

Florida Rehabilitation Council

Affiliated with the Florida Department of Education, Division of Vocational Rehabilitation

Annual Report 2008–2009





**It takes a lot of courage to show
your dreams to someone else.**

- Erma Bombeck

Available in alternative formats

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Florida Rehabilitation Council

Mission, Vision, and Values

Mission

The Florida Rehabilitation Council (FRC) is committed to increasing employment, enhancing independence, and improving the quality of life for Floridians with disabilities by the evaluation, planning, and the coordination of services.

Vision Statement

With the assistance of Vocational Rehabilitation Services and the work of the Florida Rehabilitation Council, all people who have disabilities will be productive taxpaying citizens working in competitive jobs of their choice and having the opportunity to become full, contributing members of the community, living ordinary lives with their friends and families.

Values

The Florida Rehabilitation Council believes:

- ◆ In the ability, dignity, diversity, and value of each person
- ◆ That everyone should have the opportunity to actively participate in all facets of life especially in the area of employment
- ◆ That focusing on an individual's assets and strengths leads to success
- ◆ A person-centered approach to goal setting, service planning, and delivery systems lead to individual success
- ◆ Employment is the key to inclusion, participation, and access to community life
- ◆ A collaborative approach with partners leads to success
- ◆ The provision of services must be ethical, principled, and fair

The Florida Rehabilitation Council is committed to carrying out its duties based on the above mission, vision, and values.



Florida Rehabilitation Council

*2002-A Old St. Augustine Road
Tallahassee, FL 32301-4862*

Phone: (850)245-3317

Fax: (850)245-3362

e-mail: Roy.Cosgrove@vr.fldoe.org

Greetings:

The past year has been a thoughtful and exciting year for the Florida Rehabilitation Council (FRC). The Council has worked in partnership with the Division of Vocational Rehabilitation (DVR) to continue to ensure that employment opportunities are available for people with disabilities.

With the advent of Order of Selection, the Financial Needs Assessment, and the general State of Florida's economy, 2008/2009 has been challenging but not without success. The following are some of the highlights of the year:

- ◆ Vickie Welch, our long-term FRC Program Administrator, retired. Vickie's knowledge, dedication, and hard work will definitely be missed; however, Roy Cosgrove has aptly stepped into this position.
- ◆ A plan has been implemented offering "on the job training" opportunities with the use of Federal Stimulus funding.
- ◆ We entered into a Strategic Planning process that promises to take FRC forward in a meaningful and productive manner.
- ◆ Statewide Customer Satisfaction Surveys have consistently ranked DVR very high in both overall satisfaction with their services and treatment by staff.
- ◆ The Governor's Office worked with the FRC staff to appropriately fill Council vacancies.
- ◆ Most importantly, a total of 8,077 customers were assisted last year with placement into gainful employment.

In addition to these accomplishments, the Legislative Committee continued its goal of educating and advocating on behalf of the people we serve through DVR. FRC members met with Florida's Congressional Delegation in Washington, D.C., as well as representatives in their home districts to provide specific data on the success of the DVR programs. FRC's Planning Committee and DVR staff hosted statewide public forums in three locations throughout the state asking for recommendations, concerns, and answering any questions the public had about the DVR programs. The Coordination Committee and Evaluation Committees made great strides in their mandated functions keeping the Council informed of statewide initiatives among community disability groups, monitoring customer satisfaction through survey data, and ongoing general information.

It has been an honor and a privilege to serve as Chairperson of the Florida Rehabilitation Council for the past year and to work with an incredible group of council members who are dedicated, competent, and determined. Our collective goal is to take every step possible to continue to improve and expand employment opportunities for people with disabilities.

Sincerely,

Suzanne Hutcheson, Chair

Working to increase opportunities for employment and independence for persons with disabilities

Affiliated with the Department of Education/Division of Vocational Rehabilitation

FLORIDA DEPARTMENT OF EDUCATION



STATE BOARD OF EDUCATION

T. WILLARD FAIR, *Chairman*

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LINDA K. TAYLOR

Dr. Eric J. Smith
Commissioner of Education



November 24, 2009

Greetings:

The Florida Rehabilitation Council (FRC) continues to be a strong and powerful voice in advocating for individuals with disabilities throughout the state of Florida.

During the three state fiscal years beginning July 1, 2005 through June 30, 2008, the FRC has supported the Florida Division of Vocational Rehabilitation (DVR) in improving performance consistent with the five-year strategic plan for 2003-2008. In state fiscal year 2005-2006, and again in 2006-2007, Florida DVR achieved record levels of success as measured by the number of employment outcomes and the success rate of customers served. Yet again, in 2007-2008, DVR set a new record level of performance by assisting 12,458 consumers reach their employment goals. Although we all had good cause to celebrate these achievements, we could also predict the light at the end of the tunnel just might be a locomotive titled "Order of Selection." The demand for services had grown by 33 percent while the available financial resources had increased by 6 percent, therefore the caseload costs were projected to exceed the financial capacity of the Division. During the past year, the Division operated under an Order of Selection and also utilized a Financial Participation Determination process. The development and implementation of these procedures included significant discussion by the FRC members and created much controversy. Operating under an Order of Selection has been challenging for DVR customers, family members, employees, and FRC members. Many lessons have been learned, and we stand ready to grow with the FRC, continuing to express their vision for improving services to the customers of the Division.

The FRC will continue to serve as an active partner as the Division implements a new five-year strategic plan, designed to transform Division focus to improving effective services for the individuals who have the most significant needs. The transformation will prove to be a long journey with many challenges ahead, including a very weak employment market. The partnership with the FRC will aid the Division in the quest to reduce the Order of Selection waiting list. This partnership will also provide meaningful services that will position VR customers to be competitive in achieving their employment goals when the economic recession subsides and the labor market opportunities return. We envision these difficult times as an opportunity to provide thousands of Floridians, with disabilities, services that will provide a vigorous advantage and the opportunity to maximize their skills and abilities in the workplace.

On behalf of Florida DVR, **THANK YOU FRC** for your support, dedication, and accomplishments.

Regards,

A handwritten signature in blue ink that reads "Bill Palmer".

BILL PALMER

Director, Division of Vocational Rehabilitation

2002 Old Saint Augustine Road, Building A Tallahassee, FL 32301-4862
Toll Free: 1-800-451-4327 (Voice or TTY) In Tallahassee: 850-245-3399 (Voice or TTY) FAX: 850-245-3392
Florida Relay Service: 1-800-955-8771 (TTY) 1-800-955-8770 (Voice) www.rehabworks.org

Mission Focus: Planning & Coordination



**Registration table for an
Orlando Public Forum**

FRC Statutory Authority

Regulations governing State Rehabilitation Councils (SRCs) are located within the Code of Federal Regulations (CFR) Part VI 34, Part 61 contained in the Rehabilitation Act of 1973, as amended, of the 2008 Florida Statutes (F.S.) Final Rule Chapter 413.405 and 413.273 pertaining to Vocational Rehabilitation, specific to the Florida Rehabilitation Council. The 1998 Amendments further strengthen SRCs by requiring the Council and the Department of Vocational Rehabilitation (DVR) to work together as strategic partners. In addition to the federal requirements, the 2008 F.S. Chapter 413.273 gives the Council the responsibility of submitting reports on the effectiveness of the DVR program to our Governor, the President of the Senate, the Speaker of the House, as well as our federal partners, which include the Secretary of the United States Department of Education (USDOE).

Functions of the State Rehabilitation Council

The State Rehabilitation Council must perform the following functions, after consulting with the State Workforce Investment Board. This requirement can be met, at a minimum, through the exchange of ideas between the SRC representative of the State Workforce Investment Board and other members of the SRC.

1. Review, analyze, and advise Vocational Rehabilitation (VR) regarding performance related to:
 - ◆ Eligibility, including order of selection.
 - ◆ Extent, scope and effectiveness of VR services; functions performed by state agencies that affect the ability of individuals with disabilities to achieve an employment outcome.
2. In partnership with the VR unit:
 - ◆ Develop, agree to, and review state goals and priorities.
 - ◆ Evaluate the effectiveness of the VR program and submit annual progress reports to the Rehabilitation Services Administration (RSA) Commissioner.
 - ◆ Conduct a statewide needs assessment of individuals with disabilities living in the State every three years.
3. Advise the VR agency/unit regarding VR activities.
4. Assist in the preparation of the State plan, amendments to the plan, applications, reports, needs assessments, and evaluations, including those necessary for the VR agency to satisfy the requirement of developing a “comprehensive system of personnel development” and establishing an “order of selection.”
5. Review and analyze the effectiveness of and the consumer satisfaction with:
 - ◆ VR agency functions.
 - ◆ VR services provided by the VR agency and other entities.
 - ◆ Employment outcomes achieved by eligible individuals served by VR.

Functions of the State Rehabilitation Council, continued

6. Prepare and submit an annual report to the Governor and RSA on the status of VR services. Report should be made available to the public.
7. Coordinate the activities of the SRC with the activities of other councils, such as:
 - ◆ State Independent Living Council (SILC)
 - ◆ Advisory panel established under Individuals with Disabilities Education Act (IDEA)
 - ◆ State Developmental Disabilities Council
 - ◆ State Mental Health Planning Council
 - ◆ State Workforce Investment Board
8. Provide for the coordination and the establishment of working relationships between the VR agency and the SILC and the centers for independent living.
9. Perform other functions that it determines appropriate and comparable to its other functions, provided they are consistent with Title 1 of the Act and implementing regulations.



Composition of the FRC

We are a disability-neutral council created by state and federal regulations to ensure that eligible citizens, with disabilities, are receiving the vocational rehabilitative services they may need. Division of Vocational Rehabilitation and FRC are strategic partners in planning resources, developing goals, priorities, and in implementing best practices in assisting persons with disabilities with their employment goals. Policy and procedure changes are reviewed and agreed to by both FRC and DVR.

The Council must be composed of a majority of individuals with disabilities. Appointments are for three years and a member may serve two consecutive terms. Florida State law sets a maximum number of members at 25. This group is a mixture of individuals representing the following:

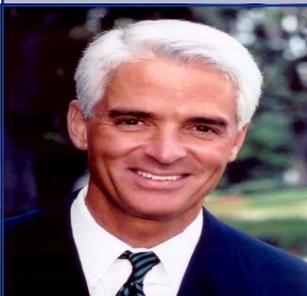
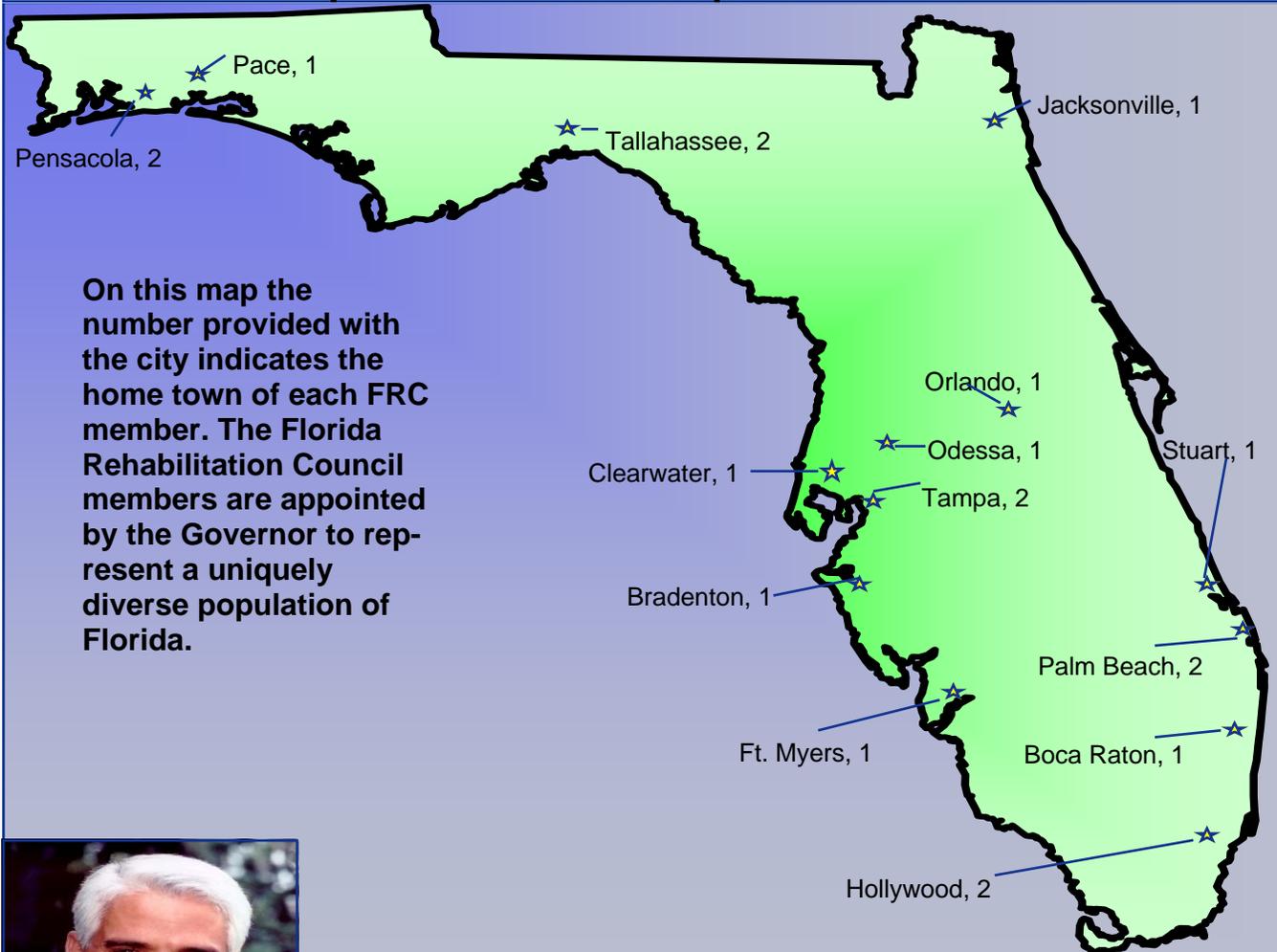
- ◆ Florida Independent Living Council
- ◆ Parent training and information center established under the Individuals with Disabilities Education Act
- ◆ Client assistance program
- ◆ Vocational Rehabilitation Counselor
- ◆ Community rehabilitation program service providers
- ◆ Business, industry, and labor
- ◆ Disability advocacy groups representing persons who have physical, cognitive, sensory, or mental disabilities

Composition of the FRC, continued

This group is a mixture of individuals representing the following (continued):

- ◆ Parents, family members, guardians, advocates, or authorized representatives of persons who find it difficult to represent themselves
- ◆ Current or former applicants, or recipients of, vocational rehabilitation services
- ◆ Director of Vocational Rehabilitation Services
- ◆ Florida Department of Education responsible for the public education of students with disabilities
- ◆ Workforce Florida, Inc.
- ◆ Persons who have a disability, representatives of state and local government, employers, and community organizations
- ◆ Members of the former Occupational Access and Opportunity Commission

Map of Council Representation



“I am deeply committed to increasing opportunities for persons with disabilities to live independently.” - Governor Charlie Crist

Executive Committee

Suzy Hutcheson, FRC Chair
Debra Thompson, 1st Vice Chair & Evaluation Chair
Don Corwin, 2nd Vice Chair & Public Awareness Chair
Bill Palmer, Director (ex officio)
Michele Polland, Coordination Chair
Warren Jernigan, Legislative Chair
Roberta Van Sickle, Planning Chair

Responsibilities of the Executive Committee include: conducting council business between quarterly meetings, reviewing budget reports, keeping abreast of legislative issues, staying informed regarding policy changes, and overseeing all committee activities. Officers attend both the spring and fall Council of State Administrators of Vocational Rehabilitation (CSAVR) conferences and bring back information to train council members on issues from the national perspective. While in the Washington area for

the Spring CSAVR Conference the members visited the Florida Congressional Delegation and presented them with individualized congressional district profiles highlighting the activities DVR conducts concerning each members' constituents.

This past year brought two major changes to our Florida program, 1) going into an Order of Selection process and 2) establishing a Financial Means Determination. These changes created opportunities for the Executive Committee and the full Council to interact in a strategic partnership with the Division. The Planning Committee was charged with the "hands on" representation of FRC. The summaries of the public forums FRC sponsored to assure these new initiatives were taken to the public prior to instituting and are included in this report.

Executive Committee members bring a wealth of experience, knowledge, and dedication to the goal of helping the Florida Division of Vocational Rehabilitation staff achieve placement of our customers in gainful employment.

Public Awareness Committee

Don Corwin, Chair
Tara Bremer
Barbara Cain
Becki Forsell

The Public Awareness Committee oversees the public relations activities for the Council. Included among an array of responsibilities is: advising FRC staff on the development of educational and new member orientation materials, enhancing public relations and creating the FRC Year-End Annual Report.

This report is submitted to the Commissioner of RSA, Secretary of USDOE, Governor of the State of Florida, Speaker of the House, President of the Senate, Senators, Representatives, Commissioner of Education, and the Florida Office of Program Policy Analysis and Government Accountability (OPPAGA).

Recruitment of qualified new members in the designated categories is a priority of this committee. This year Governor Crist appointed nine new members and re-appointed five members to full three-year terms. Members of the Public Awareness Committee continue to redesign and update the FRC website, located at <http://www.rehabworks.org/frc>. An active membership listing is maintained on the site as well as the Councils' organizational structure, and Annual Reports. A link to the Governor's Appointment Office will soon enable interested parties to obtain the application form needed to apply for appointment to FRC.

Evaluation Committee

Debra Thompson, Chair

Jeff Barrett

Jane Bevan

Tara Bremer

Alan Getreu

Darlene Maynard

Valerie Stafford-Mallis

Cheryl Stone

Camille Wallace-Washington

The Evaluation Committee is charged with gathering customer satisfaction data from DVR consumers. Our Council contracts with the Florida State University Survey Research Laboratory, College of Social Sciences to conduct two comprehensive surveys of the satisfaction levels of vocational rehabilitation consumers. Customers who are actively receiving services are polled, as well as customers whose cases are closed.

The Customer Satisfaction Surveys are nationally recognized with various State Rehabilitation Councils inquiring about the process and outcomes. The Customer Satisfaction results are shared with DVR and stakeholders every quarter. Managers are able to use this information in their continuing efforts to improve services.

Some of the questions asked in the survey include:

- ◆ The accessibility of service offices
- ◆ If explanations about alternative choices in selecting service providers were given
- ◆ If vocational goals fully explained by their counselor
- ◆ How the promptness of services should be rated
- ◆ Whether or not the customer will recommend DVR to a friend

Planning Committee

**Roberta Van Sickle,
Chair**

Barbara Cain

Warren Jernigan

The Planning Committee members co-sponsor with DVR the public forums. Members assist DVR in developing the Federal State Plan draft. The draft is then taken via the public forum to the public for review and comments. Once the draft has been reviewed, the State Plan Task Force, which is housed within the Planning committee and comprised of the members of the Executive Committee, hold a workshop to draft comments and recommendations. Once drafted, the committee works with the full Council and the Director of VR to finalize the plan to be submitted to RSA. Additionally, the committee takes lead in reviewing the DVR five-year strategic plan to ensure both the state plan and the strategic plan are in-line with one another.

Last year a new Service Fair was added to the Public Forums. Partners of DVR were invited to set up booths and provide presentations on what services were available. The University of South Florida's Rehabilitation Engineering, School-to-Work Transitions, Independent Living and others were available to explain and provide program literature. The Service Fair was well received with positive comments about the wealth of information. The Service Fair was such a positive event, future plans include inviting providers as well.



Legislative Committee

Warren Jernigan, Chair
Bill Palmer,
VR Director (ad hoc)

Jeff Barrett

Jane Bevan

Don Corwin

Don Chester

Becki Forsell

Alan Getreu

Debra Thompson

Kara Tucker

Roberta Van Sickle

Camille Wallace-Washington

The Legislative Committee provides an essential component of supporting DVR in its efforts to continuously improve services to Floridians with disabilities. Its members have taken giant steps toward fulfilling the mission of educating and advising members of the state Legislature about the work of DVR. Committee members advocate on the behalf of individuals, who are disabled, to ensure state funding that will result in full federal matching funds for Florida.

The Federal government provides approximately \$4 for every \$1 Florida invests. Members believe opportunities for persons with disabilities who are seeking employment or seeking to remain employed are maximized when Legislators are shown the tremendous positive impact that services have on so many citizens. This year FRC members made

certain that each Legislator received information about their home district by personally meeting with each at the Capital. Success came in the realization of full federal match for DVR 2008-2009. These efforts will be continued to ensure Legislators are keep up-to-date with DVR accomplishments in light of certain budgetary reductions that Florida is facing for 2010.



Coordination Committee

Michele Polland, Chair
Jane Bevan

Barbara Cain

Don Corwin

Eric Kennedy

Darlene Maynard

Cheryl Stone

Roberta Van Sickle

Camille Wallace-Washington

The Coordination Committee is mandated to coordinate with other councils in Florida, including:

- ◆ The Florida Independent Living Council
- ◆ The Florida Developmental Disabilities Council
- ◆ The Florida Mental Health Council
- ◆ The Florida State Advisory Committee for the Education of Exceptional Students
- ◆ The Florida Workforce Development Board

The committee is identifying other partner groups and processes for promoting communication.

During the 2008-09 state fiscal year the Coordination Committee has focused on school to work transition initiatives, with an emphasis on the provision of VR services.

Meet the FRC Members



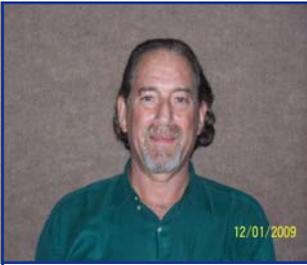
Suzanne Hutcheson, FRC Chair, has been the President and Chief Executive Officer of Helping People Succeed, Inc. (formerly Tri-County TEC) since August 1977. In that capacity, she has led the organization through major organizational change from a sheltered workshop/work activity center to a totally community based organization. Suzy believes that all people who have a disability should have the opportunity and right to be a working participating member of their community. Suzy is the past President of the Association for Persons in Supported Employment (APSE) National Board, Board Member for the Florida APSE, member of the Editorial Board for the Journal of VR, Board Member of the Treasure Coast Workforce Development Board, the Martin County School Board Charter School Committee and the St. Lucie Sailing Club. She has served on the CARF (Commission on Accreditation of Rehabilitation Facilities) Board, Stuart/Martin Chamber of Commerce Board, the Stuart Planning and Zoning Board and many others. She has provided numerous trainings, consulting and web casts in the areas of supported employment, organizational change, and program development.



Debra Thompson, FRC 1st Vice Chair, is a very active wife and mother who provides continuous volunteer services to her community. She serves on several boards and committees that focus on training and education for all people. She has served on the Pensacola City Council. Debra is the founder and coordinator of the Gospel Songwriters Music Workshop and she works with her husband in their home based business, Artistic Video Company.



Don Corwin, FRC 2nd Vice Chair, was born in Tampa, Florida and graduated from the University of South Florida in 1976 with a Bachelor of Arts Degree in Social and Behavioral Sciences. He began his career serving persons with disabilities in 1983 when he was hired as a Job Placement Specialist at MacDonald Training Center, Inc. Don has since administered a variety of evaluation, placement and training programs over the 26 years he has worked at the Center; and he is currently the Coordinator of Employment Services. One of the most exciting and rewarding changes he has seen over those years is the recent shift to Person-Centered Services providing the education, exposure, and experiences that empower individuals to make truly informed choices about their hopes, dreams, and preferences. Don is currently a member of the Florida Association for Persons and Supported Employment (APSE) Board; he has also served on the President's Committee for Employment of People With Disabilities' Annual Conference Planning Committee, the City of Tampa's Mayor's Alliance for Persons With Disabilities, and he was the Florida Governor's Employment Alliance Coordinator for Hillsborough County and the City of Tampa from 1986-1988.



Jeffrey Barrett is a leader in the Florida Rehabilitation Profession. He has worked in the field of human services since 1971 providing vocational guidance, job development, and medical trauma case management services, as well as addiction recovery services for adolescents and adults. He is familiar with the principles of law that affect rehabilitation case management and litigation. Mr. Barrett carries multiple national certifications in Rehabilitation, Vocational Evaluation, Case Management, and Addictions. Mr. Barrett currently specializes in forensic vocational expert services. He has been the sole owner/operator of Options Plus, Inc. since February of 2000. He served as a board member of his professional association, the International Association of Rehabilitation Professionals in Florida, for ten years, from 1997 to 2007, and was honored by his professional colleagues to be the Association President for 2003-04. Mr. Barrett has served as a consultant to the Florida Initiative for Suicide Prevention. He is a City Commission appointee to the Hollywood Education Advisory Board and a Broward County appointee to the Broward Alcohol and Drug Rehabilitation Advisory Board.

**Florida Rehabilitation Council
Members at a past quarterly
meeting**



Jane Bevan began her career as a Registered Nurse. She became the owner/manager of Jane Bevan & Associates Inc. and has over 25 years in medical/vocational case management working with injured workers and those unfortunate people involved in catastrophic injuries. She is a certified Disability Management Specialist, a Qualified Rehab Provider for the State of Florida Workers Compensation cases, a certified Case Manager and a certified Life Care Planner. Jane was appointed to the Local Advocacy Council of the Mental Health Council where she served one term as Chair. She has served on the Florida Public Safety Council of Lee County, the Florida Council for Optimal Behavioral Health and Aging, and the Coalition for Drug Free Lee County. She was also a founding member of the Mayor's Alliance for the Handicapped. Jane served on the Board of Southwest Regional Hospital Rehab Center. She has actively served as Legislative Liaison for the West Coast Rehab Management Association and the Florida National Association of Rehab Providers.



Tara Bremer is the parent of a child with a disability. During her journey to help her son, she reached out to Family Network on Disabilities (FND) for guidance and assistance. She believed so strongly in the mission of FND and what they were doing to help parents that she sought employment with them. She began her career with FND as an Area Training Coordinator for the state-wide Parent Training and Information Center (PTI). In that capacity, she helped parents of children with disabilities learn how to navigate the education system under the Individuals with Disabilities Education Act. She has since become the FND Director of Programs and the Director of the Transition, Independent Living, Employment, and Support Program (TILES), which is one of only seven RSA-funded Parent Information and Training Centers in the country. TILES has a focus on assisting youth with disabilities transitioning from school to living in the community, higher education, and/or employment. In her duties as the Director of Programs, Tara now reaches out to families of children with disabilities across the country. Tara participates in the State Secondary Transition Interagency Committee and has been recognized at a national level for best practices while working to assist parents and self advocates navigate the system.

“Our greatest primary task is to put people to work. This is no unsolvable problem if we face it wisely and courageously.”

-Franklin D. Roosevelt, Inaugural Address, 1933



Barbara S. Cain became Director of the Clearinghouse on disability Information in November 2004. The Clearinghouse offers Information & Referral (I&R) services regarding disability related issues, services, technical assistance on Americans with Disabilities Act (ADA), and other disability rights laws, service animals, Social Security Disability issues, advocacy, basic needs and services available throughout Florida. Barbara also creates the

weekly Disability-Related Legislative Report that tracks all disability-related legislation in Florida and has won the Davis Productivity Award in 2006 for her efforts on behalf of the Clearinghouse. Barbara graduated from Southwest Baptist University where she received her Bachelor of Science degrees in Psychology and Sociology. She has the distinction of becoming the first graduate of Southwest Baptist University's Geriatric Certification Program in 1989. Since coming to the Clearinghouse, Barbara received certification from the National Alliance of Certified I&R Specialist's in 2005. Prior to becoming Director, Barbara was the lead geriatric case manager in agencies in Illinois and Florida, and elder abuse investigator and Adult Day Care Director. She has worked as a hospital discharge planner and with the HIV/AIDS populations. Barbara has provided ADA and accessibility trainings throughout the State of Florida.



Don Chester is the Assistant Administrator of the 463-bed St. Mary's Medical Center in West Palm Beach, where he has worked since 1973. An active community volunteer, he has been Chairman of the Board of eight organizations, and currently serves on nine local boards in his community, including Palm Beach County Medical Society Services, Palm Beach Community Health Alliance, Healthy Mothers/Healthy Babies, Palm Beaches Marathon Festival, and Palm Beach County Homeless Advisory Board. He holds a Bachelor's degree in Biology and a Master's degree in Health Services Administration. An avid triathlete, he was seriously injured in 2004 when struck by a car while on a training run. Since returning to work at St. Mary's in 2005 he has also dedicated himself to mentoring those who are newly injured so that they can believe in the small victories that will lead to large victories that are in their future. Don continues his profession at St. Mary's with the support of assistive technology and his service dog, Pollyanna.

“Great things are not done by impulse, but by a series of small things brought together.”

-Vincent Van Gogh



Becki Forsell is the founder of YES! of America United, Inc. and an activist for people living with disabilities since her own sudden disability of blindness in 1996. She has been married for 39 years, has three children and one grandchild and is an active member of All Saints Lutheran Church. Mrs. Forsell was the member-at-large on the Florida Independent Living Council, a member of the Florida Rehabilitation Council for the Blind, a member of the Florida Volunteer Inclusion Council, a member of the Florida Outreach Project advisory board for deaf/blind, a member of the ELCA taskforce on disability, a member of the Hillsborough County Transportation Disadvantaged Commission, a member of the Mayor's Alliance and Hillsborough Alliance for citizens with disabilities, and she serves on many committees and local taskforces. Becki brings her depth of compassion coupled with her own insight to living with a disability to the task of enriching the lives of people living with disabilities in her community. Becki has been given numerous awards for leadership and volunteerism including the Federal Points of Light, the State Points of Light, Sertoma Service to Mankind, Alan P. Wesley FDDC award for leadership and motivation, and Tampa Bay United Way Volunteer of the year 2005. Before founding YES!, Becki served as Education Director for the Zonta Boys and Girls Club from 1999-2002; being the first person who is blind to work in that capacity for the Greater Tampa Boys and Girls Club, and as founder and director of For Eyes Only from 1997-2002.

**“Success is not final, failure is not fatal:
it is the courage to continue that counts.”**

-Winston Churchill



Alan Getreu was born and grew up in Oceanside, New York. He graduated from the University of Tampa in 1978 with a Bachelor of Arts Degree in Psychology and School Social Work. He graduated from HEED University in Miami in 1981 with a Master's Degree in Counseling. He has over 25 years experience in social work, counseling, case management, and developing and implementing programs on local, state, and national levels. Alan has prepared presentations and developed resource proposals for research grants. He is the author of numerous publications on juvenile delinquency, drug and alcohol addictions, and individuals with a variety of disabilities.



Warren Jernigan has many years of service to Florida and has always been a champion for persons with disabilities. He was the Chief Doorman for the House of Representatives in Washington, D.C. He has chaired the Pensacola Pen Wheels/Pensacola Employ the Handicap Council for 25 years, and currently chairs the Florida Bioterrorism Disability Taskforce. Warren, through his role as Chair of the Florida Bioterrorism Disability Taskforce, was instrumental in helping to develop the legislation creating Special Needs Shelters. He previously served as a member of Able Trust Board of Directors, Florida Commission on Ethics as Vice Chair, and a member of the Boy Scouts of America Leadership. FRC has shown its appreciation to Warren by awarding him the Donna Sumlin Award for meritorious service to the Council.



Eric Kennedy worked for 27 years in the private sector where he designed/built water and wastewater treatment plants, as well as distribution/collection systems throughout the United States. Eric has been actively involved in education and training for the construction industry for many years during which he was an Adjunct Instructor of Construction Management and Business Administration courses at Everglades University, and other undergraduate colleges since 2001. He served as the Department Chair of Business Administration for Everglades University, and was the Vice President of the Education for Associated Builders and Contractors Institute. Currently, Eric is the Campus Vice-President and Acting Department Chair of the Construction Management Program with the Everglades University. In addition to the duties at Everglades University, he is also overseeing the Bachelor of Science program in Construction Management, which he developed.

Eric remains active with the Associated Builders and Contractors in Florida, is a member of the National Education Committee for Associated Builders and Contractors, serves on the Program Advisory Committees for Broward College, is a member of the Construction Executives' Association of South Florida, and is a Workforce Florida, Inc. board member. He is currently Chairman of the Workforce Readiness and Performance Council within Workforce Florida, Inc.



Darlene J. Maynard is the Panhandle High School/High Tech Program Director for Escambia and Santa Rosa Counties serving students with disabilities by providing opportunities to explore jobs or postsecondary education. Darlene also worked for the Lakeview Center as a Home Intervention Therapist for at-risk children. She attended Pensacola Junior College and received her Bachelors in Social Work with a minor in Child Welfare at the University of West Florida with honors. She received her Masters in Social Work through Florida State University and interned at South-East Vocational Services and the West Florida Rehab Institute. On a personal note, Darlene is proud to be the wife of Robert, who is retired Navy, and she is mother of two amazing children. Darlene remains active with many community and work-related projects in spite of her being diagnosed with Transverse Myelitis at an early age.



Bill Palmer became the Director of the Division of Vocational Rehabilitation in May, 2005. Bill came to Florida from the State of Washington where he served for six years as the Washington Department of Services for the Blind. He has 20 years of experience in human resource management from a wide variety of positions. Mr. Palmer is an asset that DVR and FRC are thankful for having on their team. He is dedicated to improving services for all Floridians with disabilities in their employment pursuits.



Michele Polland is the Educational Policy Analyst for the Florida Department of Education (DOE), Bureau of Exceptional Education and Student Services (BEESS). She has been employed by DOE since 1980. Michele represents services for students with disabilities in accordance with the Individuals with Disabilities Education Act (IDEA 2004). Michele serves as liaison to the Florida Advisory Committee for the Education of Exceptional Students.



Valerie Stafford-Mallis is the Outreach Coordinator of the Florida Coordinating Council for the Deaf and Hard of Hearing (FCCDHH). She schedules and conducts meetings, training events, and speaking engagements in the state to promote understanding the needs of persons with hearing loss. She serves on the Florida Department of Health (DOH) Office of Emergency Operations Disability Task Force and the Inclusion Council Outreach Committee for the Governor's Commission on Volunteerism and Community Service (Volunteer Florida). She was also a resource to the Governor's Commission on Disabilities during the writing of its 2008 and 2009 *Report to the Governor*. Valerie has bi-lateral, severe-profound, late-onset hearing loss, which is an invisible disability. She utilizes a variety of assistive listening devices and has experienced first-hand the employment, independence, and quality of life struggles faced by persons with disabilities and appreciates this opportunity to help.



Cheryl Stone has been an advocate for persons with disabilities for almost 15 years. In addition to serving as the President of the Central Florida Center for Independent Living, Ms. Stone is the Secretary of the National Federation of the Blind – Greater Orlando Chapter, a member of the Transportation Disadvantaged Local Coordinating Board, a member of LYNX Transit Advisory Committee, and she participates as an advisor to the Orange County Disability Advisory Board. Ms. Stone has also served as Commissioner on the Governor’s Commission on Disabilities and the Commission for the Transportation Disadvantaged. She belongs to the American Association of Persons with Disabilities and the United Spinal and National Spinal Cord Injury Associations.

In 2009, Ms. Stone was honored to receive the Governors “Point of Light” award for Disability Month. She is committed to advocacy for persons with disabilities on issues such as transportation, employment, education, housing, healthcare, and access to independent living. Cheryl is retired after 30 years working as a Clinical Laboratory Scientist. She has worked in hospital administration, infection control, and as a clinical microbiology instructor at Valencia Community College. She is a survivor of polio and breast cancer. Ms. Stone is married with six children, nine grandchildren and 1 great-grandchild.



Kara W. Tucker is the Director of the Broach School, Beach Campus. The Broach School is a non-profit educational institution dedicated to the success of children with disabilities or learning challenges. She graduated with honors from the University of North Florida. She has a Master of Science in Rehabilitation Counseling and a Bachelor of Arts in Sociology. She continues to have close ties to the University and their Disability Resource Center.

Ms. Tucker is an elected government official who serves as a Councilor on the Neptune Beach City Council. She is the youngest-elected female official in the State of Florida. She has volunteered in the community for over 16 years. She proudly serves on numerous boards, such as the Mayor’s Disability Council, where she was elected Co-Chair for 2007 and 2008. She is Vice President of the Beaches Council for the Disabled and was instrumental in obtaining surf chairs to be used by people with disabilities at the beach. She is a board member of New Heights, formerly known as Cerebral Palsy of Northeast Florida.

As the 2009 Internship Coordinator of the First Coast Business Leadership Network in Jacksonville, Ms. Tucker helped students with disabilities obtain paid internships with local business. She was recently selected to serve on the First Coast Business Leadership Network Board of Directors. Ms Tucker is the recipient of the Mayor’s Young Women with Vision Award and the University of North Florida’s Paver Award for Community Involvement. She was recently selected for the University of North Florida’s Young Alumni Achievement Award. Ms. Tucker is committed to helping those who cannot always help themselves. She feels strongly about emphasizing ability rather than disability, and wants everyone to reach their full potential.



Camille Wallace-Washington serves as the Institutional Conditions Team (ICT) Manager at the Advocacy Center for Persons with Disabilities, Inc. At the Advocacy Center, Florida's protection and advocacy system for people with disabilities, Camille and her staff advocate for rights protection and against abuse and neglect of individuals who reside in institutional settings.

Prior to her role as ICT Manager, Camille served as the Senior Attorney for the Client Assistance Program (CAP) by providing individual and systemic advocacy for clients of vocational rehabilitation. She also worked and continues providing consulting efforts in projects connected to youth with disabilities in foster care.

Throughout her ten years of legal practice, Camille advocated for children issues in the areas of child welfare and child support in the District of Columbia and Florida. As a volunteer attorney, Camille also educated ex-felons on restoration of their civil rights. Camille has provided outreach and training in the areas of employment discrimination based on disability, serving people with disabilities, transitioning of students with disabilities, youth with disabilities in foster care, reasonable accommodations, and empowering youth leadership and advocacy. In 2009, Camille was appointed to the Social Services Board for the City of Sunrise. She has served as a Broward County Public School Mentor since 2008.

“If one advances confidently in the direction of his own dreams and endeavors to live the life which he has imagined, he will meet with a success unexpected in common hours.”

-Henry David Thoreau



Roberta Van Sickle received her Master of Social Work degree with honors from Rutgers University in Social Work Management and has been professionally involved with the disability community for over twenty-five years. She is currently FRC's Florida Independent Living Council liaison. Her varied experiences with community organizations, including the Palm Beach County Transportation Local Coordinating Board, exemplifies her commitment to disability issues especially community inclusion and self-determination for

people with disabilities. She has worked locally and nationally for community inclusion and system change through grassroots activities. Her other credits include contributions to the *Traumatic Brain Injury Challenge* (Brain Injury Association), *Stroke Upbeat* (National Stroke Association), *Stroke Connection* (American Heart Association), and *A Day in the Life of a Social Worker* (White Hat Communications). Roberta has also spent many years with the American Red Cross as a Military Family Service Worker and as a Volunteer Disaster Services Chairman. Roberta has two grown children and two beautiful granddaughters.

Mission Focus:
**Evaluation Processes
& Outcomes**



Facts at a Glance

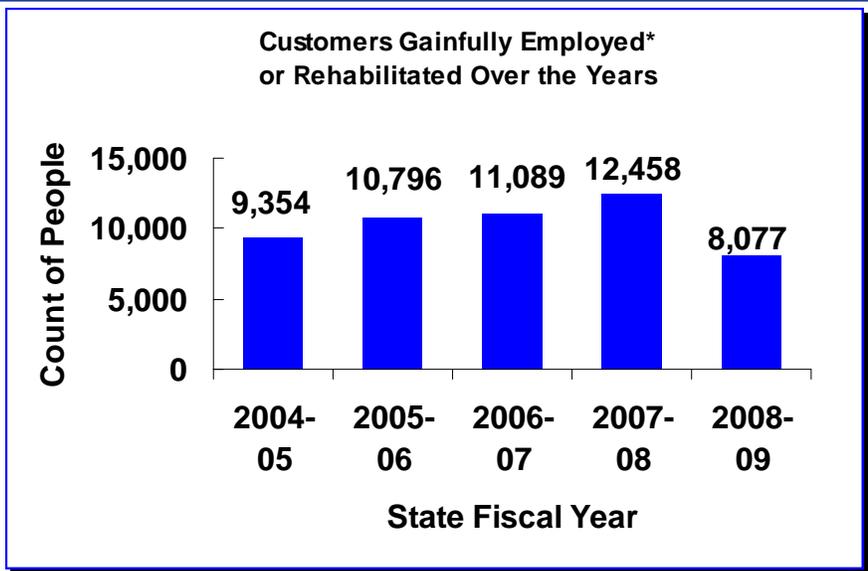


Figure 1. Customers Gainfully Employed or Rehabilitated Over the Years

The number of DVR customers employed through the years has varied, yet has gradually increased in years past. For the 2008-2009 State Fiscal Year the number of individuals employed has declined but it was anticipated. The variance is due to new policies and standards, such as the implementation of Financial Needs Assessment and the advent of Order of Selection.

*Gainful employment occurs when a customer is placed in employment that is not in a sheltered workshop and has job stability for 90 days.

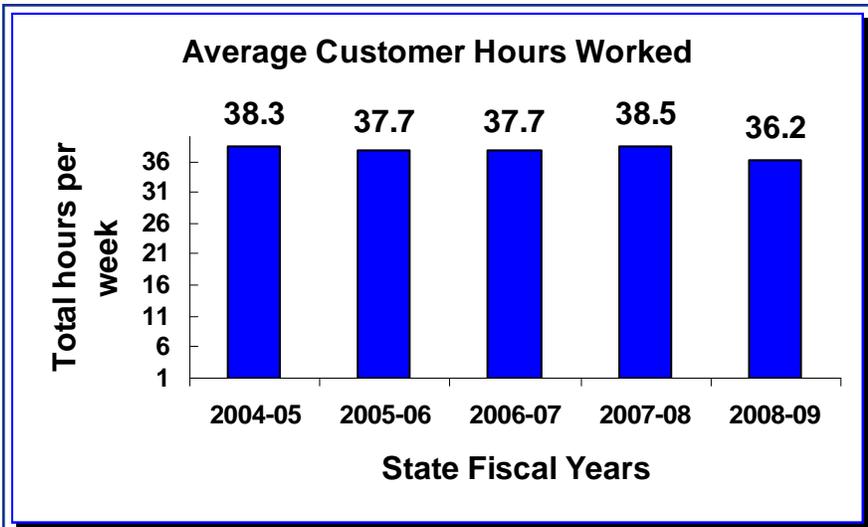


Figure 2. Average Hours Worked per week by Customers

The average number of hours worked per week by DVR customers has varied through the years. The average has remained between 36 to 38 and a half hours from 2004 to 2009.

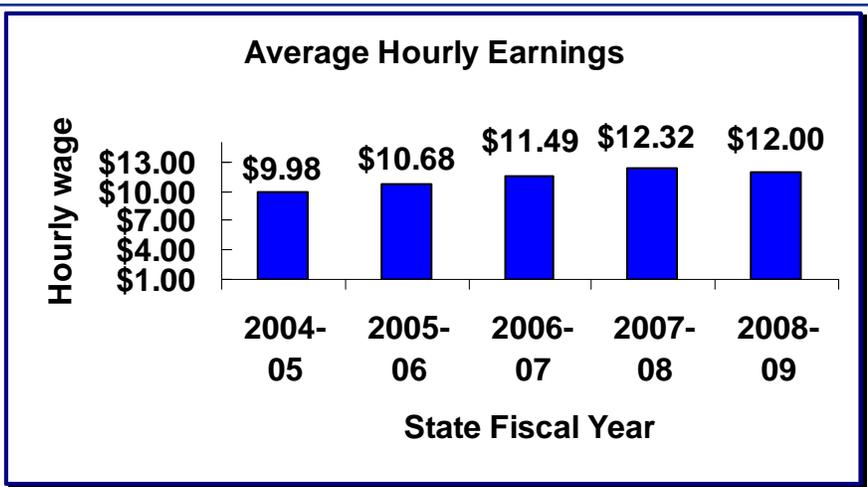


Figure 3. Average Hourly Wage

The 2008-2009 time period average earnings was \$12.00, which is slightly less than the 2007-2008 fiscal year. DVR Customers overall have averaged \$11.29 per hour over a five-year period of time. The average DVR customer annual salary may be found in Figure 4.

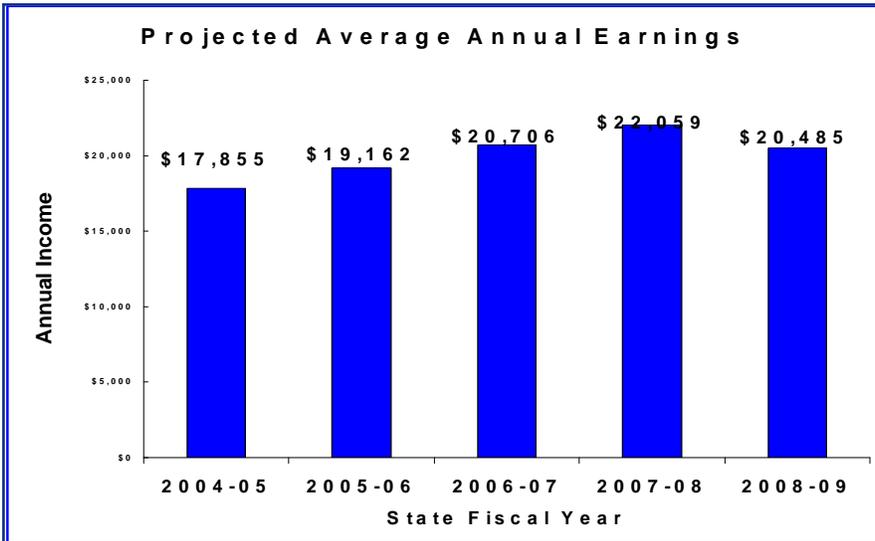
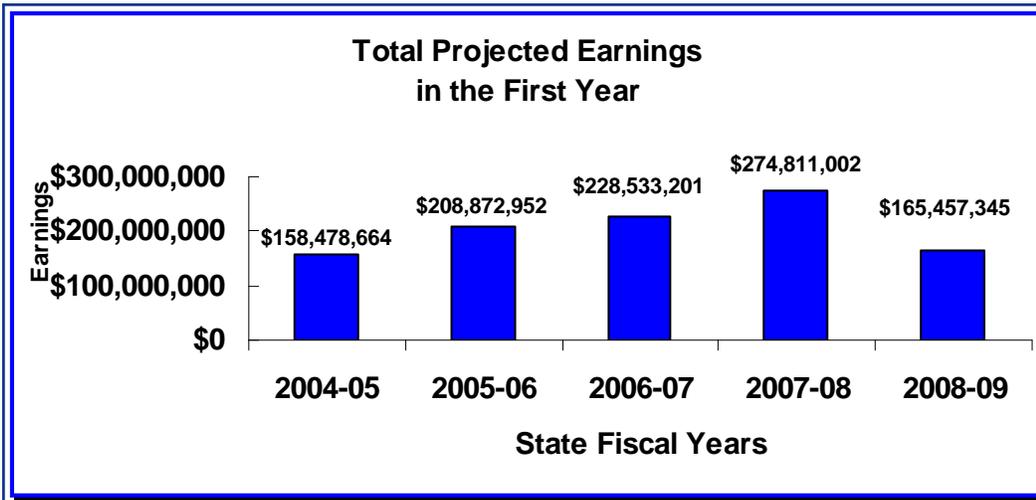


Figure 4. Projected Annual Income

The Division of Vocational Rehabilitation customers average annual salary for 2008-2009, was slightly lower than the previous year. However, the fiscal year 2008-09 average estimated is \$20,485 per customer is similar to the 2006-07 average.

Figure 5. Projected Customer Earnings in the First Year

The 2008-2009 projected customer earnings in their first year of work is estimated to be



\$165,457,345.

Note that the variance of projected earnings is impacted by the total number of clients gainfully employed (see Figure 1).

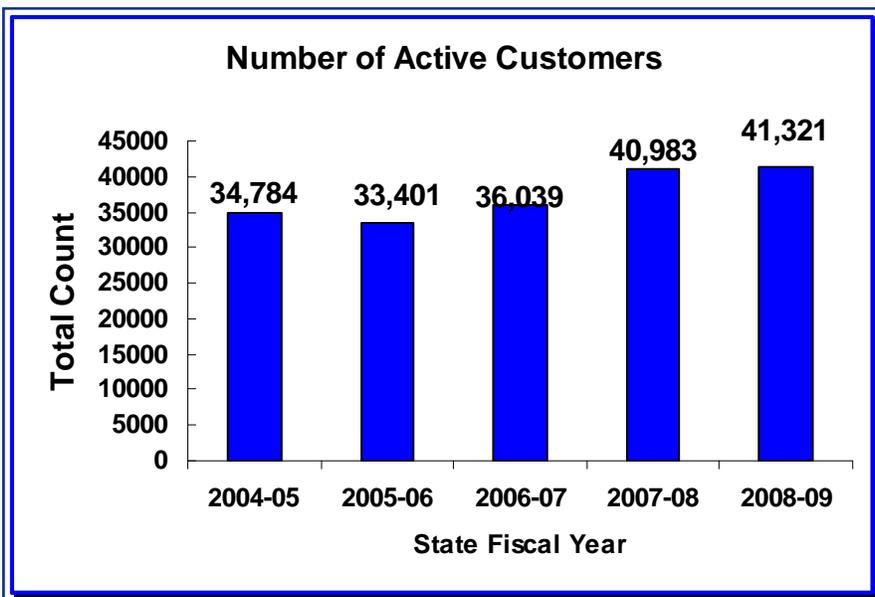


Figure 6. Number of Active DVR Customers

The total number of customers with active cases is at an all-time high with 41,321 individuals being served. The number of active cases has gradually increased indicating the increased service delivery provided by DVR staff.

Figure 7. DVR Expenditures The Division expenditures through the years include salaries, customer services, as well as expenses*. It is evident that there have been proportionately similar expenditures for each year from 2004 to 2009.

*Includes Data Processing Services, Education Technology/Information Services, Risk Management Services, and Operating Capital Outlay.

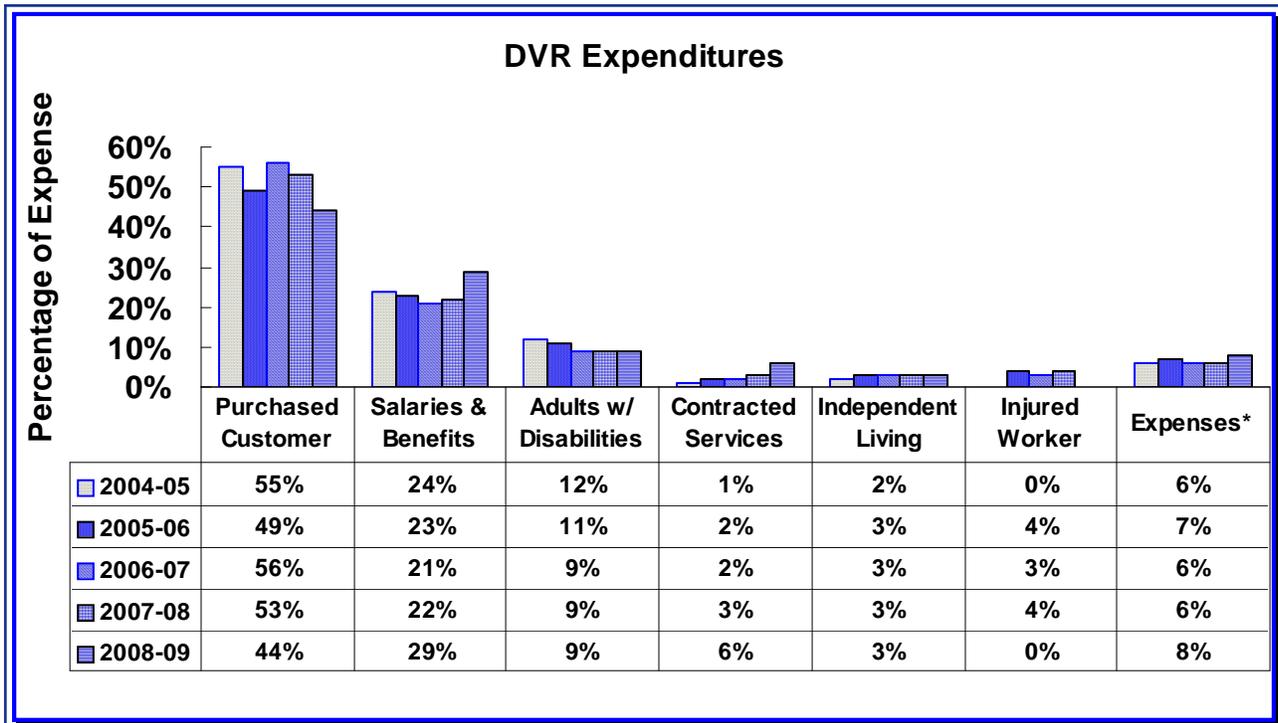


Figure 8. Types of Services Purchased for DVR Customers

The types of services purchased for DVR customers has generally not changed over the years. The 2008-2009 fiscal year had minor differences with slightly less medical and mental health services purchased, yet more education, training, and support service purchases.

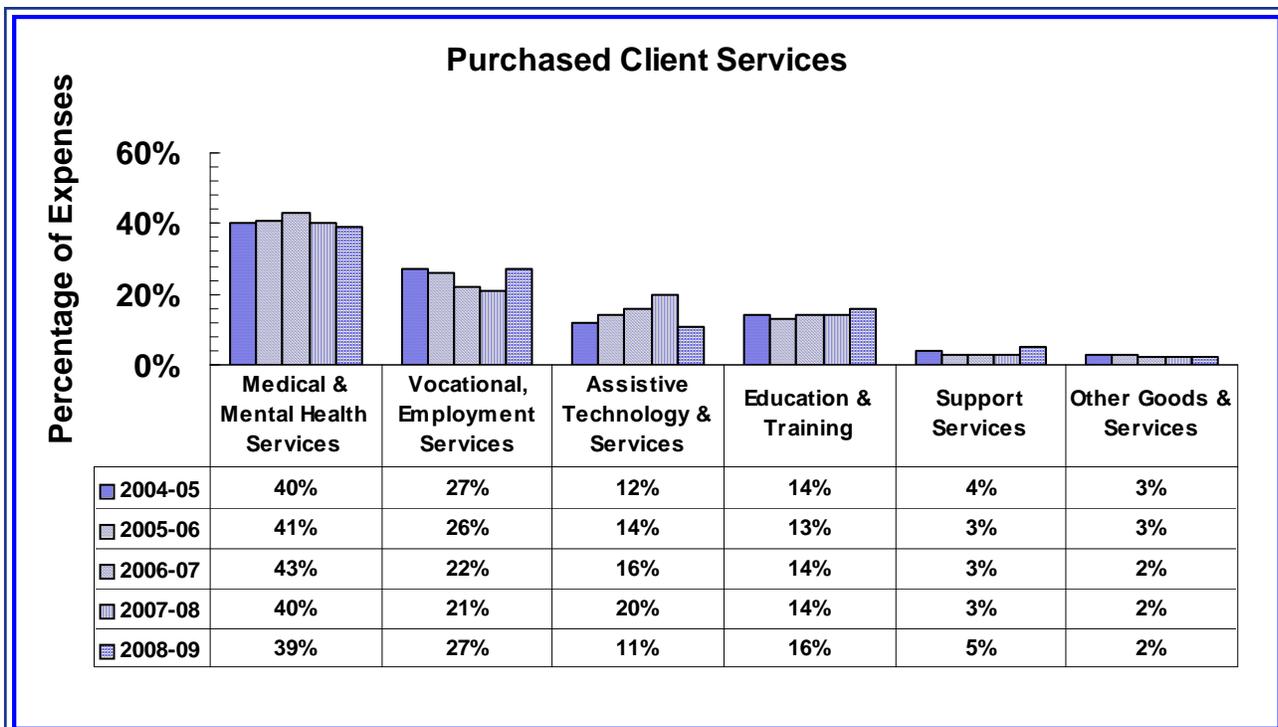
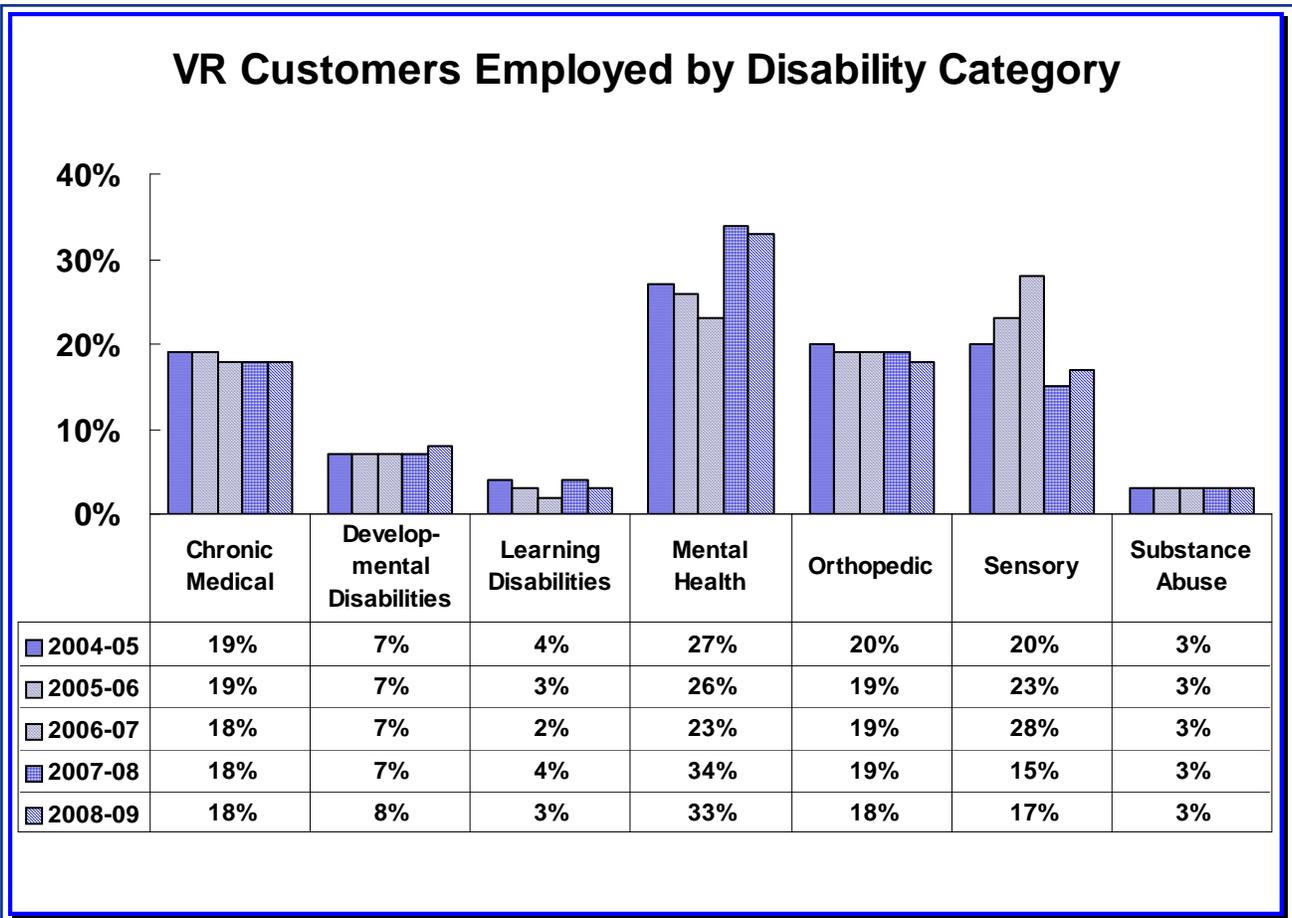


Figure 9. Division of Vocational Rehabilitation Employed Customers by Disability

Figure 9 provides a breakdown of the types of disabilities of our customers that have been employed through the years. There has been a slight increase in the number of persons with mental health illness served by the Division since 2004-2005. In 2004, 27 percent of the people employed through DVR services had mental health issues; although, in 2008-2009, there were 33 percent served. Learning disabilities and developmental disabilities consistently are two categories that have the fewest customers employed.



“Never bend your head. Always hold it high. Look the world right in the eye.”

- Helen Keller

Assessing VR Customer Satisfaction in Florida

Customer Satisfaction Survey

2008-2009 Annual Results

The Florida Rehabilitation Council contracts for two separate surveys of VR Customers conducted by Florida State University's Survey Research Laboratory. These surveys are conducted on a monthly basis throughout the year, quarterly the FSU Survey Research Laboratory prepares the reports quarterly, and the Evaluation Committee is charged with analyzing the results. The survey of customers whose cases are closed began in fiscal year (FY) 2001-02 while the survey of customers who are currently active started a year later (FY 2002-03). Both surveys have been conducted continuously since their inception that allows for monitoring changes in satisfaction levels over time.

Why Should FRC Survey VR Customers?

The survey provides customers an opportunity to give feedback to an "outside party" that monitors and provides feedback to DVR. Sometimes customers may feel uncomfortable giving feedback directly to the Division. The survey effort is designed to allow detailed analyses by areas and disability types. The information gathered from the customers provides data about regional and statewide trends; it can also be used to address specific concerns raised by the Council or VR. The feedback provided by the survey is used to improve on existing services while planning for the future.

Who Is Surveyed?

Customers with Closed Cases. All customers whose cases are closed during the previous month are sent a survey. Both those who "successfully" closed (Status 26) and "unsuccessfully closed" (Status 80-87, 89) are asked to give us feedback. The surveys are sent out each month throughout the year. In FY 2008-09, 10,817 surveys were sent to customers whose cases were closed with 2,544 returning them to date (24 percent). The response rates for customers with closed cases over the years have been between 28 percent and 33 percent.

Customers with Active Cases. A random sample of up to 800 customers who completed their Individualized Plan for Employment (IPE) six months earlier are sent a survey. The surveys are sent out each month throughout the year. In FY 2008 through 2009, 5,197 surveys were sent to customers whose cases were active with 1,445 returning them to date (28 percent). The response rates for customers with active cases over the years have been between 29 percent and 34 percent.

Efforts are made to achieve the highest response rates possible by making the surveys as convenient and accommodating as possible for customers. Customers may mail in their responses, use a Web access, call toll-free and complete the survey by phone, or use a TTY line to respond. Two mailings are done as well as re-mailing the survey to a corrected address.

Program Changes in 2008. Changes made during FY 2007-08 had an impact on caseload and the types of clients served. In April 2008, the program implemented a "financial needs" test for new clients. In August 2008, the program began accepting new clients based on "order of selection". The caseloads for incoming clients decreased during the month of August and for a few of the months following. These changes may account for differences in 2008-09 results compared to previous years.

What Questions Are Asked?

The surveys ask customers about the performance of the Division of Vocational Rehabilitation Services in four areas program outcomes, choice, services, and staff. The surveys consist of closed-answer questions and two open-ended questions concerning program services and improvements. The two surveys parallel each other. Feedback about these areas provides longitudinal information that can help monitor and improve VR services is provided in Table 1.

**Table 1.
Survey Areas and Indicators**

	Closed Cases	Active Cases
Program Outcomes		
Overall Satisfaction with Services	X	X
Services Made Life Better	X	X
Would Recommend to A Friend	X	X
Employment Outcomes and Satisfaction	X	
Program Choice		
Informed of Alternative Service Providers and Vocational Goals	X	
Able to Choose Service Providers and Vocational Goals	X	
Informed of Alternative Service Providers		X
Able to Choose Service Providers		X
Informed of Alternative Vocational Goals		X
Able to Choose Alternative Vocational Goals		X
Program Services		
Accessibility to VR Offices	X	X
Appropriateness of Services Considering Rehabilitation Goals	X	
Promptness of Services Provided	X	X
Need Other Services but Did Not Receive	X	
Program Staff		
Understand Needs and Feelings	X	X
Treated with Courtesy and Respect	X	X
Explained Responsibilities as Client		X
Do What Say		X
Open-Ended		
Especially helpful VR associates or services	X	X
What VR can do to improve services	X	X
Why did not get a job	X	

Figure 10. Program Outcomes

Both customers whose cases are closed and active report high levels of general satisfaction with the program. Customers who have left the program and customers who are currently in the program report about the same levels of satisfaction. The satisfaction levels, however, have dropped slightly for both types of customers from the previous year (see Figure 10.)

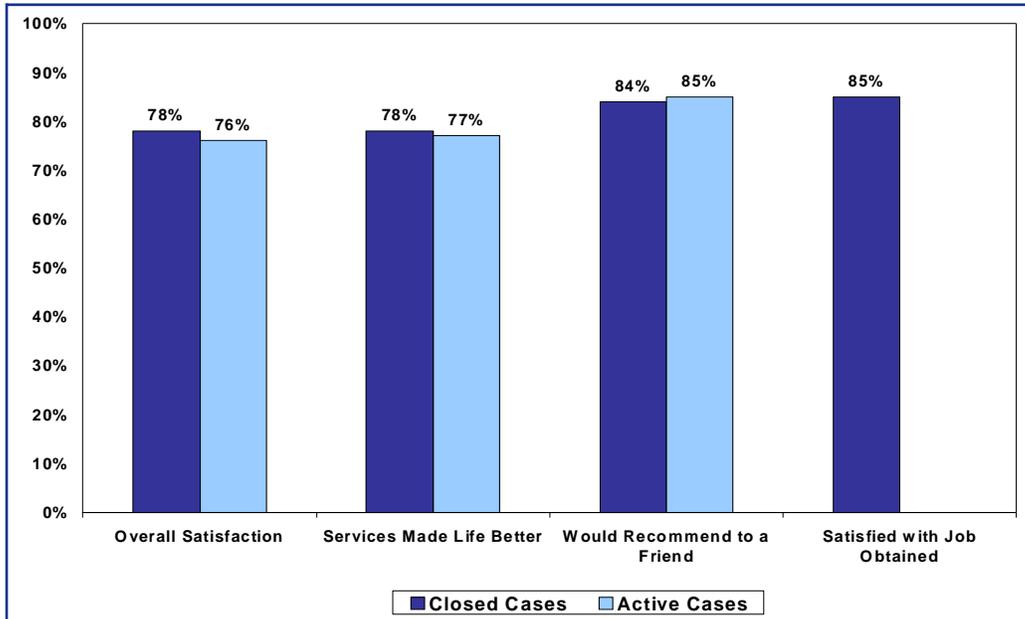


Figure 11. Program Services

A higher proportion of customers whose cases were closed state they were informed of alternative choices in service providers and vocational goals than active customers. However, a large proportion of customers, regardless of their case status, who were informed of alternatives report they were able to choose service providers and vocational goals (see Figure 11.)

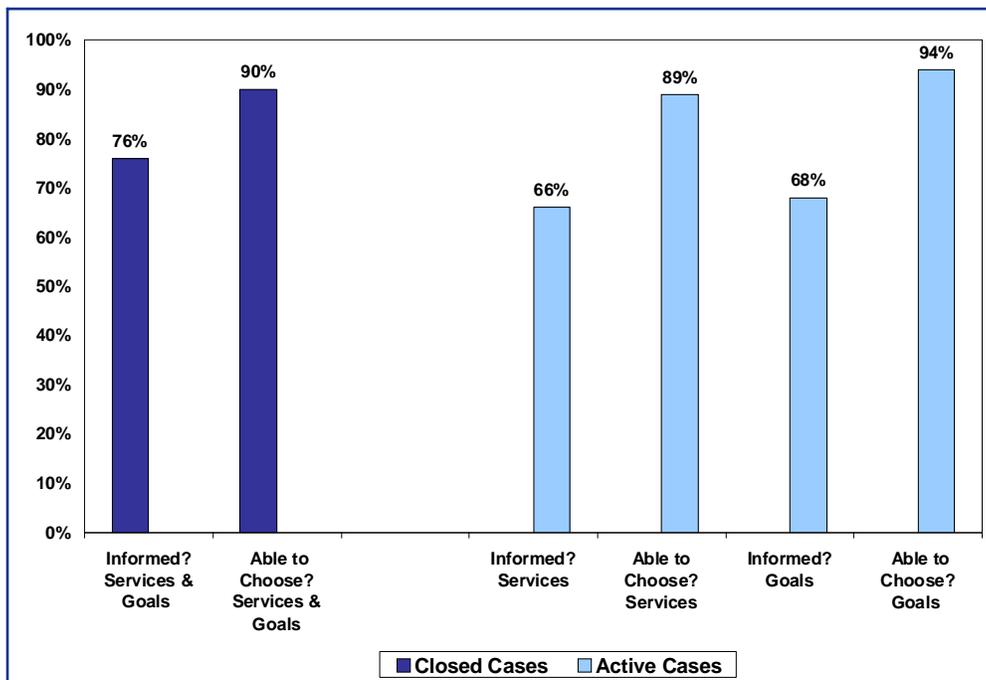


Figure 12. Program Services

Satisfaction with the accessibility of offices and the appropriateness of services are rated highly by all customers surveyed regardless of their case closure status. Promptness of service delivery has lower levels of satisfaction than other areas. Nearly 40 percent of customers whose cases were closed reported they needed other services and did not receive them (37 percent) (see Figure 12.)

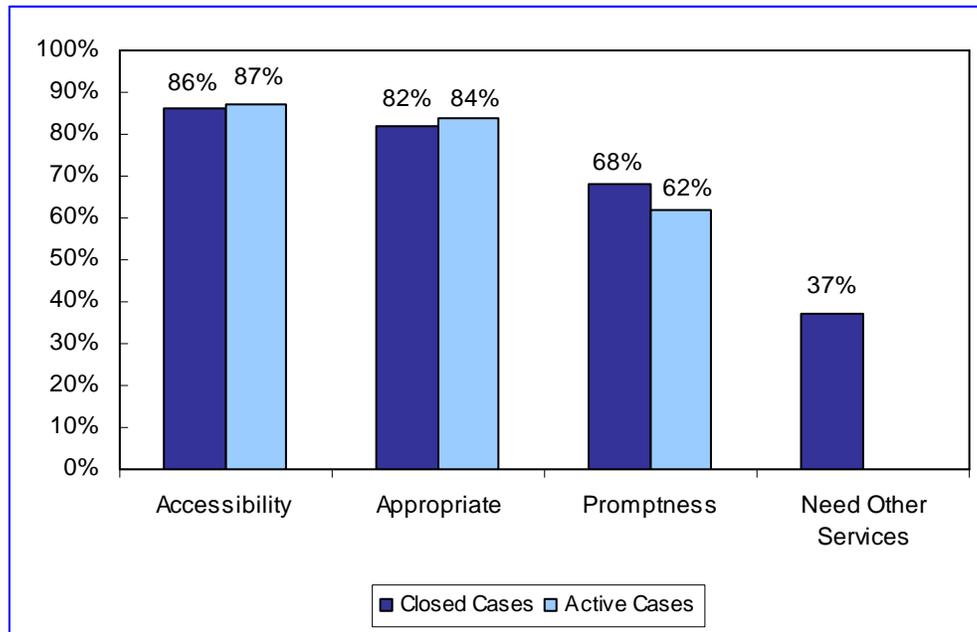
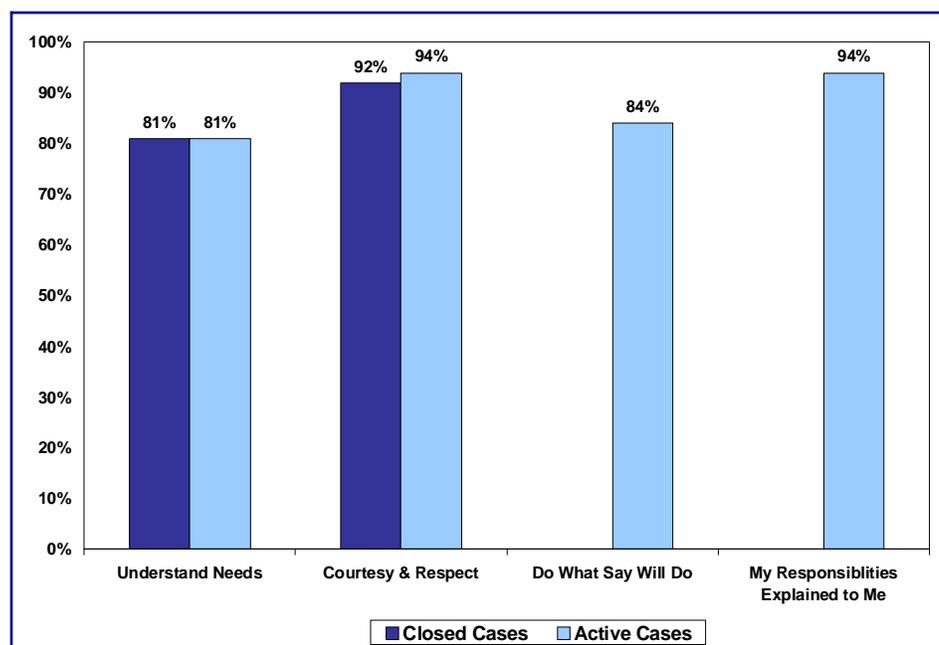


Figure 13. Program Staff

Vocational Rehabilitation staff continues to treat customers with courtesy and respect. Customers, regardless of their case closure status, rate program staff high in terms of their professionalism and ability to understand their needs and feelings. Nearly all of the customers responding to the two surveys felt staff treated them with courtesy and respect (see Figure 13.)



Public Forums Held Around State to Ensure Public Input

The FRC **Planning Committee** works in strategic partnership with VR to provide the public with opportunities to voice their concerns, opinions, and comments. During the 2008-2009 year FRC had the opportunity to work very closely with VR in the implementation of two major policy changes. Forums were held to give the public an update on the Financial Participation policy and the Order of Selection (OOS) policy changes. VR Director Mr. Bill Palmer facilitated the three “Dialogue with the Director” forums to gather public comments on the effectiveness of service provision in the community, inform the public on policy changes that may effect customers, as well offering a question and answer period.

The forums were held in the following cities around the state:

Orlando, Tallahassee, and Miami

Table 2 represents summaries of the three informational gathering public forums:

Date	Totals	May 4, 2009	May 6, 2009	May 12, 2009
Location	3 major cities	Orlando	Tallahassee	Miami
Number of Attendees	414 total	133	47	234
Comments	343 total	84	38	221

Attendees represented a variety of stakeholders, see Table 3:

Population Group	Number of Attendees
DVR Customers	219
Other interested individuals	148
DVR Staff	47



“Tomorrow hopes we have learned something from yesterday.” - John Wayne

Public Forum Summaries, continued

Comments were gathered from a variety of sources, including individuals attending the forums, e-mails, regular mail, and telephone calls. Comments received fell into a variety of categories, see Table 4:

Type of Comment	Count (Percentage of Comments)
DVR Service Issues	93 (27.1 percent)
Employment Issues	23 (6.7 percent)
Order of Selection (OOS)/Wait List	32 (9.3 percent)
DVR Good Performance	12 (3.5 percent)
DVR Policy Questions	25 (7.3 percent)
Training/Education Issues	16 (4.7 percent)
Budget/Administrative	7 (2.0 percent)
Vendor Issues	6 (1.8 percent)
Other concerns of Persons with a Disability (PWD)	28 (8.2 percent)
Miscellaneous	100 (29.2 percent)

Forum Comments/Questions Include:

DVR Service Issues

- ◆ Need job placement/ assistance
- ◆ Takes too long to receive services
- ◆ How long can a person be served by VR?
- ◆ DVR needs to develop home-based businesses

Training

- ◆ I need to investigate training options with my VR Counselor
- ◆ Can VR help me to learn English?
- ◆ Can VR help me prepare for a computer job?

Employment Issues

- ◆ Problem finding a job
- ◆ I need work, was receiving unemployment, now stopped

Order of Selection (OOS)/ Wait List

- ◆ VR Counselor suggested other services while on wait list
- ◆ How long to come off the wait list?
- ◆ Afraid at first of OOS, for initially thought people were being taken off list

DVR Policy

- ◆ Why did OOS effect school to work?
- ◆ Include information that allows individuals to review coop agreements
- ◆ Is there a sunset plan for OPS employees?

Other Concerns of People With a Disability

- ◆ Accessible transportation
- ◆ Networking and life issues with a disability
- ◆ DVR a very good program, gives hope and helps

Mission Focus: Our Customers



**One step accomplished in a plan to
become successfully employed.**



The Council Wants Public Input—

**There are many ways to let the Council know
your thoughts...**

You can call us toll free:

(800) 451-4327

TTY#: (850) 245-2412

You can attend a meeting:

The Council holds public meetings in different areas of the state at a variety of times per year.

Check out <http://www.rehab.works.org> for the most up to date information.

You can fax us:

(850) 245-3362

You can write us:

**Florida Rehabilitation Council
2002-A Old St. Augustine Road
Tallahassee, FL 32302-4862**

OR

You can e-mail us:

roy.cosgrove@vr.fldoe.org

Customer Experiences

Mary Ann Lewis's disability was making it difficult for her to keep a job. Still, she was determined to find steady employment and become independent, so she turned to the Division of Vocational Rehabilitation for assistance.

After meeting with Mary Ann, **VR Counselor, Penny Prosser** was determined to help her reach her goal, so together they developed a plan for employment. Penny worked with Mary Ann to practice her job interviewing techniques. She offered advice on appropriate clothing and hairstyles and helped her prepare a resume that focused on Mary Ann's strengths and skills. She also provided a job coach to help Mary Ann learn and practice her new job responsibilities. Above all, she offered support and encouragement. And the results speak for themselves. Mary Ann is now a security guard for U.S. Security Associates, Inc., stationed at St. Mary's Hospital emergency room, and has been on the job for two and a half years!

Penny says, "It wasn't just getting her a job; it was helping her develop confidence so she could stand on her own two feet. She's not only made employment changes and kept this job, she's taking care of herself and becoming part of the workforce".

Mary Ann credits Penny for her success, saying, "She kept telling me 'you can do it, you can do it, you can do it', and I did. I came a long way with VR."



Angel Rodriguez was born with Jarcho-Levin Syndrome, a rare genetic disorder that causes malformed bones in the spine and ribs. But that hasn't kept Angel from reaching his goal of full-time employment and independence.

Thanks to DVR and the **VR counselor, Phyllis Willingham**, Angel has a new career as a drafting engineer and graphic designer. VR provided Angel with a computer, computer software, desk, foot rest, and chair, and he believes that his counselor was instrumental in helping achieve his dream. "Without her I don't think I'd be where I am right now," he states. "She really knows her work. And she is always so positive, going above and beyond to make sure that I'm OK." Phyllis shared that Angel "made what I do easier, he just needed a little help to get started." Now that Angel's career has taken off, he credits VR for helping him find success and says, "VR is a service that should never end."



His Disability Doesn't Limit His Creativity



Tallahassee, FL – Lane Henderson

may not say a lot, but his graphic design skills speak for themselves. Lane has Asperger's Syndrome, which is on the autism spectrum. This affects his ability to interact and communicate with others. In the past, his disability made it difficult to finish school or find a job, but his creativity and interest in computers

never wavered. Now after hard work, dedication, and help from Florida's Division of

Vocational Rehabilitation, Lane is successfully employed as a Graphic Artist at the Florida State University National High Magnetic Field Laboratory.

Lane was referred to VR by Betty Ashler with Lively Technical School for help in finding a job while he was completing his Commercial Arts certification. He required extensive training to learn how to communicate both socially and at work and how to advocate for himself. With counseling and support from his **VR Counselor, Lynn Picolo**, Lane put together an employment plan.

To help develop his social and employability skills, Lane participated in programs through the Center for Autism and Related Disabilities with Allison Leatzow and FSU's Communication Disorder Program. While there, he learned things like basic conversation for social interaction, face-to-face interviewing skills, and how to advocate for himself. Lane was also referred to Goodwill Industries for assistance in learning how to complete job tasks while he gained important work experience. After completing his certification and employability training, Lane was paired with **Job Coach, Tim Wescoat**, who helped him find the job at the Mag Lab.

Lane and his family are grateful for Lynn's help and her clear commitment to her customers. "I think Lynn's great and has really shown a personal interest in Lane, which means a lot," says Lane's mother, Cathy Lemoine. "She is very much an advocate for her customers and it's obvious she really cares." Lynn was happy to help and when asked why she does her job, she says, "I do it because I love it. I love assisting individuals, seeing what their strengths and abilities are, and helping guide them in the direction of a successful job."

Resources

Advocacy Center for Persons with Disabilities

- ◆ The center offers persons with disabilities support through collaboration, education, advocacy, legal and legislative strategies, available at <http://www.advocacycenter.org/>

Agency for Workforce Innovation (AWI)

- ◆ AWI offers Regional Workforce Boards, One-Stop Career Centers, School-to-Work or Transition Program, Unemployment Compensation, and the Veteran's Workforce Program, all of which are available to enhance or assist in the employability of persons with disabilities, available at <http://www.floridajobs.org>

Department of Education

- ◆ Governor's Volunteer Florida Foundation develops initiatives in volunteerism and community service, available at <http://www.volunteerfloridafoundation.org> or by email at info@volunteerflorida.org

Department of Labor

- ◆ Senior Community Service Employment Program (SCSEP) serves low-income persons who are 55 and older and have poor employment prospects, available at <http://www.doleta.gov/SENIORS>

Department of Management Services (DMS)

- ◆ Florida Commission on Human Relations addresses employment discrimination, available by email at <http://fchr.state.fl.us>
- ◆ Clearinghouse on Disability Information provides information to the public, available by email at clearinghouse@dms.myflorida.com

Division of Vocational Rehabilitation (DVR)

- ◆ DVR provides services to eligible individuals with physical and/or mental impairments that will enable an individual to achieve an employment goal and/or enhance their independence; also includes the Florida Rehabilitation Council, available at <http://www.rehabworks.org>
- ◆ This website allows Florida businesses to demonstrate their commitment to employee diversity by searching for qualified applicants with disabilities www.FLJobConnections.com
- ◆ Florida Alliance for Assistive Services and Technology (FAAST), available at <http://www.faast.org>

Florida Division of Blind Services (DBS)

- ◆ <http://dbs.myflorida.com> - ensures that people of all ages in the state who are blind or visually impaired can live independently and achieve their goals
- ◆ Workforce Recruitment Program for College Students with Disabilities is available at <http://www.tricare.mil/cap>

Florida Independent Living Council (FILC)

- ◆ Provides information and referral, living-skills training, peer counseling, and advocacy, available at <http://flailc.org>



**The Florida Rehabilitation Council
would like to thank the many
individuals who work
together to make the VR experience a
success!**

Notes



**Ability is what you're capable of doing.
Motivation determines what you do.
Attitude determines how well you do it."**

- Lou Holtz

