

Vocational Rehabilitation and Resilience in 2020



VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES

State Rehabilitation Council 2020 Annual Report

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Cover photos:

Left: Petersburg Champions of Disability Employment Consumer Award recipient, Eric Ryals.

Center: Project SEARCH completion ceremony for interns at Bon Secours Memorial Regional Medical Center (photo courtesy of Hanover County Public Schools).

Right: Cathy Daley, Occupational Therapist at Wilson Workforce and Rehabilitation Center, was named one of TutorCam's "One Hundred Heroes" and received a complimentary TutorCam.

From the SRC Chairperson

It has been my honor to serve as chairperson of the State Rehabilitation Council (SRC) this past year, even amidst all of the challenges brought about by the ongoing COVID-19 pandemic.

Understandably, this pandemic has affected every citizen in our Commonwealth in some capacity, including, and often in a greater way, our citizens with disabilities.

Yet the work that the Department for Aging and Rehabilitative Services (DARS) continues to do for our consumers shines bright.

Whether it be virtually, or in person, utilizing all appropriate health and safety measures, our consumers are continuing to be served, while also being given the opportunity to live their best lives in the communities they choose.

The recommendations given by the SRC make it apparent how much we care for Virginians, and want to continue giving them the best vocational rehabilitative services possible. No matter what challenges lie ahead, we will adapt, overcome and remain as resilient as ever for the betterment of our consumers and communities.

Garrett S. Brumfield
Chairperson, State Rehabilitation Council



From the Commissioner

The year 2020 gave us the opportunity to be resilient and perhaps redefine its meaning as we focus on the people and communities we serve. By definition, resilience is bouncing back from adversity to an original form, but in our case, it is inspiring to see how we have “bounced back” not to where we were but to something new. Our resilience has allowed us to emerge better, with more capabilities and a deeper and more profound commitment to people with disabilities who are living more successful and productive lives because of vocational rehabilitation.



This year our State Rehabilitation Council modeled the way for how a resilient team can have a powerful influence on the clients, staff and communities involved in our mission. They have been a valued advisor and consultant to me as well as a steadfast team willing to go the distance during COVID-19’s unrelenting assault on our sense of normal. From their virtual meetings, to being present online, to their constant outreach, the SRC has demonstrated their commitment and dedication to people with disabilities.

The stories of Maya Simmons and Christopher Spoden are featured in this year’s report, and I believe they illustrate that resiliency has been at the core of their vocational rehabilitation journeys and significantly linked to their success. The teams who worked with them, their partners and employers brought together the possibilities and Maya and Christopher fulfilled their dreams along the career pathway to Virginia’s talent pipelines in business and industry.

At the core of every great team is the drive and motivation that creates the bonds of commitment, dedication and performance needed for every worthwhile achievement. Through engaging the SRC, this takes shape as we help people who happen to have disabilities find meaningful careers. Through our partnership focusing on disability employment, our collaborative spirit will carry us into the future, as the heartbeat of DARS is onward.

Kathryn A. Hayfield
Commissioner, Department for Aging and Rehabilitative Services

SUCCESS STORIES

Christopher Spoden

Christopher Spoden has an intriguing job as a federal contractor with Pacific Architects and Engineers. His career pathway has landed him at the intersection of library science, his passion, and a career that capitalizes on many attributes associated with his disability. It is intriguing because the sensitive nature of his position does not allow him to disclose the specifics of his actual job. He only relays that he is on a professionally challenging and personally satisfying career track that affords him a comfortable lifestyle while fulfilling his vocational goals and dreams.



After graduating from Lynchburg College, Christopher found it challenging to move into a career. He relays that while his disability is not too noticeable, it did present challenges in expressing himself, so he connected with DARS. His Asperger's Syndrome causes him to feel comfortable with routines and when he latches onto certain topics of interest, he is able to focus with great intensity for long periods.

Christopher developed his interviewing skills with support and help from his rehabilitation counselor, LaSonya Jackson. While working with a coach on interviewing skills and participating in a job club helped improve his skills, he says the process of developing an elevator speech was the most helpful part of getting a job.

His counselor was instrumental in helping him navigate the challenges of resume development and interview preparation. Christopher said, "I definitely recommend DARS, highly. It's really helped me to get into the world and work, and polish myself up."

Listen to the podcast with Christopher here: <https://bit.ly/31KGqiw>

Maya Simmons

Born with cerebral palsy and challenged with visual limitations, Maya Simmons shattered the unfounded predictions that she would not walk or talk and that college was out of the question. In fact, Maya is finalizing her degree in elementary special education at Old Dominion University as she transitions into the classroom to complete her student teaching.



Maya's vocational rehabilitation counselor, Jennifer Kiser, Martinsville DRS office, says "Maya tackles every challenge with courage and determination." Evidence of Maya's persistence is reflected in one of her favorite quotes, "It's okay that you're different, your disability doesn't define you."

Maya is moving into a career that will provide family sustaining wages and enable her to live independently. She plans to move from being completely dependent on disability benefits to competitive integrated employment. Vocational rehabilitation helped Maya learn about and later establish an ABL account to manage her benefits and finances.

Maya is excited about working with children in special education because of her experience in life. She says that like many competent teachers she developed skills through academic preparation, however, her disability gives her a level of authenticity to not only educate but inspire her students.

Many marvel at what Maya has accomplished at ODU and believe her award winning attitude is best summarized by comments from her podcast interview, "The obstacles in life that you go through don't define you. You get to decide who you can be and what you can become in this world."

Listen to the podcast with Maya here: <https://bit.ly/2JvRPML>

2020 SRC Members

- Aaron Bossard - Henrico
- Linda Garris-Bright - Virginia Beach
- Garrett Brumfield – Roanoke
- Tammy Burns - Richmond
- Pamela Cobler – Martinsville
- Brian Evans - Richmond
- Kathryn A. Hayfield – Richmond
- Daniel Irwin - Mechanicsville
- Angela Leonard - Blue Ridge
- Joliefawn Liddell – Richmond
- Daniel Lufkin – Smithfield
- Dawn Mosley – Midlothian
- Madeline Nunnally - Richmond
- Justin Spurlock – Richmond
- Shawn Utt - Pulaski
- Jennifer Witteborg – Rixeyville

New Appointments

- Billie Cook - Hampton

The Virginia State Rehabilitation Council was able to successfully hold four meetings and continue their work virtually as closures occurred across the state to encourage Virginians to remain safe and well during the pandemic. The Council was able to continue their efforts to reduce meeting costs through meeting in Richmond, as well as virtually. At each meeting, Council members individually reported on the activities of the constituency they represent and their advocacy efforts. Members also shared information on successes and obstacles during the pandemic.

2020 SRC Activity Highlights:

- Chair, Garrett Brumfield, attended the National Coalition of State Rehabilitation Councils (NCSRC) Annual Fall Conference in Florida.
- Sherry Taylor, Executive Director for the NCSRC, was able to attend a VA SRC meeting to present on the Roles and Responsibilities of the SRC.
- The Council received a presentation on the Freedom of Information Act and the provisions that affect Boards and Councils, provided by the Virginia Freedom of Information Advisory Council.
- The SRC approved the annual Memorandum of Agreement between DARS and the SRC on the conduct of the Consumer Satisfaction Survey and approved the Annual Report on Consumer Satisfaction Survey results.
- The Council received information and updates on the development and submission of the next Vocational Rehabilitation Services Portion of the Combined State Plan. Proposed sections of the Plan were presented and explained to the Council for their input.
- The SRC reached out to members of the Virginia General Assembly and other policy makers, as well as community stakeholders across the state, to provide information on the value of the vocational rehabilitation program through the distribution of their 2019 Annual Report.
- The Council responded to a survey requested from the National Coalition of State Rehabilitation Councils on best practices and methodology for: data collection, use of social media, and public outreach.
- The Council welcomed Lauren Roche as their new administrator. Roche is also administrator to the Virginia Statewide Independent Living Council. This gives increased knowledge sharing opportunities for the SRC membership.
- The Council voted on the contract renewal for one vocational rehabilitation Hearing Officer, a contract extension for another existing vocational rehabilitation Hearing Officer, as well as the contract awards for two new Hearing Officers, and received a report on the status of consumer appeals during SFY2019 and SFY2020.

RECOMMENDATIONS

The median hourly wage for vocational rehabilitation (VR) consumers for Federal Fiscal Year 2020 was \$10.25, which is an improvement from previous years and continues to exceed the minimum wage. The SRC supports DARS in their commitment, in partnership with consumers and their informed choice, to provide services that prepare consumers with career pathways to enter the workforce in sustainable jobs, with sustainable wages that decrease poverty, improve their economic quality of life and independence, and address their reliance on public benefits. The following SRC recommendations will help further these shared goals:

- The SRC requests continued briefings and additional information on WIOA performance measures, including the goals and targets established for these measures and DARS achievement towards those goals. In particular, DARS should examine the median wage performance in each district, looking at the demographics of our clients, with the expectation that median wage performance increases.
- EQUITY in the provision of VR services is imperative. Equity includes excellence in services all across the Commonwealth. This will be important information for VR employees to have to provide effective services and the SRC also recommends that this information be shared with them. DARS should examine the performance in each district, looking at the demographics of our clients.
- The SRC would like to continue to expand and further the coordination of its activities with other councils in Virginia, in particular the Statewide Independent Living Council.
- The SRC recommends that DARS continue collaborative efforts with Centers for Independent Living, and other community partners, to offer financial empowerment education and skill building opportunities to the larger public.
- The SRC would like DARS, including WWRC, to continue implementing viable programs to bring in-person and virtual VR resources and education to Virginians, including those with significant disabilities, who could benefit from in-person and/or remote learning and services.
- The SRC recommends that the Council continue to examine, explore and evaluate the processes currently in place to evaluate long-term employment outcomes, job growth, as well as barriers or obstacles to such successes.
- The SRC would like to DARS to increase collaborative efforts with the Virginia Department of Education, specifically with transition and Pre-ETS services, and broadening the awareness of available resources for students, teachers and parents, while also furthering relationships and collaboration with school districts across the state.
- Parents of youth with disabilities do not always know about the services of the VR program and work incentive assistance available to them (including financial literacy). The SRC recommends that strategies be developed to “get the word out” not only to parents, but also to the general public, on these available and valuable resources through various means, including social media.
- The Comprehensive Statewide Needs Assessment shows an increase, based on the Census Data, of American Indians/Native Americans with a prevalence of disabilities. The SRC encourages DARS to reach out to federally recognized tribes to ensure they are aware of VR services.

VR PERFORMANCE OUTCOMES

The vocational rehabilitation (VR) program continues to empower Virginians with significant disabilities to receive the training and skills that they need to enter the workforce or to retain employment. The VR program has successfully pivoted from in person service delivery to serving clients virtually throughout the pandemic, encouraging Virginians to remain safe while still receiving services. To address the challenges posed by the COVID-19 pandemic the VR program harnessed technology and developed creative solutions to help meet the needs of clients receiving services. Both the VR program and the clients have demonstrated resilience as they continued working, learning, and succeeding. In the past year, 2,207 clients with significant, or most significant, disabilities successfully became employed after receiving VR services.

Although the creation of Individualized Plans for Employment (IPE) was impacted by COVID-19, DARS increased the number of IPEs for FFY20 by 33% from FFY19; 5,738 IPEs were written this year as compared to 4,321 IPEs written last year. During this challenging year, DARS was also able to improve the timeliness of service for the length of time between application to eligibility. In FFY19 the average time was 36.5 days and is down to 33.5 days in FFY20. The length of time between a Plan and successful closure has also improved. In FFY19 the average time was 22.9 months and is down to 22.2 months in FFY20.

With respect to the federal Workforce Innovation and Opportunity Act (WIOA), DARS continues to report on the WIOA performance indicators. This data currently comes from the Virginia Employment Commission and does not include federal employment or employers with 5 or fewer employees.

1. % of program participants who are in unsubsidized employment during the 2nd quarter after exit from the VR program. (Information is for cases closed after plan 07/01/2018 - 06/30/2019)
DARS Goal: 47%
DARS Achievement: 54%
2. % of program participants who are in unsubsidized employment during the 4th quarter after exit from the VR program. (Information is for cases closed after plan 01/01/2018 - 12/31/2018.)
DARS Goal: 45%
DARS Achievement: 54%
3. Median earnings of program participants who are in unsubsidized employment during the 2nd quarter after exit from the VR program. (Information is for cases closed after plan 07/01/2018 -06/30/2019)
DARS Goal: \$3,200
DARS Achievement: \$3,104.89
4. Median earnings of program participants who are in unsubsidized employment during the 4th quarter after exit from the VR program. (Information is for cases closed after plan 01/01/2018 -12/31/2018)
DARS Goal: \$3,200
DARS Achievement: \$3,164.27
5. % of program participants who obtain a recognized post-secondary credential, or secondary school diploma or its equivalent during participation or 1 year from exit. (Credential Attainment Rate is for cases served 01/01/2018 - 12/31/2018 w/employment or post-secondary within a year)
DARS Goal: 32%
DARS Achievement: 43.1%
6. % of program participants who during a program year are in an education or training program that will lead to a recognized postsecondary credential or employment and who are achieving measureable skills gains towards a credential or employment. (Measurable Skill Gain Attainment Rate is for cases served 07/01/2019 - 06/30/2020.)
DARS Goal: 32%
DARS Achievement: 50.9%

VR INNOVATIONS & HIGHLIGHTS

DARS Assistive Technology; Operationalizing Innovation and Creativity for VR Excellence

Before, and amidst the COVID-19 pandemic, DARS assistive technology (AT) professionals have been problem-solving service delivery issues to continue to provide high quality services to individuals with disabilities throughout the Commonwealth. Agency clients require timely and effective AT services to prepare for, secure, retain or retain employment. DARS AT professionals from DRS' Rehabilitation Technology Services, Wilson Workforce and Rehabilitation Center, and the Virginia Assistive Technology System (VATS) developed creative and innovative approaches to service delivery including the following:

- Ramped up AT communication calls from monthly to weekly and collaborating more closely among DARS AT professionals, further development and implementation of tele-rehabilitation services for AT consultations and assessment (virtual AT, home and vehicle modification assessments with clients and vendors).
- Expanded the capacity of virtual AT services to include individual and group training sessions (college prep training, virtual shop tours and time management programs).
- Addressed the sensory needs of individuals through new approaches and technologies (Work Alert academies).

- Updated online group services to include sensory and organizational aspects related to dealing with COVID-19 stressors.
- Marketed the capacity of AT services to provide services, tips and resources to remove programmatic and architectural barriers to support client goals (weekly AT *"Hump Day Newsletter-AT Resources to Get Us over the Hump!"*).
- Developed a procedure for contact free equipment loaner and demo equipment as well as drop off custom devices. Delivered to homes and businesses using enhanced sanitation procedures and then coupled with remote services for instruction and assessment of efficacy.
- Provided community support with DARS rehabilitation engineering staff fabricating and delivering face shields and fabric masks to a non-profit, durable medical equipment reuse programs at the onset of the pandemic in order for durable medical equipment reuse partners to continue providing services in a safe manner.

In addition to collaborating with DRS and WWRC AT professionals, the state's AT Act program (VATS) has been an integral part of the success of the state's Career Pathways for Individuals with Disabilities (CPID) and Disability Employment Initiative (DEI) grants. Both of these grants have been successful in helping individuals with disabilities obtain credentials for success in high pay, high

demand careers. VATS staff provided individual and programmatic assessment and improved access to AT equipment, all necessary to help individuals reach their employment dreams.

VATS joined Virginia's No Wrong Door (NWD) Initiative in 2020. Through its partnership with NWD, VATS received a \$150,000 sub-grant from the CARES Act. The purpose of the grant is to address the needs of older adults and individuals with disabilities during the COVID-19 pandemic. The grant is helping to expand the capacity of the NWD system to improve access to and acquisition of AT devices and services.

Amidst this pandemic and time of social distancing, the intervention and support of AT professionals, along with needed equipment, can make a huge difference in improving and/or maintaining the quality of life for individuals with disabilities and their families. DARS AT teams communicated regularly and worked collaboratively to expand the capacity of AT services while balancing the safety and complex service needs of both clients and staff.

Through their efforts, DARS AT professionals not only problem-solved short term service delivery methods, but also created best practices for customer service and service delivery that have paved the way for how DARS will provide AT services in the future.

DARS Collaboration with Office of the Secretary of Veterans and Defense Affairs; Growing Project SEARCH

The Department for Aging and Rehabilitative Services (DARS) along with the Office of the Secretary of Veterans and Defense Affairs have collaborated to develop Project SEARCH programs for students with disabilities who are part of a military family in the Commonwealth. Naval Air Station Oceana will host military connected high school students with disabilities from Virginia Beach Public schools beginning in September 2021.

Donna Bonessi, Deputy Director, Employment Services and Special Programs at DARS; Mike Coleman, Military Liaison, Office of the Secretary of Veterans and Defense Affairs; Marianne Moore, Secondary Transition, Virginia Department of Education; Jennifer McDonough, Statewide Project SEARCH Coordinator, VCU; and Heather Morath, Project Search Specialist, National Project Search Cincinnati worked on this initiative along with Virginia Beach Public Schools.

Naval Air Station Oceana Project SEARCH will be one of only four Project SEARCH programs with a military installation in the country. They will join Joint Base Langley-Eustis, Ft. Eustis; Newport New Va.; Joint Base Andrews, Andrews, Md.; and McConnell AFB, Wichita, Kansas. Project SEARCH has over 500 programs worldwide. The Virginia Project SEARCH statewide team is working with

installation commands and local school districts to bring Project SEARCH to more military families across the Commonwealth.

DARS Provides Financial Relief for Employment Services Organizations Impacted by COVID

DARS was able to offer over \$2.4 million in relief for Employment Service Organizations (ESOs) that were impacted by COVID-19. These emergency relief funds helped offset financial hardships experienced by the ESOs due to the significant reduction in services throughout the pandemic.

In spring 2020, all ESOs were offered the opportunity to apply for a portion of funds totaling \$1.6 million. Funds were distributed in two rounds based on the application process.

In the fall of 2020, a total of \$843,199 was awarded to 56 ESOs. Emergency relief funds will continue, as funds are available.

The following are other significant outcomes for the VR program during the past year:

- Median hourly wage was \$10.25; a \$.25 increase from 2019. Of the 2,207 consumers who became employed, 100% were employed in the community at minimum wage or above.
- 21,367 consumers were served.
- 89.7% of the consumers served were considered most significantly disabled (MSD), with 10.0%

of consumers served considered significantly disabled (SD).

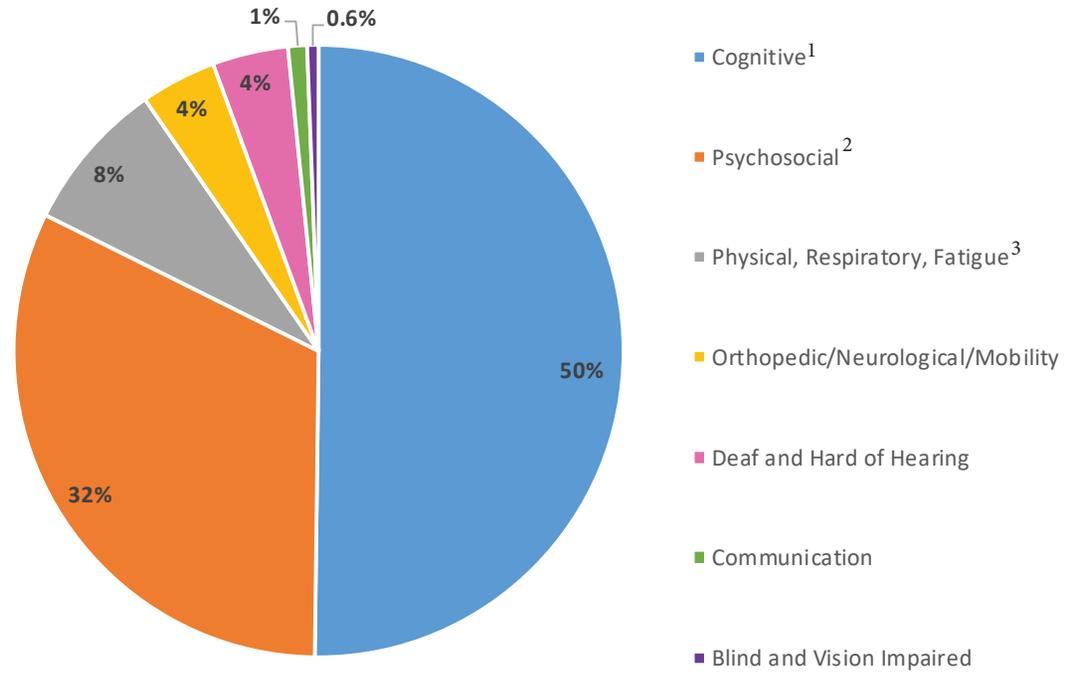
- The majority of persons served continues to be those with cognitive, mental, or psychosocial disabilities.
- The total amount spent on all clients in SFY20 was \$15.3 million. The average cost for a non-SWD (student with disability) aged client, successfully closed, was \$2,050 in SFY20 and the average cost for an SWD aged client, successfully closed, was \$2,466 in SFY20. Over \$10 million (65.3% of total expenditures) were spent on supported employment and job coach training services and just over \$1 million (7.0% of total expenditures) were spent on training, including tuition.

Order of Selection

DARS operates under an Order of Selection, which requires states to establish priority categories of individuals to serve when they do not have the funding to serve all eligible individuals. This creates a waiting list for services. DARS worked diligently over 2020 to address the waiting list, opening up categories throughout the year to serve those on the waiting list. COVID-19 slowed services, overall, and left additional funding. With these unexpended funds, the VR program was able to offer services to all clients on the wait list in September 2020, a total of 1613 clients (35 MSD, 1527 SD, and 51 NSD). The waiting list had not been cleared since May 2016.

DISABILITIES OF CLIENTS

Primary Disabilities FFY2020



Categories are not mutually exclusive.
¹3% increase in cognitive impairments from FFY19
²1.4% decrease in psychosocial impairments from FFY19
³0.5% decrease in physical impairments from FFY19

BARRIERS TO EMPLOYMENT

	Number 2020 ¹	Percentage 2020	Number 2019	Percentage 2019	Change 2019-2020
Long Term Unemployed >= 27 weeks	7,373	42.1%	8,883	42.7%	0.60%
Criminal Background	2,656	14.5%	3,151	15.7%	1.20%
Limited English Proficiency	722	3.7%	1,373	6.2%	2.50%
Cultural	854	5.4%	966	5.4%	0.00%
Homeless	490	2.5%	576	2.6%	0.10%
Is or Has Been in Foster Care	443	2.2%	491	2.2%	0.00%
Exhausted TANF >= 24 months in Virginia, 60 months federal	314	1.42%	473.00	2.1%	0.70%

¹Numbers are for clients who were open at any point in 2020.

WWRC PROGRAM HIGHLIGHTS

The Wilson Workforce and Rehabilitation Center (WWRC), located in Fishersville, is a key resource for DARS, providing comprehensive vocational rehabilitation services to consumers with disabilities to prepare for gainful employment.

The year 2020 brought some major changes within WWRC. Aside from dealing with the pandemic and quickly readjusting to determine how to provide services to our consumers without meeting face-to-face, changes occurred at the division level in response to revising the focus and mission within WWRC.

One major divisional change/reorganization occurred in the medical division. Prior to the change, the medical division consisted of three therapy departments (physical therapy, occupational therapy, speech/audiology), Rothrock Hall (for WWRC clients requiring attendant care support or medical rehab clients), and student health (day-to-day medical support for WWRC residential clients). Dr. Mathew oversaw Rothrock Hall and student health, whereas Clay Huie, OTR/L oversaw the day-to-day operations of the therapy departments.

In September 2020, Dr. Mathew retired after many years of medical oversight and service at WWRC. With his retirement came a needed change in the

medical model or structure of the division. This is due to several factors, the primary being WWRC's focus on vocational training and the movement away from WWRC being a "medical rehab model" to an "educational institution or model." WWRC's primary client base has also evolved over the last 10-15 years, requiring less medical oversight and intensity of medical service/intervention.

Given the factors outlined above, WWRC's medical division was renamed "Supported Work Readiness Division." The word "supported" here indicates the therapy and clinical/nursing staff that have a role in augmenting and improving "personal work readiness" (i.e., addressing ADLs, physical/cognitive/communication skills, health and wellness) or providing the appropriate assistive technology for vocational success for DRS/WWRC consumers. This renaming also better aligns the division with WIOA objectives and overall agency mission. Clay Huie currently manages the Supported Work Readiness Division.

As described above, the adjustment needed in response to COVID and the inability to see clients face-to-face resulted in the rapid development of virtual services. Virtual services or "telehealth" in some therapy settings was already available in the community, but not at WWRC. Therapists worked

diligently to put together a virtual format for services such as OT, speech, PT, AT assessments and driving-related services. Some services are better suited for virtual delivery than others, but the outcomes have been positive for staff and clients. Virtual services are likely to remain even after COVID, and WWRC has now expanded virtual services to other departments/programs such as PERT, vocational evaluation and vocational training.

The second quarter median earnings for vocational training graduates, closed by WWRC in State Fiscal Year 2019 was \$3,985.25. The average daily census during 2020 was 320.

WWRC supports WIOA and DARS performance measures, especially those involving workforce credentials, measurable skills gains and business engagement. WWRC offers a WIOA-recognized workforce credential in every training program. This ensures close alignment with WIOA. WWRC continues to focus on helping consumers find a career pathway, through pre-employment transition services, that leads to employment that is retained over time with advancement and sustainable wages.

WWRC PERFORMANCE OUTCOMES

The following are the number of consumers served by service area during 2020:

Vocational evaluation: 771

Vocational evaluation (non-PERT): 409
 PERT: 339
 PERT Transition Academy: 23

Vocational Training Graduates: 170

Pre-Employment Readiness Education Program: 364

Supported Work Readiness Services*: 314

Driving Services: 497

Learner's permits - 43
 Driver's licenses - 45

*This consists of support ancillary services from one or more of the following areas: Occupational Therapy, Physical Therapy, Speech Therapy, Nursing or Assistive Technology services. These services are pivotal in addressing work readiness/preparedness for clients that have issues in areas such as personal care, independent living, mobility/physical skills, communication skills, or medication/health management. Examples of assistive technology include wheelchair/seating equipment, communication devices, assistive computer technology and many other general low-tech devices to aid personal independence.

SFY2020 All Credentials/ Certifications Obtained

Credential Type	Number
Driver's License	45
Career Readiness Certifications:	
Platinum	20
Gold	19
Silver	31
Bronze	41
ServSafe Food Handler	32
Learners Permit	43
CPR and First Aid	21
OSHA10	29
VDOT Flagger	8
National Retail Federation (NRF) Customer Service and Sales - Other	14
VA Pre-Service Training	27
Child Abuse & Neglect	15
Microsoft Office Specialist (MOS)	25
Total	370

SFY2020 WIOA Credentials Obtained

Credential Type	Number
CNA	7
A+	9
Manufacturing Specialist	12
Manufacturing Technician 1	12
Microsoft Technology Associate (MTA)	8
Microsoft Office Suite	5
Security+	4
National Retail Federation (NRF) Customer Service and Sales - Business	4
Total	61

CONSUMER SATISFACTION SURVEY

The SRC works in partnership with DARS to assess VR consumers' perspective of their VR services.

The survey captures feedback from consumers during service delivery (following development of the Individualized Plan for Employment, but prior to employment). This methodology has provided several opportunities:

- More real time assessment of services
- Issues may be addressed prior to case closure
- Encourage consumer engagement while allowing consumers to contact survey staff with updates or specific requests

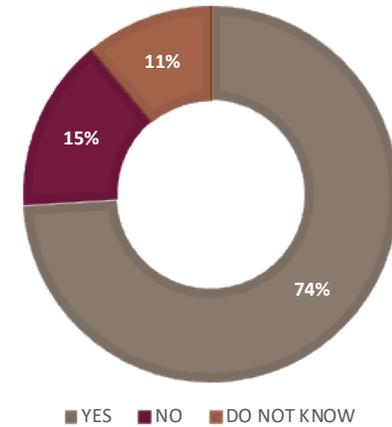
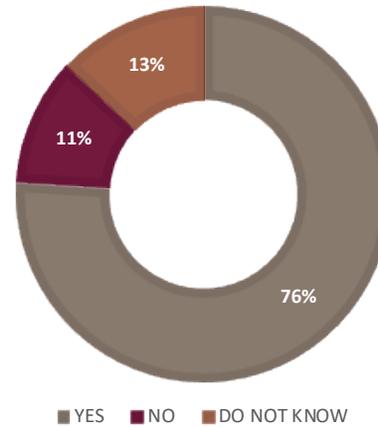
In the FFY 2019 survey, consumers were asked questions related to counselor relationship and their DARS office. Historical questions were related to counselor relationship. Questions related to consumers' DARS office were new for FFY 2019.

Percentages for all questions were similar to five year averages (FFY 2014-2018) and indicative of real time assessment (what was happening at the time of survey completion).

Counselor Relationship

Have you and your counselor agreed on your plans for reaching your job goal?

Is your counselor doing what he/she said they would do to help you reach your job goal?

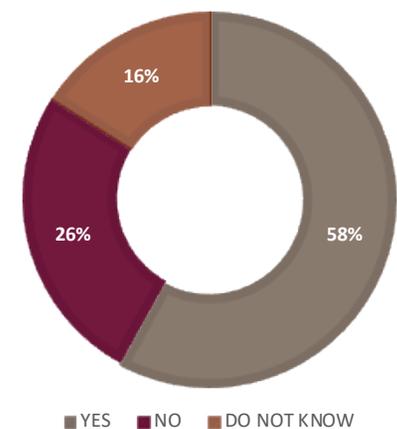
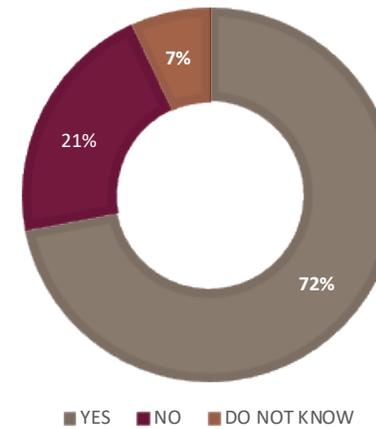
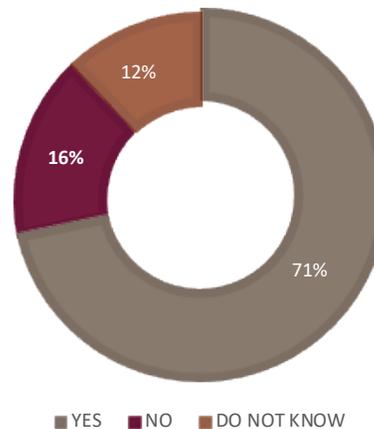


DARS Office

Is your DARS office helpful in connecting you with people and services you need to reach your job goal?

Has your DARS office kept in contact with you throughout the process?

Are you moving toward employment in a timely manner?



MEMBERSHIP APPLICATION

If you are interested in a gubernatorial appointment to the Council, you may begin the application process with this form by indicating your:

Name: _____

Phone: _____

Address: _____

Please email, fax or mail this form to the SRC Administrator at:

Lauren.Roche@dars.virginia.gov

Lauren Roche

DARS/State Rehabilitation Council

8004 Franklin Farms Drive

Henrico, VA 23229

Upon receipt, someone from the SRC will contact you to discuss your interest. However, to officially apply for this appointment, you must contact the Secretary of the Commonwealth's Office. You may obtain information about the formal application process by calling the Secretary's office at (804) 786-2441 or applying [online](#).

Thank you for your interest in the SRC.

CONTACT INFORMATION

Our Mission

The mission of the Virginia State Rehabilitation Council, in partnership with the Virginia Department for Aging and Rehabilitative Services, and in collaboration with advocacy groups, consumers and their families, is to ensure that Virginians with disabilities receive quality services while seeking to achieve meaningful employment, self-sufficiency and independence.

Our Vision

All Virginians with disabilities will have access to quality services leading to meaningful employment, self-sufficiency and independence.

Attend a Meeting

The quarterly SRC meetings are open to the public. Meeting locations, dates and times are posted at:

www.va-src.org
<https://commonwealthcalendar.virginia.gov>

CALL:

Voice: (800) 552-5019 | (804) 662-7000

Videophone: (804) 325-1316

Fax: (804) 662-7663

WRITE:

Chair, State Rehabilitation Council
Department for Aging and Rehabilitative
Services

8004 Franklin Farms Drive

Henrico, VA 23229

Email: dars@dars.virginia.gov

www.va-src.org

Upon request, this report may be made available in Spanish or another language.

Please contact:

Lauren.Roche@dars.virginia.gov

(804) 663-7817

Lauren Roche

DARS/State Rehabilitation Council

8004 Franklin Farms Drive

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