gwendolyn Davis with Roy J. Ward



2008 SRC Chairpersons Award Winner Hiawatha Nicely receiving his award from Danny DeBoer, 2008 SRC Chair

VR Consumer Satisfaction Highlights

The VR consumer satisfaction survey is completed by a sample of consumers whose cases have been closed as rehabilitated or not rehabilitated during the year. The survey results for those who were self-respondents are summarized below.

Satisfaction with DRS and Employment

FFY 2007 overall satisfaction was 80% and job satisfaction was 85% .

- One rehabilitated consumer reported that he was most satisfied that *“All personnel were knowledgeable, professional and courteous in every aspect of my experience. They totally gave me what I needed - it is then up to the person to use the resources for their gain.”*
- This consumer also indicated that he was satisfied with his job because *“I work with computers, although more phones than I want, but I have a sit down job, good pay, benefits and personal satisfaction of working again full time after seven years.”*

Counselor Perception

FFY 2007 satisfaction ratings are high for counselors not rushing consumers (85%), counselors taking the case seriously (85%), and counselors clearly explaining programs (87%). They are a little lower for counselor knowledge of available programs (79%) and counselor meeting agreed upon timetables (81%).

Involvement and Timing

Consumer satisfaction with involvement in developing the VR plan was 75% and satisfaction with the time it takes to develop the plan was 73%.

Indicators of Quality of Service

Two survey measures experienced a drop in FFY 2007: willingness to refer a friend (82%) and willingness to come back to DRS (79%). Both survey items are approximately four percentage points below the prior four-year average. Eighty-nine percent of consumers indicated they were treated well by DRS staff.

Woodrow Wilson Rehabilitation Center

The Woodrow Wilson Rehabilitation Center (WWRC) is the first state-owned and operated comprehensive rehabilitation center in the country. WWRC provides medical, assistive technology, and vocational rehabilitation services to persons with disabilities to enable them to become independent and employed. To learn more about the Center and its services, please visit wwrc.virginia.gov. Also on their website is WWRC's 2008 Annual Report, which was developed by the Business School students at the Center.

WWRC Centers of Excellence

WWRC strives to be a premier provider of rehabilitation in four Centers of Excellence: Assistive Technology, Comprehensive Assessment and Evaluation, Youth in Transition, and Neuro-Rehabilitation. WWRC staff have participated in the ongoing effort to "lead from within" as they look into the future and establish best practices, engage in innovate thinking, and set high standards for customer outcomes.



During a visit to WWRC, Governor Kaine took time to meet with members of the student body. Featured left to right: Adam Ducey, WWRC Business Information Technology Graduate, Spring 2008, Governor Tim Kaine, Angela Bean, Student Government President and Information Technology student, Hilary Bishop, WWRC Business Information Technology Graduate 2008.

combat stress injuries, working effectively in the military culture, diagnoses, and injury assessment. Veterans and family members who had experienced the effects of combat stress and traumatic brain injury were present to share their experiences.

Launch of the YouTube Site

This year, WWRC made significant strides in marketing to younger clients through the launch of a site on YouTube.com. Following Governor Kaine's lead, the Center has posted a wide range of video clips about WWRC, clients, staff, programs, and services. This new approach is enabling the Center to participate in today's e-culture more effectively and reach people with disabilities while enhancing our communications with our vocational rehabilitation counselor partners.

Wounded Warriors Summit

WWRC was the site of the Wounded Warrior Summit, "Painting a Moving Train", on November 6 and 7. Sponsored by the Department of Rehabilitative Services, in partnership with the Departments of Mental Health, Mental Retardation and Substance Abuse Services, and the Veterans Services, the Summit provided behavioral health care and rehabilitation professionals, brain injury service providers, and other health care professionals, with clinical training on

2008 Data

In State Fiscal Year 2008, WWRC provided over 2,900 rehabilitation programs for clients and approximately 70% of the graduates who completed their program became employed.

Summary by Service Area

Health Services	1,213
Vocational Evaluation	564
Post-Secondary Education/ Rehabilitation Services	498
Brain Injury	47
Vocational Training	306
Life Skills Transition	195
External Training Option	88

The vast majority (76.6%) of clients who come to WWRC are referred by a vocational rehabilitation counselor and are individuals with cognitive impairments (42.8%). Eighty-nine percent of the clients are individuals with most significant disabilities.

Client Satisfaction Rates

(completely or somewhat agree)

- The skills I learned at WWRC will help me be successful in life: 93.5%
- The purpose for my coming to WWRC was achieved: 86.3%
- I was involved in making choices about my program: 88.8%
- The staff was helpful: 92.1%

The State Rehabilitation Council Seeks Your Input to Help Improve Services to Virginians with Disabilities

How You May Contact Us

Call

Voice – 1-800-552-5019
804-662-7000

TTY – 1-800-464-9950
804-662-9040

Fax – 804-662-9532

Write

Chair, State Rehabilitation Council
Department of Rehabilitative Services
8004 Franklin Farms Drive
Richmond, VA 23229

Email – drs@drs.virginia.gov

Visit Our Website – www.va-src.org

Attend a Meeting or Public Hearing

The State Rehabilitation Council meetings and public hearings are open to the public. SRC meetings are held in January, March, May, August and November. The public hearings are generally held in February and March. The meeting locations, dates and times are posted on the SRC website and on the DRS website and Commonwealth Calendar at:

www.vadrs.org/eventlist.aspx

www.virginia.gov/cmsportal3/cgi-bin/calendar.cgi

Apply for Membership

If you are interested in becoming a member of the SRC, an application form can be obtained by calling the Secretary of the Commonwealth at 804-786-2441 or on the Internet at:

www.commonwealth.virginia.gov/StateGovernment/Appointments/appointments.cfm



ARC

Assessment Results (2008)

This document is a summary of results from an assessment within the intellectual disability and developmental disability (ID/DD) population of Augusta County. The data was gathered from specific agencies and organizations and should not be considered a "complete picture" of the numbers of ID/DD individuals in the county.

Agency/Organizational distribution:

- Arc of Augusta Newsletter
- Vector Industries
- Augusta County Schools
- Waynesboro City Schools
- Staunton City Schools
- Valley Community Services Board
- Arc of Augusta Board of Directors

Number of surveys returned for assessment data: 60

Results listed from highest number to lowest number of responses for need:

- 1) Number in need of a summer program for school age (6-17) ID/DD: 29
- 2) Number requesting Adult Day Support programming 5 days per week: 26
- 3) Number requesting Adult Day Support for ID/DD with severe and profound needs: 26
- 4) Number requesting Supported Employment Opportunities: 24
- 5) Number of School Age (6-12) ID/DD needing after-school programming: 20
- 6) Number of Elderly ID/DD requesting Adult Day Support: 15
- 7) Number of ID/DD individuals requesting in-home services: 13
- 8) Other Services:

9 – non-waiver services	1- consumer directed
1- program for Asberger Syndrome	1 – out in community
2- weekend activities	1- seeking day trips

Breakdown of who returned surveys to gather data:

Parent/Family Member: 28	Professional: 17
Arc Program Participant: 4	Arc Member: 18
Other: 4 (Arc of Augusta, Augusta County Schools)	

Services provided for...

Waynesboro - 18
 Staunton - 8