

Kentucky Office of Vocational Rehabilitation
2010 Annual Report



Statewide Council for
Vocational Rehabilitation



Philosophy

We recognize and respect the contribution of all individuals as a necessary and vital part of a productive society.

Mission

To assist Kentuckians with disabilities to achieve suitable employment and independence.

Values

We value the rights, merit and dignity of all persons with disabilities and the opportunity to pursue employment as an important aspect of a full and meaningful life.

We value all staff, their individual talents, unique abilities and contributions to the agency's mission.

We value collaborative efforts and partnerships which support the agency's mission.

Message from Executive Director and Statewide Council for Vocational Rehabilitation Chairman



This annual report highlights several major accomplishments made possible through the commitment and dedication of our staff and partners and the hard work of our consumers. We are extremely proud of the Office of Vocational Rehabilitation (OVR) staff in FY 2010 for their diligence amongst some of the most difficult financial times in the history of the agency. The optimism and determination of OVR staff has helped weather the storm and it looks like things are improving going into the new fiscal year.

We are also very proud of each and every consumer who came through our doors this past year and chose work. We continue to strive daily to provide the highest quality of service possible to every eligible individual seeking employment consistent with his or her skills, interests and abilities. The result of that is an above 90 percent

customer satisfaction rating for yet another year. We want to thank Office of Vocational Rehabilitation staff for their efforts during this fiscal year in assisting 3,495 individuals with disabilities to obtain or maintain suitable employment. Our accomplishments are shared by the Statewide Council for Vocational Rehabilitation (SCVR), legislators, employers and many others. We look forward to another successful year that we trust will result in many Kentuckians with disabilities, especially those with the most significant disabilities, obtaining suitable employment.

Lee Gordon – Chairperson
Statewide Council for Vocational Rehabilitation

Beth Smith – Executive Director
Office of Vocational Rehabilitation

Financial Report

Purchased Services FFY2010

Expenditure Category	Expenditures
Assessment	\$3,467,199
Diagnosis and Treatment	\$3,348,496
Training	\$11,069,041
Maintenance	\$271,610
Transportation	\$251,324
Interpreter Services	\$556,172
Personal Attendant Services	\$179,658
Rehabilitation Technology	\$2,205,183
Job Placement	\$1,460,750
Other	\$750,288
Totals	\$23,559,721

Program Services Report

Individuals Served and Positive Employment Outcome Data

3,495 individuals with disabilities obtained or maintained employment after receiving services from the Kentucky Office of Vocational Rehabilitation in fiscal year 2010. Some facts about these individuals:

- Their average weekly earnings went from \$99.65 at application to \$384.23 at closure. This is an increase of \$284.58 in weekly income.
- At application, 860 (25%) reported that their primary source of support was through their personal income. At closure, 3,131 (90%) had personal income as their primary source of support.
- 1,064 (30%) were receiving health insurance benefits through their employer.
- They work an average of 32.1 hours per week.
- As a group, they increased their federal income tax payments by an estimated \$7.7 million, their state income tax payments by an estimated \$3.1 million, and their Social Security tax payments by an estimated \$7.8 million (including employer contributions).

Demographics of Individuals Served

Gender

Male	52%
Female	48%

Ethnicity

Caucasian	84%
African-American	15%
All other ethnicities	1%

Disability

Sensory Impairments	9%
Mental Health Impairments	38%
Cognitive Impairments	28%
Mobility Impairments	15%
Other Health Impairments	10%

Age

Under 21	21%
21-30	28%
31-40	18%
41-50	18%
51-60	12%
Over 60	3%



Program Updates



CDPVTC – Carl D. Perkins Vocational Training Center

The staff members and students of the Carl D. Perkins Vocational Training Center had an extremely productive Fiscal Year 09-10. Facility enrollment remained extremely high during the fiscal year, often nearing a total enrollment of 200 persons each class day on several occasions. The Perkins Center served 1108 Kentuckians during the fiscal year, exceeding the total of 1082 served during the previous fiscal year. There were 562 referrals made by Office of Vocational Rehabilitation Counselors during the year. The referral total was the highest number of referrals received by the facility in several years.

During the fiscal year, the Perkins Center continued efforts to generate additional revenue from third-party sources and provide services to persons receiving Social Security benefits to enter/re-enter the workforce. The Perkins Center became Medicare eligible during the fiscal year. Referrals for the Outpatient Medical Rehabilitation Program increased noticeably from 68 the previous year to 99 during FY 09-10 due to the inclusion of persons receiving Medicare who were able to receive therapy services at the Perkins Center. There were 12 persons served by the Perkins Center for which Social Security reimbursement was received by the agency totaling \$ 166,220.95.

Although serving more consumers, the Perkins Center still maintained strong levels of customer satisfaction based on the results of surveys conducted with both students and counselors. Customer satisfaction for students actively enrolled was recorded at 94%. Counselors rated the quality of services provided by the

Perkins Center to persons they referred at 3.4 on a 4.0 scale.

Staff members and students participated in several community projects during the fiscal year. This included two blood drives sponsored by the Kentucky Blood Center. There were 34 donors who participated in the July blood drive. Several students also participated in locally sponsored 5K runs to raise cancer awareness. Additionally, the Perkins Center hosted the “Path to Employment” fair on August 17th. The fair was sponsored by Protection & Advocacy and co-sponsored by Independence Place located in Lexington. Both Center students and persons in the local area who receive Social Security benefits attended this event. The Perkins Center staff also participated in several job and transition fairs for students with disabilities held across Kentucky

Numerous events were also held to coincide with “Job Placement Month” in May. Student activities included skill-building exercises, a job fair, a customer service demonstration project, and a presentation to students receiving SSI/SSDI on the opportunity to work while still keeping their benefits.

The fiscal year also saw completion of two projects that will greatly reduce operating expenses. The Perkins Center has been actively involved in projects to retrofit lighting and conserve energy. The Perkins Center obtained a \$6,000 refund from Rural Electric Cooperative for these initiatives. The Perkins Center also completed the replacement of walk-in cooler and freezer food storage units that will increase efficiency and energy savings.

The new fiscal year will present the Perkins Center with opportunities to expand services to persons with disabilities and create additional partnerships with local educational, business, and community organizations. The Perkins Center will continue

development of off-campus work opportunities for students at local businesses. Work experience gained in a business setting has been invaluable to several students who attend the facility. The Perkins Center also plans to work closely with Midway College as a new pharmacy school opens in near-by Paintsville, Kentucky. Representatives from the college have visited the Perkins Center and will be utilizing the facility as an internship location for students in the pharmacy program.



Community Rehabilitation Programs

During FY 2010 \$ 1,982,736 was spend on services provided by Community Rehabilitation Programs (CRP). The great bulk of this (\$1.4 million) was spent on individualized services resulting in competitive employment outcomes. These services include anything needed by a consumer to obtain and retain employment such as work adjustment, job search, job placement and job retention services. These services resulted in 424 individuals obtaining positive employment outcomes. The CRP completed evaluations/assessments for 462 consumers at a cost of \$277,350. Another \$283,186 was paid to CRPs for other services including skills training, adjustment services and transportation. During the FY 2010 four new CRP programs were approved to provide services. The goal is to continue to develop CRPs in all areas of the state, especially in the areas that are underserved.

Job Placement

This year the Job Placement staff continued to develop new partnerships with employers. More than 45 new partnerships with businesses were launched in 2010, many of them serving as Preparing Adults for Competitive Employment (PACE) sites.

One of the highlights was the launching of the Best Buy Abilities Initiative. This year Best Buy launched an innovative initiative to hire individuals with disabilities at a new distribution center in Shepherdsville. OVR and Options Unlimited, along with 20 plus other community rehabilitation programs, are partnering in the Abilities Initiative. Best Buy is committed to a partnership model with OVR and the local community rehabilitation programs to make the Abilities Initiative a success.

The new distribution center, which opened in September 2010, is a 600,000 square feet .com operation that will be shipping directly to customers. They hope to have 600 employees at the end of the first two years of operation. Best Buy is committed to having a large number of people with disabilities as part of their workforce.

Pam Smyth, Distribution Center Director, indicates that Best Buy has a commitment to this project from the top down. They currently have a corporate Disability and Inclusion Team. The jobs will be competitive employment but the training up front will be different based on each individuals needs. Best Buy Co., Inc. received the Secretary of Labor's 2008 New Freedom Initiative Award from the U.S. Department of Labor's Office of Disability.

Program Updates



Supported Employment (SE)

2010 brought new opportunities in supported employment (SE) service delivery via ARRA grants, the Johnson and Johnson/ Dartmouth Supported Employment Initiative, and the Post-Secondary Inclusion Partnership (PIP) .

Through the Dartmouth SE Initiative four pilot projects began in Paducah, Covington, Maysville, and Elizabethtown with Supported Employment agencies to serve individuals with mental illness. A statewide trainer was hired by the University of Kentucky Human Development Institute (UK-HDI) with Dartmouth funding to provide technical assistance to the four pilots. A very successful statewide kick-off event was held with presenters from Dartmouth as well as VR and DBHDID, coordinated by VR with our partner in this project, the Division of Behavioral Health in DBHDID. Local kick-off events were held as well, showing community buy-in and support of the projects.

Nine ARRA (American Recovery and Reinvestment Act) projects were funded to expand SE opportunities throughout Kentucky, with specific focus on Autism, mental illness, and deaf-at-risk. Funded only for 15 months through September 2011, the projects anticipate making quick progress with these federal investment funds.

And the last new initiative involved the existing partnership VR has with UK-HDI to develop strategies for providing opportunities in post-secondary training

for individuals with developmental disabilities. SE agencies are beginning a new partnership with this project to demonstrate the effectiveness of SE services in planning and service delivery for students with the most significant disabilities in the project.

These new initiatives were in addition to the individualized SE services provided by 87 SE vendors in the Commonwealth for 2,294 individuals with the most significant disabilities.

Transition

A total of 9,382 consumers on counselor caseloads in FY 2010 were referred from schools. Of the agency's 3,495 positive employment outcomes, 720 (20.6%) were referred from schools. In FY 2010 OVR continued to provide quality services to transition-aged youth with disabilities in all 174 school districts in the Commonwealth. According to the Kentucky Post School Outcomes Study, OVR ranked as the agency that most often provided services to youth with disabilities covered by an Individualized Education Program. Much of our efforts are enhanced through partnerships with 68 school districts in the Community Based Work Transition Program. Our collaborative efforts were also visible at the state level through our involvement in the Kentucky Interagency Transition Council, the Kentucky Post School Outcomes Project, the State Advisory Panel for Exceptional Children, Kentucky Workforce Investment Board Strategic Planning High School Outreach Committee, the ARC of Ky-Walmart Transition Grant Advisory Group, the University of Kentucky's Human Development Institute's Post Secondary Inclusion Project Committee and the Kentucky Partners in Youth Transition Team.

Human Resources & Training

OVR is extremely proud of the technological advancements that have been made in the training area. Continuous development of online training includes the implementation of an OnBoarding and a Confidentiality training program for new employees. By the end of the year the new Job Placement training modules will also be available online. The agency launched a dedicated website to assist with communication regarding training within the agency. The website contains a link to the training calendar, information on specific programs, links to the online training catalog and additional information to promote continuous learning opportunities for our staff. <http://ovrtraining.ky.gov>

The agency also provided opportunities for individuals to interact with their professional organizations through attendance at professional conferences. These conferences include the Kentucky Rehabilitation Association, Association of Persons for Supported Employment and the Southeast Regional Institute on Deafness which Kentucky had the privilege of sponsoring in October 2010.

Face-to-face training within the agency included opportunities to provide professional development for all employees. New employees participated in Skills Enhancement Training (SET) to begin building their foundation of agency information. The districts identified needs within their areas and provided training at the local level to meet those needs. The agency made changes to the Self-Employment policy and employees throughout the state have been trained on these changes. The training agenda for FY2010 also included Ethical Decision Making and Negotiation Skills.

The Academy of Leadership Exploration and Development (ALEAP) Phase II was



completed as a part of agency succession planning. This segment of ALEAP included material that is specific to OVR and the tools needed to provide leadership within the agency whether in their current position or through promotional opportunities.

The Comprehensive System of Personnel Development (CSPD) is also a continued focus of the agency as we strive for 100% compliance with the federal mandate. In the past five years the agency has moved from 37% of agency counselors meeting CSPD to 75% as of the completion of the Masters in Rehabilitation Counseling in December 2010 by the most recent group.

The training for the past five years has been possible because of the Rehabilitation Services Administration In-Service Training Grants that the agency was awarded. We are pleased to have been selected as recipient for these grants again that will take us through the next five years. These grants are an integral part of the agency's ability to provide continuous training and development to our staff in order to provide quality services to our consumers. These funds will be used to continue to build professional growth and support our pursuit of 100% CSPD compliance.

Program Updates



vehicles at a total cost of over \$1,461,000, 170 individuals received driver evaluations and 146 received driver's training, providing yet another step to successful employment. A total of about \$2,800,000 was spent on assistive technology equipment and services for Office of Vocational Rehabilitation consumers.

Throughout 2010, the rehabilitation technology staff has provided comprehensive trainings and technical assistances to external customers, including the Eastern Kentucky University STEP Program, the University of Kentucky Master's in Rehabilitation Counseling Program, Kentucky State University Third Thursday Thing for small and disadvantaged farmers, and the Tennessee AgrAbility Project. Presentations have also been provided at conferences, including Kentucky Rehabilitation Association, Kentucky State University Small Farms Conference, and the APSE Conference. The branch also hosts a two day training on assistive technology, the "Summer AT Workshop," each year. It was attended by over 100 individuals this year.

Social Security

For fiscal year 2010, a total of 633 Social Security recipients obtained employment after receiving services from the Office of Vocational Rehabilitation. Social Security reimbursed OVR for 157 claims totaling \$1,986,540.22.

Rehabilitation Technology

The Rehabilitation Technology Branch continues to assist consumers reach their vocational goal by assessing, recommending and providing appropriate assistive technology solutions. A total of 1,416 consumers received equipment and services that allowed them to successfully prepare for, gain, or maintain employment. Of that number, 123 received modifications to their personal

Self-Employment

The challenging goal of Self-Employment continued to be the vocation of choice for a select group of consumers in 2010. This was a year of significant changes to the OVR self employment policy. After more than a year of preparation, new revisions to the administrative regulations and policy were implemented and presented to staff through district trainings. The new policy will ensure that those choosing self-employment will be fully prepared to meet the goal of self employment and capable of sustaining their business for long term success. The staff is very supportive of the new policy and look forward to providing quality services to those seeking to become self employed.

Counselor Mentoring Program

The Rehabilitation Counselor Mentoring Program has grown to 31 Mentors participating in the program across the state. This year the mentoring team developed a two-day statewide training for the counselors held at Lake Cumberland October 12-13. The trainings included well-timed presentations on Negotiating Skills Training, Top CMS Questions (Case Management System), an Overview of Eligibility-Train the Trainer session, Ethics & Communications, and a mentor panel discussion on Obstacles with Mentoring. Lisa Medley was honored as the Mentor of the Year for her hard work in 2010, and was presented the award by Pam Jarboe, Director of Program Services. The attendees were also given the opportunity to meet and ask questions of our new Assistant Director of Program Services, Holly Hendricks, who was giving the Skills training presentation. The Mentoring Program continues to attract attention from other state vocational rehabilitation programs, providing feedback and consultation to the development of two mentorship programs. The current Mentor Leadership team is: Alan Gullitt-Leader, Tom Combs-Branch Manager Liaison, Jodi Harris-Counselor At Large, Julie McConnell-MOTY 2009, Lisa Medley-MOTY 2010, Susie Edwards-Training Consultant, Vickey Reilly-Central Office Administrator, and Carolyn Eirich-Central Office Support.



KATLC - Kentucky Assistive Technology Loan Corporation

The Kentucky Assistive Technology Loan Corporation (KATLC) has one of its best years in FY 2010. It processed 182 applications for assistive technology, approving 113 applications for a total of \$931,134.00. Hearing aids and vehicles with modifications remained the most requested items.

The program enables qualified applicants to purchase assistive technology they need when there are no other options available. The impact it has on an individual's life is reflected in this comment received from one borrower: "The whole world has opened to me. I am no longer home bound. I can go places at the time that I want to go and not have to conform my schedule to their schedule. I have FREEDOM now. I am no longer stuck at home."

Program Updates



Deaf and Hard of Hearing Services

The DHHS Branch of KY OVR consists of a Branch Manager who also functions as Statewide Coordinator for Deaf Services, A Statewide Coordinator of Hard of Hearing/Late-Deafened Services and a Statewide Coordinator for DeafBlind Services. There is a Administrative Assistant that works with the three administrators named above. In addition to these individuals, there are 7 full-time Rehabilitation Counselors for the Deaf (5 of whom are deaf), who work under the supervision of the Branch Manager and serve those consumers for whom sign language is the primary mode of communication. There are 9 staff interpreters and one interpreter/supervisor who serve the RCDs and their consumers. There are 40 Communication Specialists statewide who work under the Branch Managers of the field offices and who have received extensive training in working with individuals who are hard of hearing, late-deafened or oral-deaf.

The RCDs and Communication Specialists served a total of 2,887 individuals this past year and helped 597 of them obtain and/or maintain employment. This represents 21% of those served that had Positive Employment Outcomes. Placements were down in number this year due to the slow economy and tough job market, however, this is still a significant accomplishment considering that these individuals are among those with the most significant disabilities.

Migrant Farm Workers

The Migrant Farmworkers with Disabilities Employment Partnership (MDEP) continues to make significant progress in its third of five years of funding from the Rehabilitation Services Administration. It was established in 2007 to increase the capacity of OVR to identify and provide services to the migrant and seasonal farmworker communities in Kentucky. In addition to creating a strong partnership with the National Alliance on Mental Illness to educate the Spanish speakers about mental health and mental illness, the extensive outreach and education continues in eight Central Kentucky Counties.

At the end of fiscal year 2010, 2937 hours of outreach have been performed, making over 9,000 educational contacts, and conducted 787 interviews to determine interest in OVR services. The comprehensive outreach efforts have resulted in 203 new referrals from the Spanish speaking community. The project has also been instrumental in improving foreign language access to OVR services overall. Three partners anchor the MDEP: the University of Kentucky Human Development Institute, Goodwill of Kentucky and OVR.

More About PEO's

Positive Employment Outcomes by County

COUNTY	PEOs FY2010	COUNTY	PEOs FY2010	COUNTY	PEOs FY2010
Adair	9	Garrard	15	McCreary	7
Allen	41	Grant	11	McLean	2
Anderson	20	Graves	27	Meade	11
Ballard	8	Grayson	13	Menifee	2
Baltimore	1	Green	2	Mercer	29
Barren	17	Greenup	28	Metcalfe	1
Bath	14	Hancock	2	Monroe	10
Bell	27	Hardin	77	Montgomery	15
Boone	74	Harlan	50	Morgan	26
Bourbon	14	Harrison	14	Muhlenberg	18
Boyd	59	Hart	4	Nelson	41
Boyle	28	Henderson	51	Ohio	17
Bracken	6	Henry	8	Oldham	25
Breathitt	13	Hickman	1	Owen	1
Breckinridge	1	Hopkins	41	Owsley	1
Bullitt	40	Jackson	4	Pendleton	10
Butler	12	Jefferson	553	Perry	52
Caldwell	7	Jessamine	40	Pike	44
Calloway	12	Johnson	23	Powell	9
Campbell	88	Kenton	138	Pulaski	30
Carlisle	6	Knott	22	Robertson	1
Carroll	6	Knox	10	Rockcastle	15
Carter	37	Larue	2	Rowan	33
Casey	16	Laurel	24	Russell	9
Christian	64	Lawrence	15	Scott	46
Clark	23	Lee	1	Shelby	16
Clay	4	Leslie	18	Simpson	13
Clinton	4	Letcher	22	Spencer	14
Crittenden	5	Lewis	3	Taylor	28
Cumberland	2	Lincoln	16	Todd	13
Daviess	78	Livingston	4	Trigg	12
Edmonson	1	Logan	13	Trimble	6
Elliott	6	Lyon	1	Union	6
Estill	7	Madison	78	Warren	146
Fayette	379	Magoffin	13	Washington	10
Fleming	13	Marion	17	Wayne	7
Floyd	42	Marshall	12	Webster	11
Franklin	42	Martin	10	Whitley	21
Fulton	1	Mason	35	Wolfe	6
Gallatin	2	McCracken	65	Woodford	17
				Out of State	2
				Totals	3,495

SCVR Members and Officers

Lee Gordon, Shepherdsville, Chairperson

Nancy Hunter, Maysville, Vice-Chair

Dana Haugsted, Lexington, Member-at-Large

David Allgood, Louisville

Denise Bailey, Frankfort

(Dept.of Education)

Christine Czechorski, Verona

Matt Davis, Bowling Green

Vanessa Denham, Frankfort

(Client Assistance Program)

Irene Dervin, Winchester

Connie Dotson, Lexington

Mike Fogle, Glasgow

Doris Haney, Paintsville

Ann Holstein-Boyer, Fort Wright

Rhonda Logsdon, Louisville

(Kentucky Special Parent Involvement Network)

John Mathias, Henderson

John Riesenber, Edgewood

Chastity Ross, Berea

Karen Rossi, Lexington

Terry Shockley, Frankfort

Beth Smith, OVR Executive Director

Lois Taurman, Louisville

Tom West, Frankfort

Juanita Westerfield, Corbin

2010 SCVR Accomplishments

In Fiscal Year 2010, the Statewide Council for Vocational Rehabilitation engaged in the following activities:



(left to right) Statewide Council for Vocational Rehabilitation Chairman Lee Gordon, Co-Chair Nancy Hunter, OVR Executive Director Beth Smith, Office Manager Erin Ratcliffe and General Manager Tonya Dubrock of Residence Inn and OVR Employment Specialist Cindy Ragland.

- Wrote letters to elected officials about the adverse effects of state budget cuts on vocational rehabilitation services and Kentuckians with disabilities;
- Provided its individuals members with talking points to use in talking with local elected representatives concerning the adverse effects of the budget cuts;
- Reviewed and approved agency policy changes related to self-employment services, income verification, and serving individuals who cannot read or speak English;
- Reviewed and approved changes in the fees the agency pays for anesthesiologists' services, educational support services, hospitalization, job direction and retention services, and surgery;
- Conducted three meetings of its Interagency Coordinating Committee to improve collaboration and communication with other state boards and councils;
- Recommended changes to the application for services to the agency to enhance mailing costs;
- Held its annual Employer Recognition Luncheon and honored four employers for exemplary practices in hiring individuals with disabilities: Residence Inn by Marriott in Paducah, the Internal Revenue Service in Cincinnati, Cracker Barrel in Richmond, and Peebles Department Store in Paintsville;
- Conducted four public visioning forums to gain input into the state plan;
- Conducted its annual consumer satisfaction survey in conjunction with the University of Kentucky;
- Closely monitored the agency's changes in the Order of Selection (OOS);
- Met with the Society of Human Resource Managers (SHRM) to discuss possibilities for collaboration that would enhance employment opportunities for Kentuckians with Disabilities.

District Offices

Central Office**Frankfort**

(502) 564-4440

(800) 372-7172 (Toll free)

Carl D. Perkins Vocational Training Center**Thelma**

(606) 788-7080

(800) 443-2187 (Toll free)

Ashland

(606) 920-2238

Bluegrass

(859) 246-2537

(888) 211-7276 (Toll free)

Bowling Green

(270) 746-7489

(800) 443-6055 (Toll free)

Covington

(859) 292-6513

Danville

(859) 239-7885

(800) 795-8481 (Toll free)

Elizabethtown

(270) 766-5121

(866) 883-0001 (Toll free)

Florence

(859) 371-9450

(877) 371-9451 (Toll free)

Lexington

(859) 246-2185

(888) 211-7276 (Toll free)

Louisville

(502) 595-4173

(800) 456-3334 (Toll free)

Madisonville

(270) 824-7549

(888) 640-2713 (Toll free)

Middletown

(502) 254-3195

(866) 304-1958 (Toll free)

Owensboro

(270) 687-7308

(888) 640-2811 (Toll free)

Paducah

(270) 575-7304

West Liberty

(606) 743-7978

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