



State Rehabilitation Council

The Bureau of Rehabilitation Services

Annual Report 2018



The Connecticut Department of Rehabilitation Services

Providing employment opportunities to

Connecticut residents with disabilities.

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Message from the SRC Chair

Dear Friends:

Over the past year, I have been grateful for the opportunity to not only work with the dedicated group of individuals that make up the CT SRC, but to be able to serve as their Chair. While made up of a diverse membership, everyone involved is truly committed to the purpose of the SRC which is to be a voice for the individuals receiving BRS services. The purpose and focus of this group remains incredibly important, given the major shifts in service delivery that BRS experienced over the year.



Kate Travis, SRC Chair

2018 marked both significant, positive changes for BRS, such as the successful procurement and start of new Community Rehabilitation Provider contracts on September 1st. 2018 also marked significant challenges for BRS, with Order of Selection being implemented on October 1st.

The SRC assisted and offered insight into changes made to the Policy Review Manual and changes made to the Home and Vehicle Modification policy, were present at Public Meetings, and contributed and reviewed the VR portion of the State Plan. As a group, the SRC continued to recruit new members, and this year was able to welcome five appointees who brought new perspectives and knowledge to the committee. Bylaws were updated and committees were redesigned, in an effort to incorporate best practices learned at the Spring National Coalition of State Rehabilitation Council (NCSRC) meeting. A successful SRC retreat was held for the first time, offering an opportunity for the group to set goals and review in more detail the information necessary to make informed decisions required by the group.

The SRC is appreciative of the collaborative relationship with BRS Director David Doukas, especially important during this time of change and continued uncertainty. The SRC looks forward to this continued partnership in the next year.

Kate Travis

Kate Travis
Chair, SRC
Assistant Services Director
Ability Beyond
State Rehabilitation Council

Mission, Goals, Functions

Mission

The State Rehabilitation Council (SRC) provides assessment, advice and recommendations to the Bureau of Rehabilitation Services (BRS) and others regarding coordination and effectiveness of programs and strategies which promote community-based competitive employment for persons with disabilities.

Goals

- ◆ To assess the effectiveness and delivery of vocational services provided by BRS to individuals with disabilities.
- ◆ To improve the coordination of vocational services among BRS, state agencies and public and private entities for the benefit of BRS job seekers.
- ◆ To make recommendations to BRS, the Governor, the Rehabilitation Services Administration (RSA) and others for developing and improving strategies for the employment of, and vocational services for individuals with disabilities.

Functions

- ◆ To review, analyze, and advise BRS regarding its performance in carrying out its responsibilities as the state agency designated to administer the public Vocational Rehabilitation Program.
- ◆ To provide input to BRS in preparing the State Plan for Vocational Rehabilitation and Supported Employment, as well as other plans, reports, needs assessments and evaluations.
- ◆ To provide input to BRS regarding the Bureau's coordination of activities with Connecticut's workforce investment system.
- ◆ To review the effectiveness of, and consumer satisfaction with, the performance of the Bureau and other public and private agencies in providing vocational rehabilitation services to Connecticut residents with disabilities.
- ◆ To prepare and submit an annual report to the Governor of Connecticut and the Commissioner of the Rehabilitation Services Administration (RSA).
- ◆ To coordinate with other advisory councils in the state which oversee services to individuals with disabilities.
- ◆ To perform other functions as appropriate to the mission of the Council.

Business Partnership Committee

Purpose:

The purpose of the Business Partnership Committee is to foster collaboration among all the related service providers and employers (public and private, for-profit and nonprofit). To encourage coordinated training and orientation of employers, employees and co-workers and to determine and address the employment needs of business and industry.

Chairperson: Kate Travis

Members: Shannon McCann, Joe Wendover and Kristen Lippi

Review of 2018 Accomplishments:

- ♦ Continued to monitor business and industry needs as they relate to employment opportunities for BRS consumers.
- ♦ Continued to educate employers and community rehabilitation providers about the benefits of working with BRS, specifically by the continued distribution of the employment postcard.
- ♦ Continued to monitor growth in business connections as an outcome of new goals identified in the Workforce Innovation and Opportunity Act (WIOA).

Changes for 2019:

As part of the repurposing of committees and changes in the CT SRC Bylaws, the Business Partnership Committee will no longer serve as a stand alone committee. The Employment Consultant division of BRS is responsible for the outreach and networking with potential employer partners, which this committee was also tasked with, will instead be reviewed by the new Program Review and Consumer Satisfaction Committee.

The Program Review & Evaluation Committee

Formerly the Consumer Satisfaction Committee

Purpose:

The purpose of the Program Review and Evaluation Committee is to review and evaluate programs within BRS and provide recommendations for future presentations to the group. This committee will also be responsible for consumer viewpoints of their satisfaction with vocational rehabilitation services and the effectiveness of BRS in assisting consumers to obtain and maintain competitive employment.

Co- Chairperson(s): Sean Kennedy and Shannon McCann

Members: Kristen Lippi, Linda Rammler and Linda Mizzi

Review of 2018 Accomplishments:

- ♦ Recruited new members to the committee.
- ♦ Continued to monitor outcomes of the 2017 CSNA and changes BRS needed to implement to address finding.
- ♦ Monitor policy changes that meet new goals defined in WIOA and seek consumer feedback.

Goals for 2019:

- ♦ Continue to monitor policy changes that meet new goals defined in WIOA and seek consumer feedback.
- ♦ Assemble survey questions and seek approval of questions through SRC Chair and Director of DORS before implementing.
- ♦ Explore Survey Monkey as vehicle to implement survey.
- ♦ Implement surveys for consumers exiting BRS services and explore other avenues of understanding in regard to levels of satisfaction from employers (ISTPP's), Community Rehabilitation Providers and families.
- ♦ Determining a set schedule for BRS staff members to present on programs that are going on through BRS to the SRC.

The Membership Committee

Formerly the Inter-Council Nominations Committee

Purpose:

The purpose of the Membership Committee is to recruit, interview and nominate potential members to the SRC and may assist in training SRC members to foster effective council teamwork.

Chairperson: Bruce Stovall

Members: Patrick Melfi

Review of 2018 Accomplishments:

- ◆ Continued efforts to recruit potential candidates in accordance with Title I, Section 105 of the Rehabilitation Act 1973, as amended for appointment to the SRC from the Governor.
- ◆ Conducted new applicant interviews for SRC membership.

Goals for 2019

- ◆ Recruit and interview new SRC members targeting specific outreach to fill historically vacant categories of membership on the SRC.
- ◆ Participate with orientation of new members and the ongoing learning process of being active and involved SRC members.
- ◆ Seek opportunities to collaborate with other councils like BESB and the State Independent Living Council (SILC).

Legislation, Policy & Planning Committee

Purpose:

The purpose of the Legislation, Policy and Planning Committee is to assist in developing the State Plan and strategic plans for vocational rehabilitation services; stay updated on federal and state regulations related to employment of persons with disabilities.

Chairperson: Thomas Boudreau

Members: Gary Prushko, Pat Melfi, Melissa Taylor and Linda Rammler

Review of 2018 Accomplishments:

- ♦ Discussed elements of the newly established order of selection (OOS) and defined the difference for a most significant disability, a significant disability and a non-significant disability.
- ♦ Supported removing the last two categories for OOS and will serve only most significant disability and will continue to provide job retention services to individuals currently employed.
Increased priority 1 to four areas of impact out of the 7 functional areas that includes:
 - ♦ work tolerance, communication, mobility, self-direction, work skills, interpersonal skills and self-care.
- ♦ Discussed elements of WIOA and school age transition activities related to Level Up (pre-employment transition services).
- ♦ Attended the BRS annual meeting and discussed organizational effectiveness off the agency and the effectiveness of the agency and strategic planning for vocational rehabilitation services.
- ♦ Approved the revised SRC by-laws.

Goals for 2019

- ♦ Continue outreach to other committees to discuss joint legislative efforts.
- ♦ Monitor WIOA changes as needed.

State Rehabilitation Council Scholarship

Autumn Althen is the SRC's 2018 Scholarship Recipient from the Connecticut Youth Leadership Forum (YLF). Autumn Althen is from Windsor Locks, CT and will be attending Asnuntuck Community College in the Fall.



Autumn Althen YLF Scholarship Recipient

The SRC wishes Autumn continued success with her future endeavors and congratulates the Althen family on her achievements!

The YLF is sponsored by the Connecticut Youth Leadership Project (CTYLP). It empowers young people with disabilities to identify and develop their leadership potential. Through self-awareness and team building activities, these students explore leadership styles and develop and implement team and personal leadership plans.

The goal is to help youth with disabilities meet the challenges of the future, overcome obstacles and become leaders so that they can make a positive difference in their communities and for others with disabilities.

The YLF is a week-long training program for high school sophomores and juniors. The SRC has helped to fund this training and provided a \$1,000 scholarship each year since 2009 for former delegates pursuing their education beyond high school.



Kerri Fradette, SRC Liaison, Kate Travis, SRC Chair, Autumn Althen, John Gentile, YLF President and Stephanie Barksdale, YLF Executive Director

National Coalition of State Rehabilitation Councils

The State Rehabilitation Council (SRC) for the Bureau of Rehabilitation Services (BRS) is a member of the National Coalition of State Rehabilitation Councils (NCSRC). The NCSRC strives to cultivate the strengths and necessary expertise of local SRCs so they become effective, viable partners in the vocational rehabilitation (VR) program. While SRCs in each state collaborate with their local VR program to address state issues, members of the NCSRC share best practices and strategies to address common concerns. The NCSRC gives a national voice to jobseekers with disabilities as it works on issues that impact the VR program on the national level.

Mission: On behalf of people with disabilities, our national membership coalition will advocate for and work in partnership with the national public vocational rehabilitation system's continual quest for excellence.

Vision: NCSRC will be the premiere national organization of the consumer voice to enhance the employment opportunities of persons with disabilities through the public vocational rehabilitation system.

The NCSRC currently consists of 53 SRCs of states and territories that provide public VR services. In addition to conference calls every two months, the NCSRC hosts two training conferences each year that coincide with the national meetings of the Council of State Administrators for Vocational Rehabilitation (CSAVR) in collaboration with the Rehabilitation Services Administration (RSA). SRC Chair Kate Travis and SRC Liaison Kerri Fradette attended the Spring conference in Bethesda, MD and Kerri also attended the Fall conference in Long Beach, CA.

For more information about the NCSRC, please visit www.ncsrc.net.



State Rehabilitation Council Photos



David Doukas, Autumn Althen and Kate Travis at YLF luncheon



YLF delegates saying goodbye



SRC members participating at the Fall Retreat



Pat Melfi, Tom Boudreau and Kate Travis at the Fall Retreat



David Doukas



New SRC member Vicki Kowaleski at the SRC Fall Retreat



Shannon McCann at the SRC Fall Retreat



Pat Melfi, Kristen Lippi and Sean Kennedy at the BRS Annual meeting



SRC members at the BRS Annual Meeting



Melissa Taylor

Message from the BRS Director

Dear Friends:

I am pleased to share the 2018 Annual Report of Connecticut's State Rehabilitation Council (SRC). The report is a great opportunity to highlight and share the accomplishments of our Vocational Rehabilitation (VR) program within the Bureau of Rehabilitation Services (BRS).

We have a strong partnership with the SRC that continues to build and prosper even while we have been faced with tremendous budgetary circumstances. This year has been incredibly challenging. Over the course of 2018 we have faced the spoils of changing federal regulations, financial pressures, a diminishment of resources, loss of staff capacity and many more obstacles to realizing the full potential of the BRS program.

Through all of the trying times BRS has endured, the SRC has continued to participate, advise and help us to better our work with individuals with disabilities and to effectively serve the community.

I thank the SRC for all they have done over the past year and will do in the future. I greatly appreciate their collective contributions and the time and energy the individual members invest. Your commitment and support to the VR program continues to help the SRC fulfill its mission of providing the voices of both our consumers and are partners. Despite the many changes and challenges, you have effectively collaborated with us while fulfilling your obligations to assess the VR program, make thoughtful recommendations, and to help us plot our new direction. We thank you for your service and look forward to another successful year ahead in partnership with you.



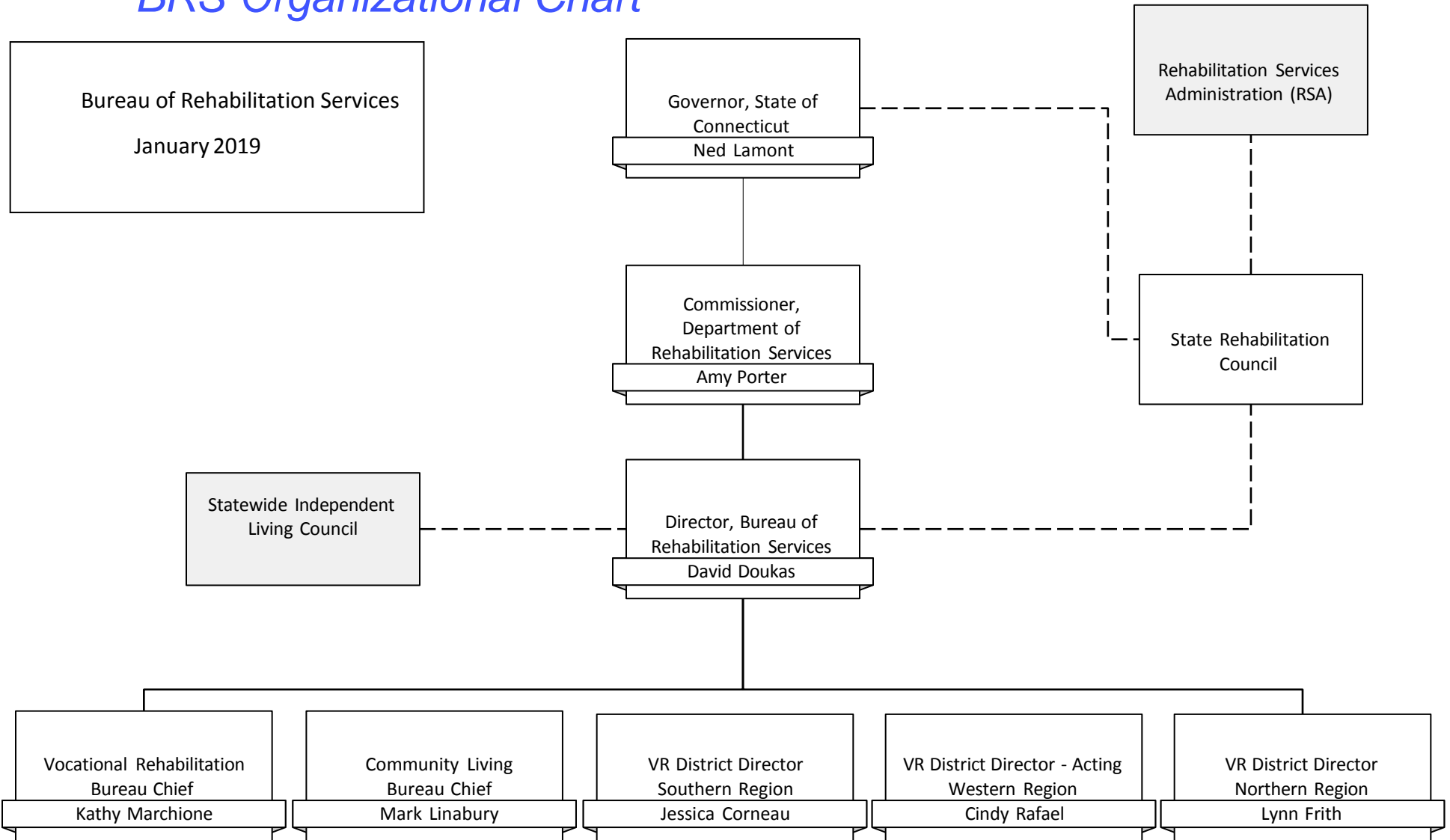
David Doukas, BRS Director

Sincerely,

David F. Doukas, Director

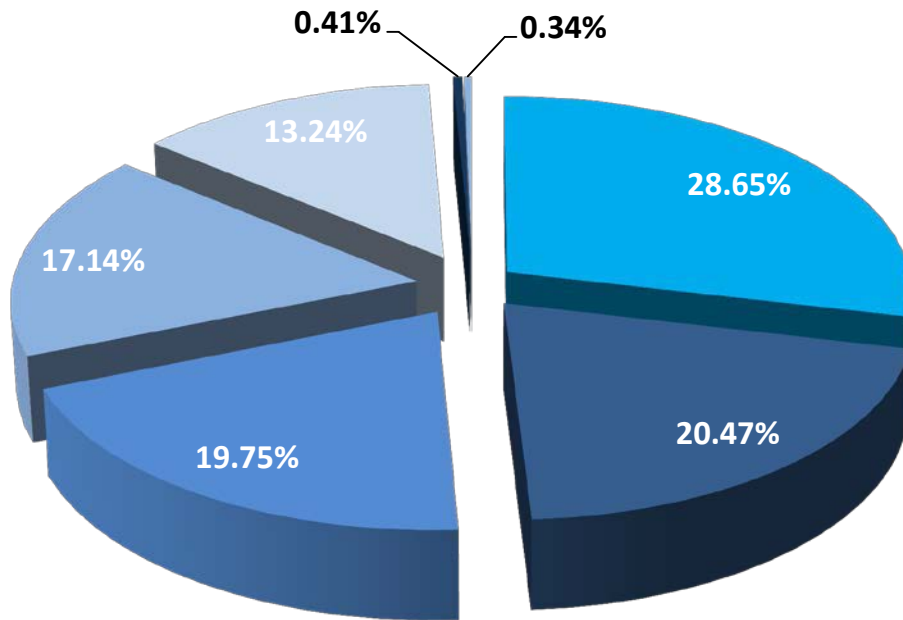
Bureau of Rehabilitation Services

BRS Organizational Chart



BRS Statistics

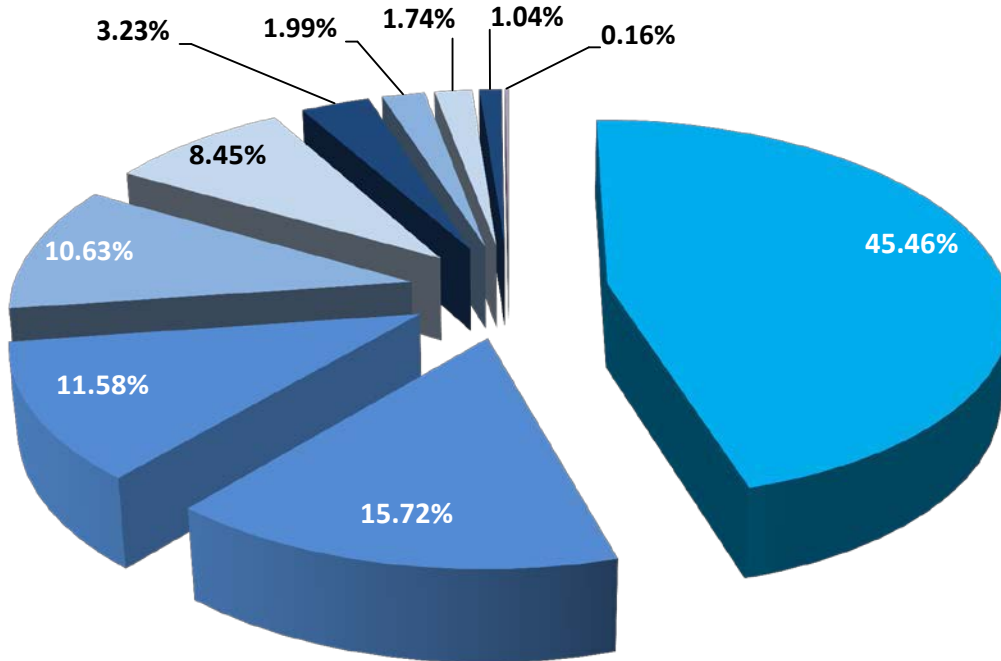
Primary Disability Type of Job Seekers BRS Assisted 7,517 Job Seekers with Various disabilities in Federal Fiscal Year FFY 2018



- 28.65% Mental and Emotional Disabilities
- 20.47% Cognitive Disabilities
- 19.75% Unknown
- 17.14% Hearing Disabilities
- 13.24% Physical Disabilities
- 0.41% Communicative Disabilities
- 0.34% Visual Disabilities

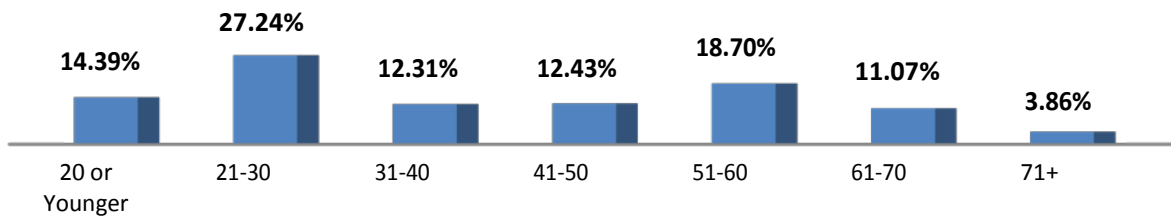
Referral Sources

BRS Received 3,236 new applications for services in Federal Fiscal Year (FFY) 2018

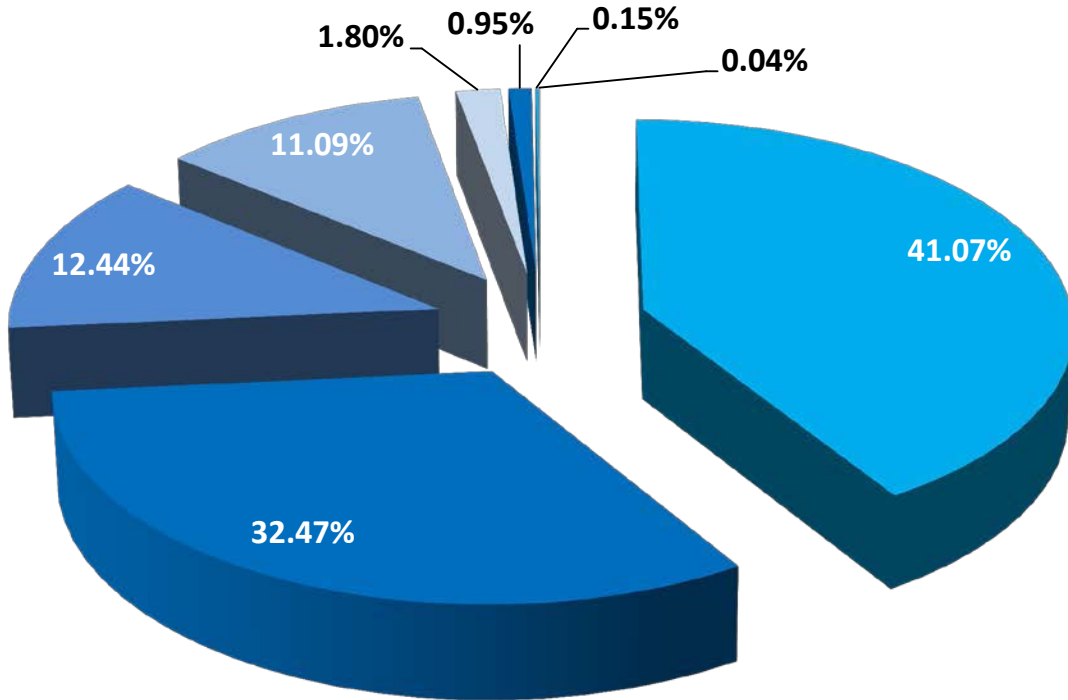


- 45.46% Self-referral
- 15.72% Unknown
- 11.58% Educational Institutions (elementary/secondary)
- 10.63% Physician or other Medical Personnel or Medical Institutions (public or private)
- 8.45% Other sources
- 3.23% Community Rehabilitation Programs
- 1.99% Educational Institutions (post-secondary)
- 1.74% Welfare Agency (State or local government)
- 1.04% Social Security Administration (Disability Determination Service or District office)
- 0.16% One-stop Employment/Training Centers

Applicants by Age at Application - Federal Fiscal Year 2018



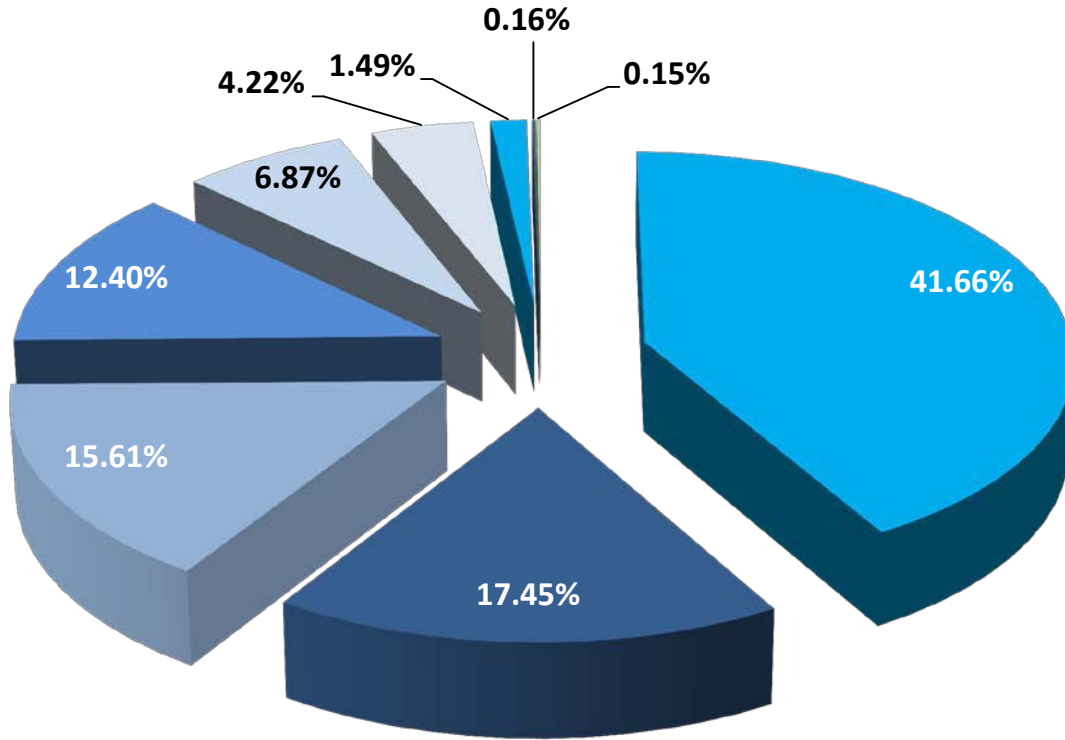
Race/Ethnicity of BRS Job Seekers Federal Fiscal Year (FFY) 2018



- 41.07% White
- 32.47% Unknown
- 12.44% Black or African American
- 11.09% Persons of Hispanic or Latino Origin
- 1.80% Multiracial
- 0.95% Asian
- 0.15% American Indian or Alaska Native
- 0.04% Native Hawaiian or Pacific Islander

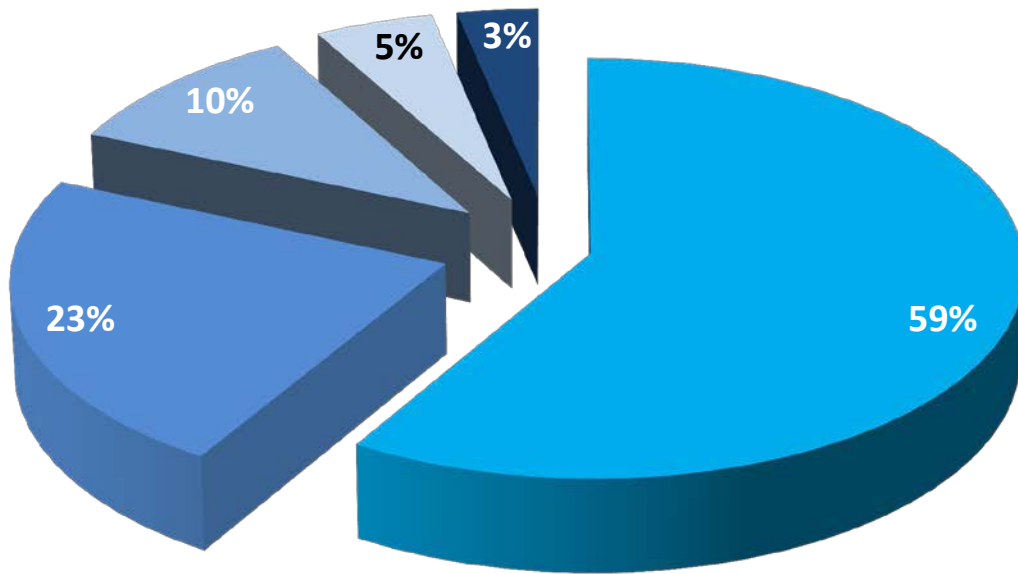
NOTE: Unknown has increased because this accounts for Level Up cases in status 00. Prior to July 1, 2017 we were not required to collect race/ethnicity on cases in status 00.

**Purchased Traditional Goods and Services
Total Expenditures = \$8.5 Million
Federal Fiscal Year 2018**



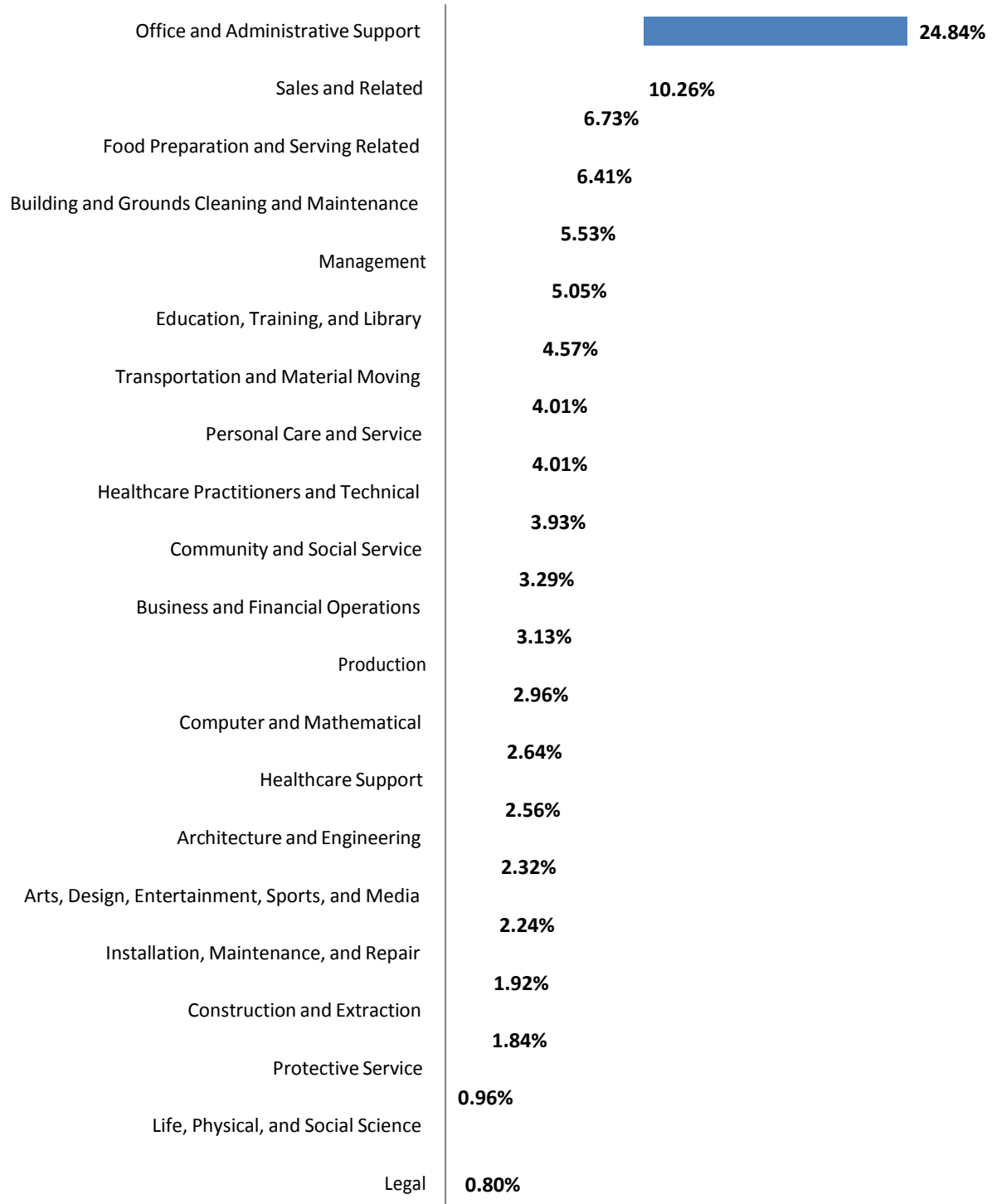
- 41.67% CRP Services
- 17.45% Training
- 15.61% Appliances
- 12.40% Level Up
- 6.87% Adaptive Tech and Services
- 4.22% Medical & Psych
- 1.49% Other
- 0.16% Equipment and Supplies
- 0.15% Maintenance

**Services Purchased From
Community Rehabilitation Providers (CRP)
Total Expenditures \$4.6 Million
in Federal Fiscal Year 2018**



- CRP-Assessment
- Pre-Employment Transition Services
- CRP-Job Coach
- CRP-Placement/SD
- CRP-Other

Jobs Acquired or Maintained in Competitive Employment in Federal Fiscal Year 2018



Competitive Employment Federal Fiscal Year (FFY) 2018

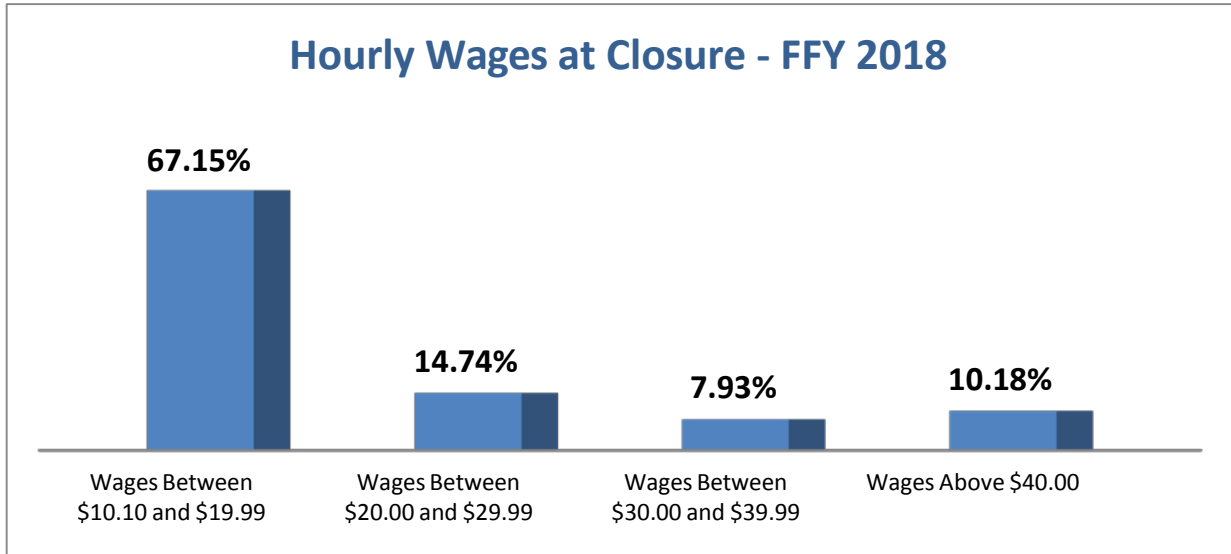
BRS assisted **1,248** job seekers to enter or maintain employment in FFY 2016

Average Hourly Wages

\$20.50

Average Annual Salary

\$36,315

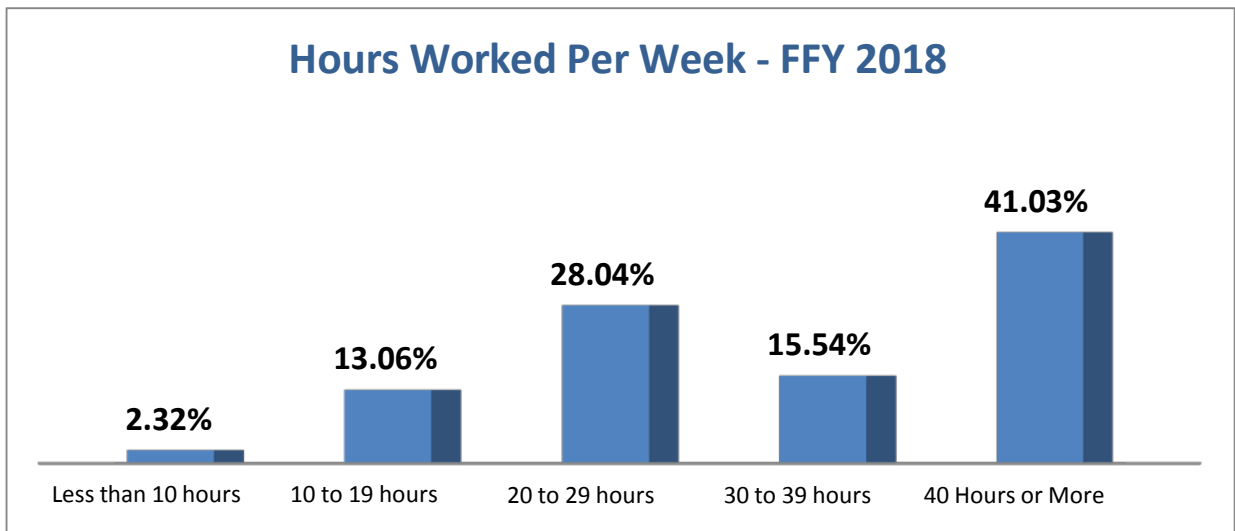


Average # of Hours Per Week

31.06
49.60%
36.22%

% of Job Seekers working F/T (>= 35hrs)

% of Job Seekers w/ Medical Benefits from Employer



Comparison of Applicants, Plans, and Successful Closures Last 5 Years - 2014 thru 2018



Status	2014	2015	2016	2017	2018
Applicants	3628	3871	3760	3558	3236
Plans	2305	3002	3145	2554	2374
Rehabs	1408	1460	1583	1591	1248

BRS Office Telephone Numbers

Central Office

55 Farmington Avenue, 12th Floor, Hartford, CT 06105

Telephone: 860-424-4844 Fax: 860-424-4850

Toll-Free in Connecticut: 800-537-2549

Video Phone: 860-920-7163

Northern Region

184 Windsor Avenue, Windsor CT 06095

Telephone: 860-697-3550 Fax: 860-566-4766

Video Phone: 860-920-7171

Local Offices:

East Hartford: 959-200-4400; Video
Phone 860-509-4417

Manchester : 860-647-5960

New Britain: 860-612-3569

Southern Region

370 James Street, Suite 306, New Haven, CT

06513 Telephone: 203-974-3000 Fax:

203-789-7850 Video Phone: 203-584-9840

601 Norwich New London Turnpike, Suite

1, Uncasville, CT 06382 Telephone:

860-859-5720 Fax: 860-859-5733 Video

Phone: 860-237-3525

Local Offices:

Middletown: 860-740-1080

Western Region

1057 Broad Street, Bridgeport, CT 06604

Telephone: 203-551-5500 Fax: 203-579-6903

Video Phone: 203-416-6761

249 Thomaston Avenue, Waterbury, CT 06702

Telephone: 203-578-4550 Fax: 203-578-4590

Video Phone: 203-577-5319

Local Offices:

Danbury: 203-207-8990

Stamford: 203-251-9430

Torrington: 860-496-6990

Effective January 2019

State Rehabilitation Council Members

Officers:

Chair

Kate Travis

Vice Chair

Thomas Boudreau

Treasurer

Gary Prushko

Voting Members:

Thomas Boudreau

Vicki Kowaleski

Kristen Lippi

Shannon McCann

Patrick Melfi

Linda Mizzi

Linda Rammler

Beth Reel

Bruce Stoval

Melissa Taylor

Kate Travis

Joe Wendover

Ex-Officio Members:

David Doukas

Sean Kennedy

SRC 2019 Meeting Dates

- ♦ January 16
- ♦ March 20
- ♦ May 15
- ♦ June 19
- ♦ September 18
- ♦ November 20

With the exception of the January 16th Skype conference call, meeting locations rotate around the BRS offices and will be announced once they are scheduled.

The SRC meetings will occur 1:00 – 3:30 PM and **are open to the public**. Please contact the SRC Liaison listed below to register your attendance and to request accommodations.

Accommodations must be requested four weeks prior to the date of the meeting.

How to Join the SRC

Members of the State Rehabilitation Council are appointed by the Governor of Connecticut for a term of three years. They represent BRS jobseekers, business and industry, community-based providers of vocational rehabilitation services, advocacy organizations, and state agencies that serve persons with disabilities. A majority of the SRC members have physical and/or mental disabilities.

If you would like to be considered for appointment to the SRC or would like to recommend someone for appointment, please mail or fax the completed SRC application (found on pages 26 and 27) along with a current resume to the SRC Liaison listed below.

SRC Liaison

Kerri Fradette, SRC Liaison

Department of Rehabilitation Services (DORS)

Bureau of Rehabilitation Services (BRS)

55 Farmington Avenue, 12th Floor

Hartford, CT 06105

Voice: 860-424-4858; Toll-free: 800-537-2549; Video Phone: 860-920-7163

E-mail: kerri.fradette@ct.gov Website: www.ct.gov/brs

Application for Appointment to the SRC

Name of Nominee: _____

Home Address/City/Zip: _____

Home Telephone: _____ Home E-Mail: _____

Employer: _____

Work Address/City/Zip: _____

Work Telephone: _____ Work E-Mail: _____

Name of Nominator (if different than nominee): _____

Address/City/Zip: _____

Day Telephone: _____ Day E-Mail: _____

Please identify your race/ethnicity (voluntary)?

African-American *Asian* *Caucasian* *Hispanic/Spanish Speaking*
Multi-racial *Native American/Alaskan* *Other* _____

The SRC membership must include representatives of the following categories:

- ◆ at least one representative each of the **Statewide Independent Living Council, the Parent Training and Information Center, the Client Assistance Program - CAP** (Section 112), **Community Rehabilitation Program service providers, the State Education Department, the State Workforce Investment Board, and Section 121** (Vocational Rehabilitation [VR] for Native Americans);
- ◆ a qualified vocational rehabilitation counselor;
- ◆ four representatives of **business, industry and labor**;
- ◆ **representatives of disability advocacy groups** representing physical, cognitive, sensory, and mental disabilities and individuals who have difficulty representing themselves; and
- ◆ **current or former applicants or recipients** of VR services.

Which membership category is the most appropriate match for you? _____

SRC Application (Page 2)

Please feel free to add extra pages to answer the following questions.

1. Why are you interested in serving on the State Rehabilitation Council?
2. What is your interest in vocational rehabilitation and the employment of persons with disabilities?
3. Please list any organizations in which you have held leadership positions, and your accomplishments while holding such positions:
4. Have you ever done legislative advocacy? If so, please describe your activities.
5. Do you have a disability? If so, please describe.
6. Have you ever been enrolled in the Bureau's Vocational Rehabilitation Program?
7. If you are employed, does your supervisor support your application for appointment to the State Rehabilitation Council?

Statement of Commitment

“I, the undersigned, understand that the State Rehabilitation Council (SRC) is a working council which meets at least six times per year for the full Council and at others times for the committees, as needed. I also understand that I must work on a SRC committee, support legislative and public awareness campaigns, participate in the process to complete the BRS State Plan and the Comprehensive Statewide Needs Assessment (CSNA), and attend at least one public meeting, as scheduled. If appointed to the SRC, I will earnestly strive to meet these commitments.”

Signed,

(your name)

(date)

IN ORDER FOR YOUR APPLICATION TO BE CONSIDERED, YOU MUST INCLUDE A RESUME.

You may attach any other information you feel would be valuable in evaluating your application. Please email Kerri.Fradette@ct.gov, mail to **Bureau of Rehabilitation Services, Department of Rehabilitation Services,, 55 Farmington Avenue, 12th Floor,, Hartford, CT 06105** or, you may fax the application to **860-424-4850**.

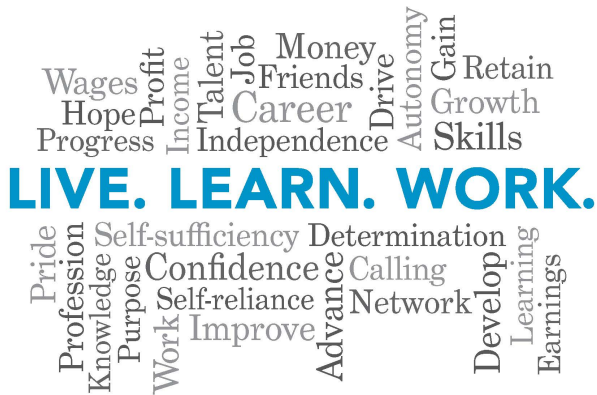
SRC 2018 Annual Report Credits

Statistical Data:

David Johnson, BRS Consultant

Editing, Layout Design and Photos:

Kerri Fradette, BRS Consultant and SRC Liaison



The Department of Rehabilitation Services (DORS) is an Equal Opportunity Affirmative Action Employer and offers its programs regardless of race, color, national origin, physical or mental disability, sexual orientation, religion, age, sex, or marital status.

In compliance with the Americans with Disabilities Act, if you require this report in an alternate format, please contact kerri.fradette@ct.gov