

DIVISION OF VOCATIONAL REHABILITATION



2004 ANNUAL REPORT

COLORADO DEPARTMENT OF HUMAN SERVICES

***This Report is based on the
2004 State Fiscal Year***

July 1, 2003–June 30, 2004

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TABLE OF CONTENTS

“The services I received from DVR were the catalyst to my returning to the life I used to have.”

<i>Message from the Executive Director</i>	2
<i>From the Desk of Nancy Smith</i>	3
<i>Division of Vocational Rehabilitation</i>	4
<i>Field Services</i>	6
<i>Facts and Figures</i>	10
<i>Accomplishments</i>	12
<i>DVR’s Specialty Programs</i>	18
<i>Advisory Councils.</i>	26
<i>Benefits to Employers</i>	28
<i>Colorado Office Locations</i>	30

Message from the Executive Director

Colorado Department of Human Service

It is my pleasure to present to you the 2004 Annual Report for the Department of Human Services, Division of Vocational Rehabilitation (DVR). The Division of Vocational Rehabilitation assists individuals whose disabilities result in barriers to employment as they seek a more rewarding, more autonomous future. During fiscal year 2004, DVR assisted 18,664 Coloradans at various stages of the vocational rehabilitation process toward achievement of their employment and/or independent living goals.

In addition to enriching the lives of those who seek its services, DVR plays a pivotal role in the economic recovery of the state. Over 1,000 employers in Colorado benefit each year by partnering with DVR to find qualified and motivated individuals to fill their staffing demands. Furthermore, it is estimated that the Coloradans who worked with DVR to become employed in 2004 will contribute an additional \$19,552,416 to the tax base in 2005. This means that, together, these new workers will return approximately \$1,825,930 in the form of new state and federal taxes paid in just the first full year at their new jobs. Additionally, over \$1.5 million will be saved in reduced public assistance payments to these individuals their first year of work, with the savings growing each year as these new workers begin to drop off the public assistance rolls entirely.

Fiscal year 2004 was a challenging year for many public programs in Colorado, and particularly for DVR. Responding to a 36% cut in general fund dollars over the past three years, it became necessary in 2004 for the program to implement a waiting list for eligible individuals whose disabilities were not determined to be severe. Despite the fiscal challenge, the talented employees of DVR creatively assisted 2,138 individuals to obtain employment during 2004, earning them the departmental award for Employees of the Year for Teamwork.

This Annual Report will provide you the opportunity to learn about the various programs offered through DVR that make the dream of employment and independent living a reality for so many people. You will see statistical information that reflects the number of Coloradans served and employed during the past year, the characteristics of those individuals, and the positive impact of these programs on the community as a whole. In addition, you will learn about the types of services that DVR provided and the kinds of careers individuals launched. Most importantly, you will read personal stories about people who have been successful as a result of their involvement with DVR.

I take pride in these accomplishments and in the people throughout DVR whose diligent efforts have produced them. Thank you for taking the time to read this Annual Report and to learn about a program that is a valuable resource for people with disabilities and all of Colorado.

Sincerely,



Marva Livingston Hammons
Executive Director



Colorado Department of Human Services

people who help people

From the Desk of Nancy Smith

Director of the Division of Vocational Rehabilitation

Fiscal year 2004 can be characterized as a year of significant transition for the Division of Vocational Rehabilitation (DVR). Our office structure underwent a significant reorganization, an order of selection waiting list was implemented for the first time in more than 10 years, and a large number of retirements and resignations left us with many vacancies and heavy caseloads. Changes like those we experienced are demanding, but our staff worked hard, worked together, and rose to the challenges that were presented. And through it all, we are proud to have maintained a viable and vibrant vocational rehabilitation program.

The staff of DVR is composed mainly of people who are trained and experienced in helping people with disabilities to get good jobs. Our counselors include specialists who address the more specific needs of the deaf and hard of hearing community; people who have developmental disabilities; people who are blind or have low vision; and people with chronic mental illness. Together we are able to craft solutions to help our customers make their career dreams a reality. Whether it is a first job for a teenager or a return to a cherished career for an experienced professional, DVR does what it takes to get people to their goals.

We do not work in isolation to accomplish our mission. We believe strongly in partnerships with local workforce centers, Colorado businesses, school districts, advocacy organizations, community rehabilitation facilities, and other government entities.

During fiscal year 2004, the School to Work Alliance Program (SWAP), a collaborative initiative between DVR, Colorado school districts, and the Colorado Department of Education that you can read more about later in this report, expanded by seven new sites. By the end of FY 2004, more than 60% of Colorado's school districts were participating in this important partnership.

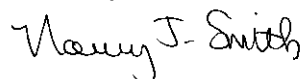
Access to assistive technology (AT) also became more broadly available across the state in 2004, as the Western Slope Technical Assistance Center (WesTac) began providing AT evaluations and consultation services to individuals with disabilities. WesTac is a cooperative program of University Health Sciences Center, Division of Vocational Rehabilitation, Department of Education and the Mesa County Workforce Center. DVR and WesTac have worked jointly in evaluating AT needs and obtaining AT devices that have allowed individuals with disabilities to participate in training, live independently and return to work.

Accessibility of the Workforce System was also improved thanks to partnerships between DVR, the Office of Workforce Development (OWD), and the Department of Labor (DOL) to place accessible workstations and adaptive equipment within the Workforce Centers in each of Colorado's federally recognized workforce regions. Training on the use of this equipment was provided to DVR counselors, Workforce Center staff, and other community partners.

It is through partnerships like these that the staff at DVR is able to create an environment where the many Coloradans whose disabilities result in barriers to employment can capitalize on their skills, abilities, and interests to succeed at work and live independently.

I am extremely proud of, and committed to, the work we do for the citizens of Colorado, and I encourage you to get acquainted with the Division of Vocational Rehabilitation by reading this Annual Report. We look forward to the new challenges that fiscal year 2005 will present and the opportunity to assist even more individuals as they work hard to attain their vocational and independent living goals.

Sincerely,



Nancy Smith



DIVISION OF VOCATIONAL REHABILITATION

Vision

The Colorado Department of Human Services, Division of Vocational Rehabilitation believes that individuals with disabilities are essential to the success of Colorado's workforce.

Mission

The Division of Vocational Rehabilitation assists individuals whose disabilities result in barriers to employment to succeed at work and live independently.

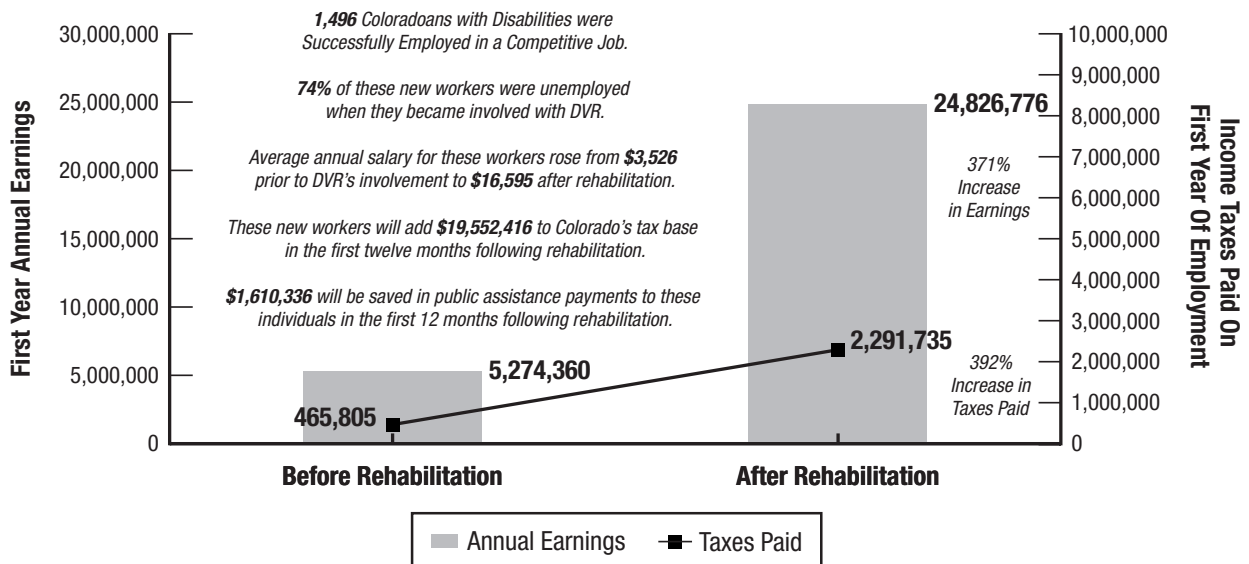


*“I know what DVR can do.
It opened up doors for me
to change my life.”*

Successful, Cost-Effective, and Good for Colorado's Economy

Successful employment and independence for persons with disabilities is good for Colorado. The cost of vocational rehabilitation is paid back to the public in increased tax revenues, reduced reliance on public assistance, and a more stable and diverse workforce. The Division of Vocational Rehabilitation is extremely proud of the competence of its staff and is highly committed to the success of its customers.

Vocational Rehabilitation's Economic Benefit to the State of Colorado



“I would not be where I am today without DVR.”

FIELD SERVICES



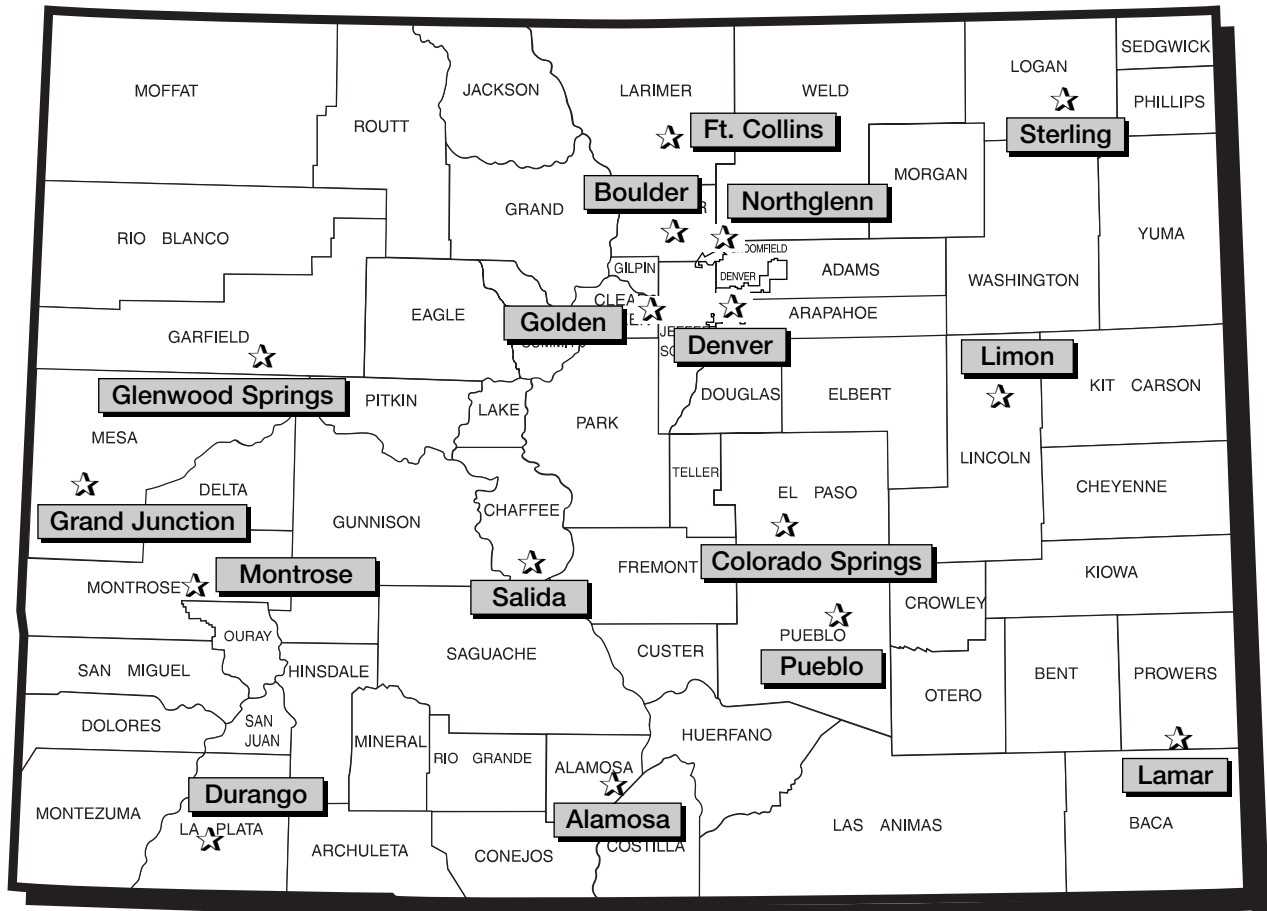
Colorado's Division of Vocational Rehabilitation (DVR) conducts its business through sixteen field offices located throughout the state, each serving individuals with all types of physical and mental disabilities. DVR's staff is highly committed to assisting consumers to obtain vocational success and independence through evaluation, planning, provision of services necessary to be successful in employment, and comprehensive support during the process. Colorado employs approximately 105 extensively trained vocational rehabilitation counselors who work individually with consumers to

help them identify goals and implement plans that meet their specific vocational needs. Rehabilitation counselors are required to meet stringent standards put forth by the Commission on Rehabilitation Counselor Certification. This requires a Master's level degree, typically in the highly specialized field of rehabilitation counseling.

The Division strives to assure that the same level of high quality services is delivered all over the state regardless of geography, and to all individuals regardless of the nature of the disability. In order to meet the needs of a variety of consumers, DVR has ensured that there are "specialist counselors" throughout the state. These counselors have a high level of expertise and act as resources to other staff in the areas of blindness, deafness, developmental disabilities, mental health issues, and the corrections system. There are also counselors who are fluent in Spanish and American Sign Language in each region, as well as an individual who speaks Dutch.

Left to right:
*Karen Ferrington,
Howard Fallik, Ken
Schmidt, Deborah
Harvey, Diane
Everett, Ken
Reynolds, Mary
Spolarich, Candy
Leathers, Sue
Schierkolk, Mike
Wilson, Larry
Gauthier, Linda
Conte, Ron
Miracle, Krista
Dann, Marilyn
Carmichael, and
Pablo Sandoval*





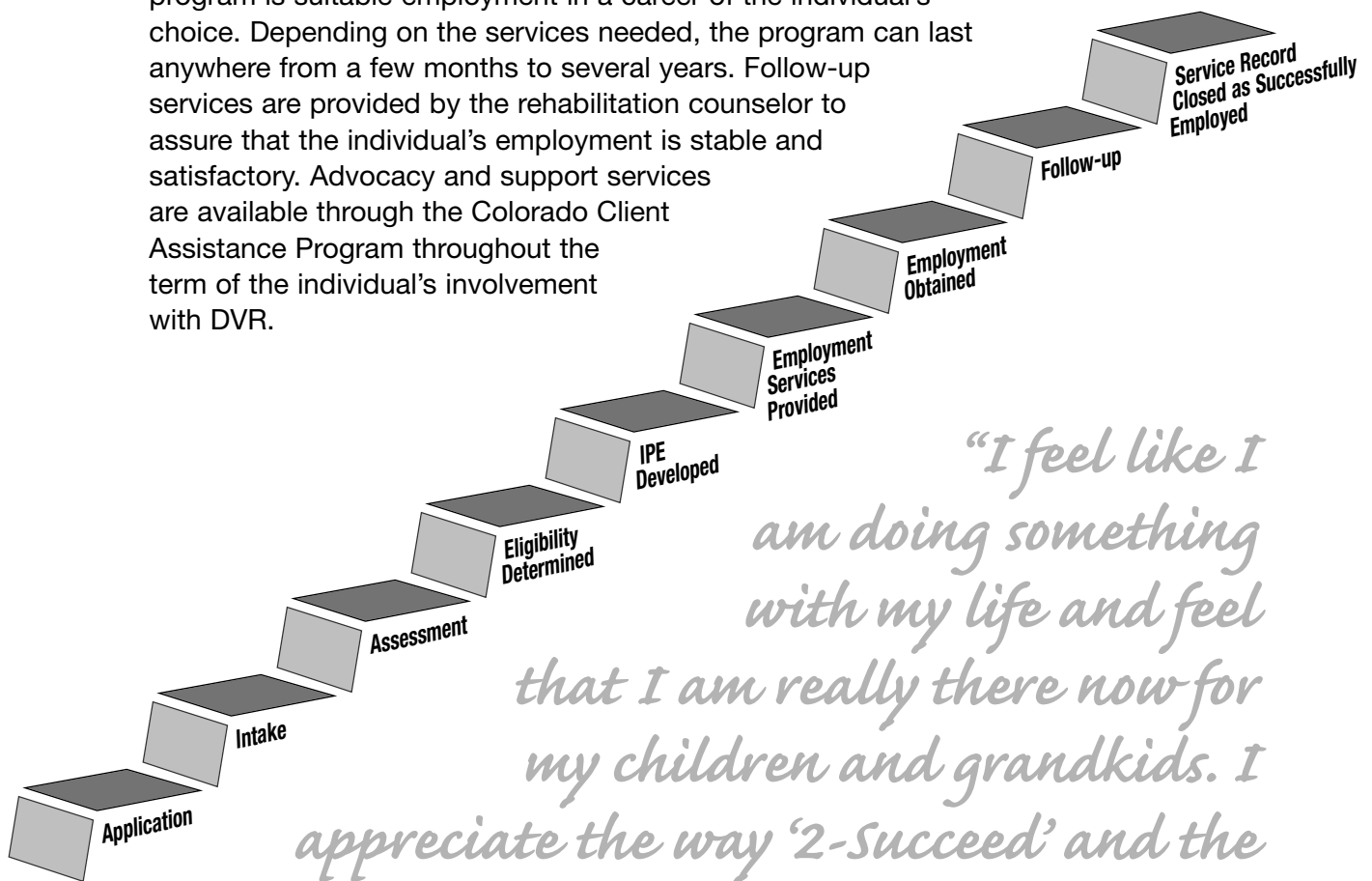
Each of the field offices has a supervisor who, in addition to providing leadership and guidance to the staff, takes the lead in developing partnerships with area employers, workforce centers, schools, and other public and private service agencies within the community. These supervisors meet monthly to network and share ideas, resources, and information that will help improve the employment outcomes of consumers.

DVR also works in partnership with the business community to provide services to employers such as disability awareness training, on-site job assessments, referral and support of qualified employees, and professional consultation.

“I come home at night and I am happy. I love my job!”

What We Do

The rehabilitation process begins when an individual applies for services from DVR. An application form is completed and an intake interview is held to explore the individual's medical, social, financial, educational, and vocational experiences. This is an opportunity to explore the applicant's skills, abilities, and interests, and to understand his/her specific vocational rehabilitation needs. Further assessment of the individual's employment barriers is conducted when necessary to establish eligibility for services. Once eligibility is established, the participant and his/her vocational rehabilitation counselor work together to develop an Individualized Plan for Employment (IPE). This plan describes the services which will be needed so that the individual can reach his/her employment goal. Each participant's program is individually tailored to assure that the services necessary to achieve his/her goals are provided. The anticipated outcome of the individual's vocational program is suitable employment in a career of the individual's choice. Depending on the services needed, the program can last anywhere from a few months to several years. Follow-up services are provided by the rehabilitation counselor to assure that the individual's employment is stable and satisfactory. Advocacy and support services are available through the Colorado Client Assistance Program throughout the term of the individual's involvement with DVR.



“I feel like I am doing something with my life and feel that I am really there now for my children and grandkids. I appreciate the way ‘2-Succeed’ and the Division of Vocational Rehabilitation were able to work together to help me meet my goals.”

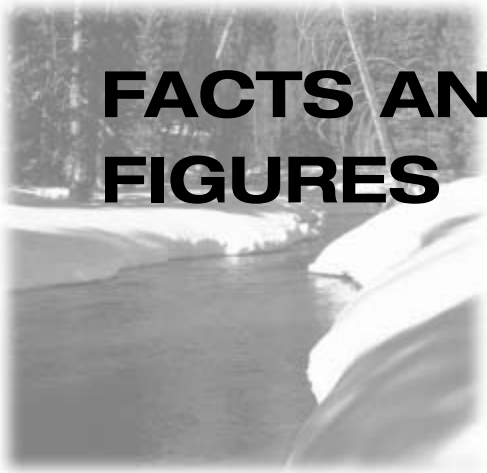
Services Available

DVR is able to provide a variety of services to eligible individuals to help them obtain their employment goals. The eligible individual and the vocational rehabilitation counselor work together to determine which services are necessary and appropriate for the consumer's identified employment goal. The services provided to any eligible individual are determined by his/her unique employment barriers, his/her chosen employment goal, and his/her individual circumstances. Examples of services available from DVR include:

- ***Evaluation and diagnostic services*** provided to determine eligibility and the services needed for the individual to become employed;
- ***Vocational rehabilitation counseling and guidance*** provided directly by a vocational rehabilitation counselor during the individual's plan of services;
- ***Physical and mental restoration services*** which may be provided to correct or substantially modify an individual's physical or mental condition;
- ***Training services***, when necessary to become employed, including vocational training, academic training, personal and vocational adjustment training, job coaching, on-the-job training, job-seeking skills training, and books, tools, and other training materials;
- ***Specialized services for individuals who are blind, deaf, and deaf-blind***, including interpreter services, note-taking services, and reader services;
- ***Rehabilitation technology services***, including assistive technology devices, assistive technology services, and rehabilitation engineering services to address barriers encountered by an individual in attaining or retaining employment;
- ***Placement services*** provided to assist an individual with a disability to find adequate and suitable employment in his/her chosen career.
- ***Supportive services***, such as maintenance, transportation, personal assistance services and services to family members may also be provided if necessary for the individual to utilize the services identified above.

In addition, post-employment services may be provided to previously rehabilitated individuals when needed to maintain or regain suitable employment.

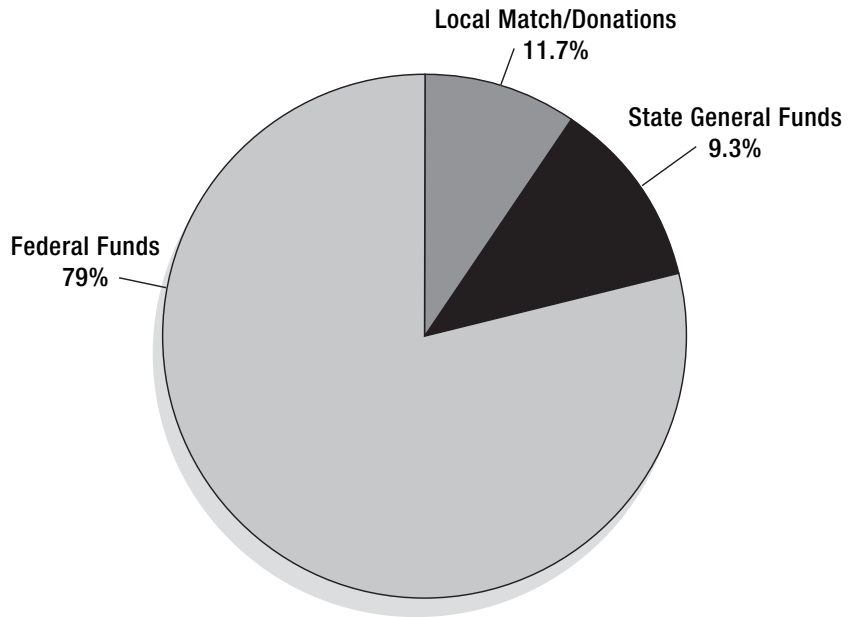
“My self-esteem has increased from doubting my abilities to being able to prove that I am much the same person as I was before I went blind.”



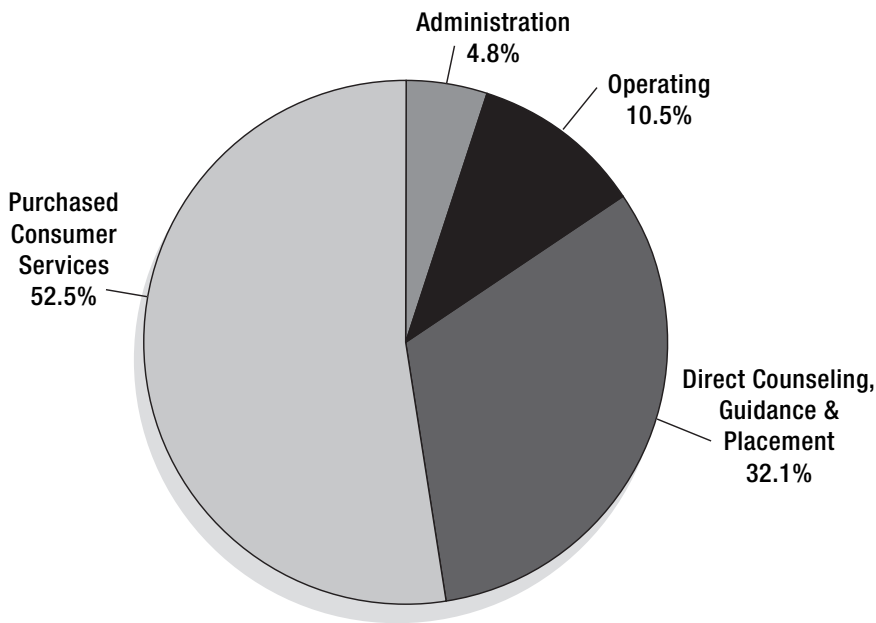
FACTS AND FIGURES

Division of Vocational Rehabilitation's Funding and Expenditures

Sources of Funding for 2004



2004 Expenditures

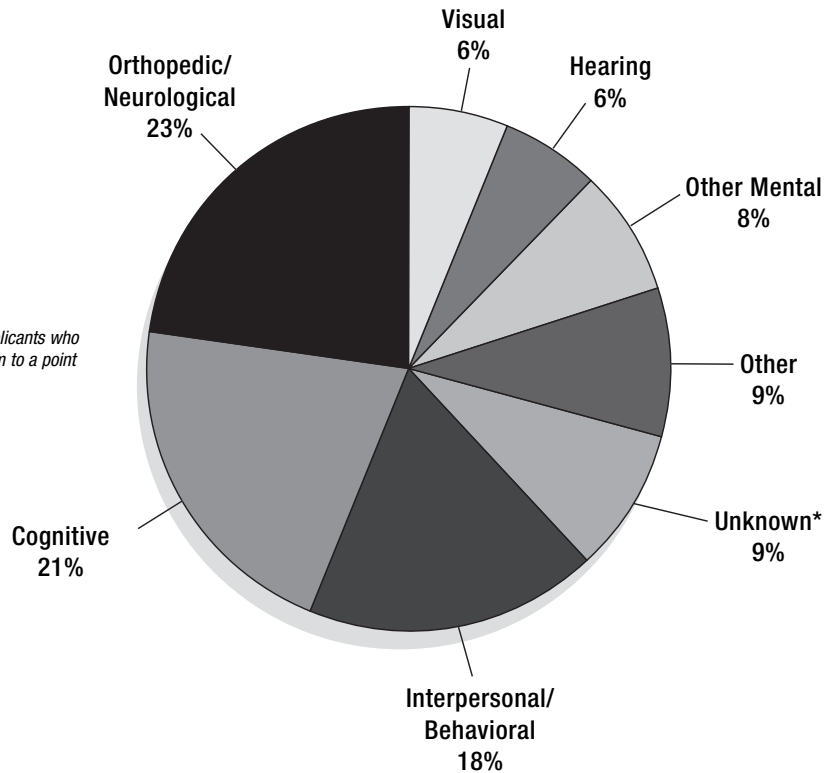


“I am blessed for still being alive with a mind and hands to control.”

Who We Serve

During state fiscal year 2004, the Division of Vocational Rehabilitation served 18,664 individuals at various stages of the rehabilitation process.

Primary Disability of 18,664 Persons Served



*The unknown category reflects applicants who did not continue with the VR program to a point where their disability was verified.

Other Characteristics of the Individuals We Served

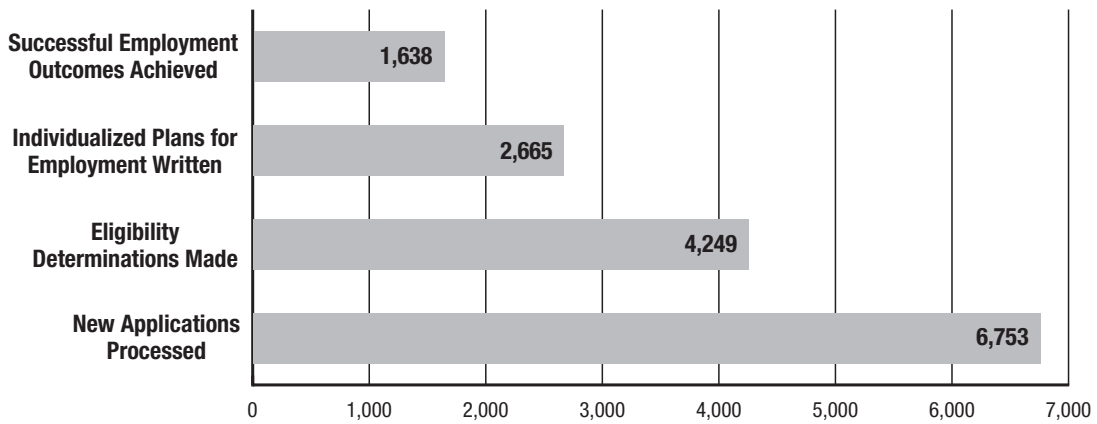
	18,664 Individuals Served During SFY 2004		1,638 Individuals Rehabilitated During SFY 2004	
	Number	Percent	Number	Percent
Gender				
Male	10,127	54.3%	730	44.6%
Female	8,537	45.7%	908	55.4%
Age at Referral				
21 Years and Under	3,636	19.5%	440	26.9%
22 to 30 Years	2,797	15%	246	15%
31 to 40 Years	3,855	20.7%	278	17%
41 to 50 Years	4,941	26.5%	359	21.9%
51 to 60 Years	2,735	14.7%	200	12.2%
61 to 64 Years	330	2%	24	1.5%
Over 64 Years	370	2%	91	5.6%
Ethnic Background*				
White	13,138	70.4%	1,221	75%
African American	1,659	8.9%	111	6.8%
Asian	238	1.3%	18	1.1%
Native American	404	2.2%	25	1.5%
Hispanic	3,683	19.8%	284	17.3%
Pacific Islander	44	0.2%	4	0.2%

*The DVR data system allows for multiple ethnicities to be reported by one individual.

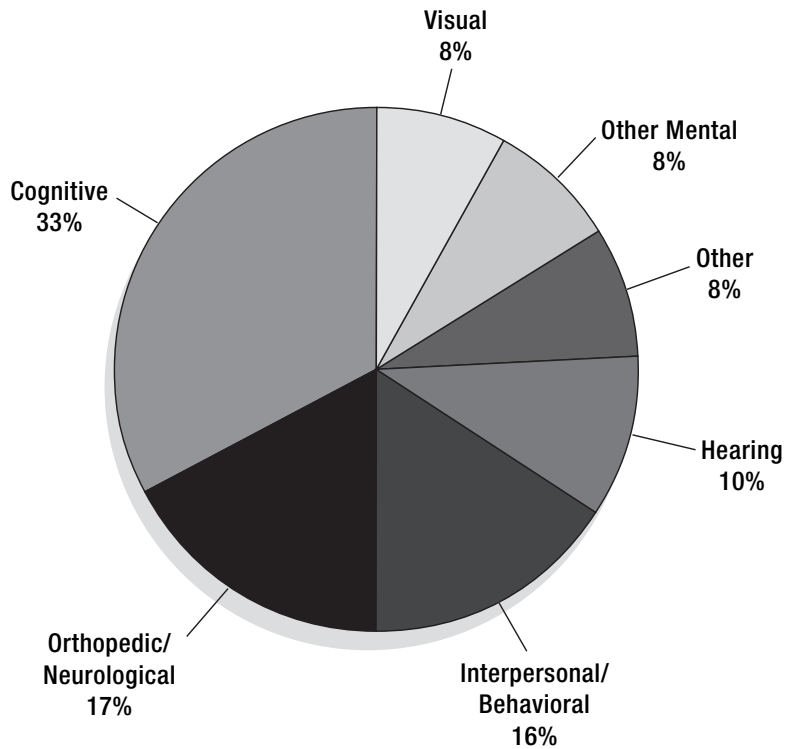
ACCOMPLISHMENTS

What We Accomplished

2004 Accomplishments

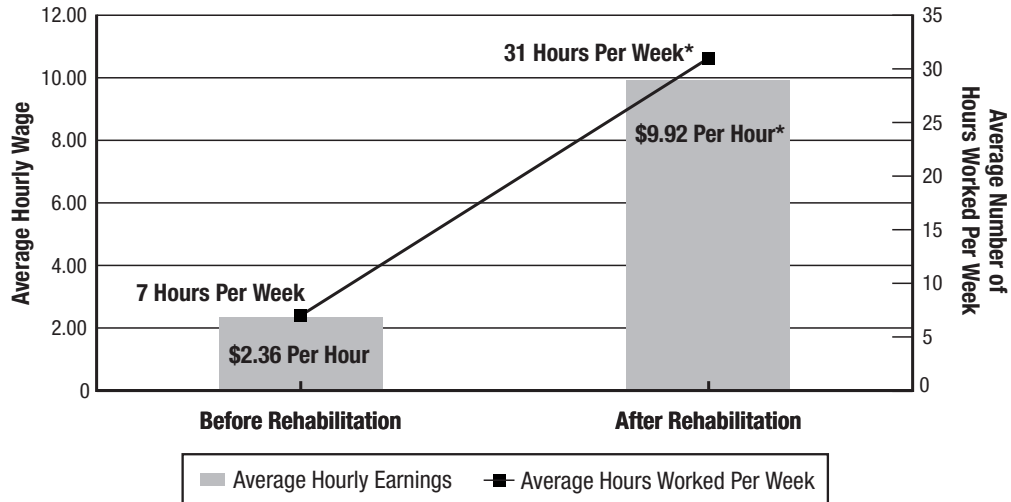


Primary Disability of 1,638 Persons Successfully Employed



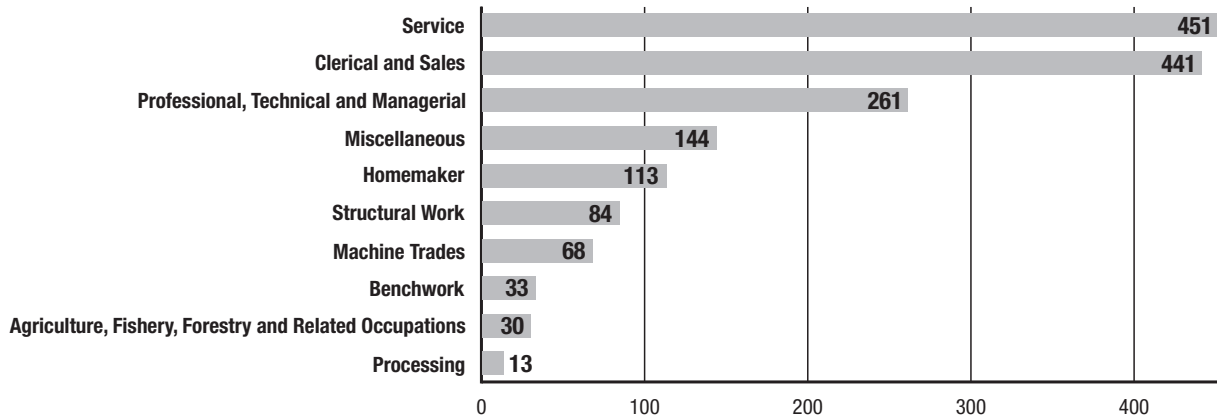
What Our Participants Accomplished

Increased Earnings and Hours Worked



**This hourly rate and hours worked are reflective of persons obtaining entry-level employment with opportunities to advance in their chosen career. They do not include homemakers or unpaid family workers. In order for DVR to consider a person successfully rehabilitated, the individual must be performing gainful employment. Persons closed as homemaker or unpaid family worker are considered by DVR to be gainfully employed, although they do not receive monetary earnings. In 2004, 6.9% of all persons successfully rehabilitated were performing this type of work.)*

Occupations of 1,638 Persons Successfully Employed



“I love this job. It’s a dream job for me.”

Recognizing Success

The following consumer profiles are being shared with the individuals' permission.

Name: **Aron Ralston**
Place of Employment: **Self-employed**
Occupation: **Motivational speaker**
Rehabilitation Counselor: **Sue Williams**

Aron applied for vocational rehabilitation services toward the end of May of 2003. He had, just the month previously, been involved in an extraordinary situation where he found himself pinned by an 800-lb. boulder in Blue John Canyon, a remote area of Canyonlands National Park in Utah. Aron realized that his survival required drastic action, so he amputated his arm below the elbow utilizing his pocketknife. He was referred to the Division of Vocational Rehabilitation (DVR) by the staff at the hospital where he was treated.

Aron's life was impacted tremendously by this disability. Until he sustained his injury, he had lived and worked in Aspen, spending most of his free time enjoying wilderness activities (climbing, hiking, biking, etc.). In time, he came to realize that he could continue these activities with some adaptations.

Aron sought assistance from his DVR counselor, Sue Williams, to find a new vocational direction and regain employment. During his 15 months with DVR, Aron received counseling and guidance to help him identify a new career direction, physical and occupational therapy, and vocational training in first aid, search and rescue procedures, and CPR. Due

in part to the services he received from DVR, Aron succeeded in beginning his new career as a public speaker/author. He has been featured in several nationwide television programs and publications, has recently published a book about his experience, and has traveled the world to respond to requests for him to speak to various groups.

When asked about his experience with DVR, Aron said that, because of the services he received, he is now more confident in his abilities and feels better prepared to continue in his vocational endeavors. He also feels that his counselor was very patient with him, knowledgeable about her field and the agency for which she works, and tremendously accessible to him when he needed assistance. His advice for a new person seeking help from DVR? "Go in with a realistic expectation of what services are available and how long things might take. Know that you will get the help you need, but recognize that good things take time." ■



Aron Ralston

Recognizing Success

Name: **Cindy Westing**
Place of Employment: **Quality Press**
Occupation: **Print Shop Operations**
Rehabilitation Counselor: **Edward Hodenpel**

Cindy has many characteristics that are admired and sought after by employers. She is dependable and personable. As a result of

her disability, mental retardation, Cindy's deliberate speech is difficult to understand at first, but with patient listening and feedback to her, others can communicate with and understand her. She prides herself in living independently, but at times also struggles to maintain her independence.

When she was laid off from a previous job at a garden center, she learned from a friend about vocational rehabilitation. When she and her father presented at the VR office, she was



Cindy Westing

scared about looking for work by herself, yet nervous about working with a counselor because it was a new experience. She kept her chin up and was ready to receive help; in fact, with help from her father, she had also made contact with the workforce center and her church. She explained she was scared to be out of work and wondered if an employer would hire her.

Cindy completed a vocational assessment

and we began to develop her employment outcome plan. Denver Works, Vocational Rehabilitation, and her father collaborated to provide counseling and placement services. Approximately five months after the initial intake, Cindy reported she had accepted employment at Terra Village and wanted the job coaching DVR had planned. A job coach from Laradon Hall provided on-the-job coaching and her rehabilitation counselor, Edward Hodenpel, educated and supported the employer about Cindy's disability and how best to supervise her. With these supports, Cindy improved her job performance and was able to do the job independently.

Today, two years later, Cindy is very proud that this time she found work by herself at a print shop. She likes gluing pads of paper, collating, and assisting the press operator. She is also more confident than before and is not afraid to try something new. Charles Hohhnstein, owner of Quality Press, states that Cindy is a hard worker, always on time, and dependable. ■

Recognizing Success

Name: **Dan Rafferty**

Place of Employment: **Classic and Performance Mustangs**

Occupation: **Automotive Technician**

Rehabilitation Counselor: **Peg Schmitz**

When Dan came to the Division of Vocational Rehabilitation, he was struggling in school and working part time for his mother at her law firm, not really having a good sense of where he wanted to go with his future. Dan had a strong interest in cars, and had already completed a two-year automotive technician training program in Phoenix, Arizona. He had worked briefly as an automotive technician at a car dealership. However, due to Dan's learning disabilities and brain injury due to multiple concussions, he was unable to work fast enough to support himself in a commission-based environment. Dan needed assistance in finding direction and a job that would accommodate his disabilities.

Dan's counselor, Peg Schmitz, arranged for Dan to have a psychological and learning disability evaluation, as well as a vocational evaluation. Through these, they determined that, given the right environment and some support, a career in the automotive field would be the most appropriate employment goal for Dan. Peg provided vocational counseling for



Dan Rafferty and Peg Schmitz

Dan, and assisted him in following up on a job lead with Classic and Performance Mustangs, a business that Dan had previously admired and pondered the possibility of working there. After a successful interview, Dan was offered and accepted a job involving customer service in the front office, selling parts, arranging repairs and auto sales, as well as shop assistance with auto restoration and mechanical duties from time to time. Dan started his job at \$7.00 per hour working 40 hours per week and, because of his dedication and high per-

formance, received a raise to \$9.50 per hour within his first three months on the job.

Dan is still employed at Classic Mustangs and his own words best describe how he feels about it; "I love this job. It's a dream job for me." Dan says that one of the key ingredients to his success on this job is his understanding and patient employer at Classic Mustangs. What advice would Dan give to another individual going to DVR for the first time? "Be honest with yourself and others, look at all possible options, and don't do drugs." ■

Recognizing Success

Name: **Sharon Bell**

Place of Employment: **Planned Pethood**

Occupation: **Veterinary Technician**

Rehabilitation Counselor: **Scott LeRoy**

Sharon has had symptoms of depression since her teenage years. As an adult, she sought treatment from the Mental Health Center of Denver. Sharon states that she was "waiting for someone to fix me" and then realized that "I want to do something with my life". Sharon came to the 2-Succeed program, the rehabilitation branch of the Mental Health Center of Denver, and began studying math in the Adult Learning Program. She sought out information on employment services, received initial employment counseling and vocational evaluation and an intake was scheduled with Scott LeRoy of the Division of Vocational Rehabilitation.



Scott LeRoy, Sharon Bell, and Jodi Fitzpatrick

Sharon began meeting regularly with Jodi Fitzpatrick, Vocational Specialist of the 2-Succeed Program. They spent time exploring Sharon's interests and Sharon became involved trying to sort out a number of priorities. She helped her son by babysitting her grandchildren and got herself established in supportive housing through MHCD. She states that "I went back and forth during this time, but Jodi always encouraged me to stay involved". Sharon determined that her interest in medicine and pets could be further explored by completing a customized work adjustment program at a pet clinic, Planned Pethood. Sharon, Jodi, and Scott met to discuss the objectives of this and DVR funded her three month work adjustment program.

Sharon took her work adjustment program seriously and learned initial skills for working with animals and increased her confidence and stamina for work. She learned that she would need to complete formal training to obtain most positions in an animal clinic setting. She and Scott determined that the PIMA Institute's program was the best match for Sharon, with its small classes and practical hands on approach. DVR supported Sharon's training and due to her determination and dedication, she graduated valedictorian of her class.

When Sharon finished school, she and Jodi looked for jobs in her field. Sharon underwent foot surgery, which laid her up for several months. She took a part time receptionist job and continued to search for a position in

her field. Planned Parenthood eventually had an opening, and they hired Sharon as a Veterinary Technician. Sharon has been on the job 8 months and really enjoys her work. "I feel like I am doing something with my life

and feel that I am really there now for my children and grandkids. I appreciate the way 2-Succeed and the Division of Vocational Rehabilitation were able to work together to help me meet my goals". ■

Recognizing Success

Name: **Jim Davis**

Place of Employment: **Northwest**

Logistics

Occupation: **Truck Driver**

Rehabilitation Counselor: **Joyce Allen**

When Jim applied for services at the Division of Vocational Rehabilitation, he was homeless, jobless, and chronically depressed. Back pain resulting from injuries that occurred earlier in his career as a laborer caused him to have a very difficult time finding and keeping employment, regardless of how hard he tried. Eventually, his joblessness led to very poor self-esteem, chronic depression, and problems in his relationships. At the same time, Jim was suffering from post-traumatic stress disorder caused by an alcoholic, abusive stepfather who abused him physically, verbally, and mentally, repeatedly telling him that he "ain't going to amount to nothing." Not wanting to be around anyone during this difficult time, Jim isolated himself, became homeless, and felt hopeless.

Jim learned about DVR through an acquaintance who had previously benefited from the services he received, and decided to pursue rehabilitation for himself to get a job and get back on his feet. Jim met with his counselor, Joyce Allen, and together, they determined that truck driving would be the best employment goal for Jim, as it would accommodate both his physical and mental impediments, give him some control over his job, and allow him to make his own decisions. DVR paid for his schooling, training, and CDL license, and Joyce provided supportive counseling to Jim, which eventually led Jim to pursue mental health counseling at Spanish Peaks for his depression and

some anger management issues that had also arisen.

Jim says that he was 100% involved in determining his goals and the services he would receive to meet them, and that Joyce listened to his needs and guided him in the right direction to meet his goals. When asked about the impact of VR services on his life, Jim responded by saying, "When I was told I was accepted to get help from DVR, so much pressure was taken off me. I started feeling better personally. My world changed completely around. I am very grateful for what DVR did for me. It changed my life. It opened many doors for satisfactory employment and future employment; it helped get my relationships together; my self-esteem went from zero to the top; I feel so good about myself."



Jim Davis

Jim says that he is no longer bothered by what people think about him and that his relationships have greatly improved. Recently, Jim had an opportunity to reconnect with his family and felt like a contributing member. He is no longer homeless, but has a very nice, comfortable home and living situation, money to pay his bills, and a family who is happy for him. In Jim's words, "I would not be where I am today without DVR. They opened the door and the opportunity to better myself and I made the best of it. I took and grabbed every opportunity I could that VR offered. DVR guided me through the very, very hard time I had in my life. I come home at night and I am happy. I love my job!" ■



DVR's SPECIALTY PROGRAMS

DVR's Teaching Program

The Division of Vocational Rehabilitation offers training programs to help people who are blind or visually impaired become independent at home, in the community and in employment. Depending on the individual's needs, training may be provided through the center—based Personal Adjustment Training Program or the field-based Rehabilitation Teaching/Orientation and Mobility Program, where instructional services are provided at the individual's home, on the job site, and/or in other community settings. Referrals for evaluation and/or instructional services are made by Vocational Rehabilitation Counselors. Soon after a person is referred by their Vocational Rehabilitation Counselor, they are provided a comprehensive evaluation of their skills. This helps to identify what training needs they may have. Evaluation and training covers the skill areas of adaptive communication, basic computer skills, travel skills, college preparation, financial management, home management, low vision, medical management and personal management. Training programs are designed to meet an individual's needs, help them improve their skills, build confidence, and enhance self-esteem.

Recognizing Success

The following consumer profile is being shared with the individual's permission.

Name: **Gary Romero**
Place of Employment: **Comcast**
Occupation: **Information Technology
Manager**
Rehabilitation Counselor: **Carol
Feuerbacher**

Gary Romero, an Information Technology Manager at Comcast, became blind suddenly at age 36 due to a condition called Diabetic Retinopathy. At the onset of his blindness, he underwent surgery that had the potential to improve his eye condition, but the surgery was not successful and Gary has been totally blind ever since. Personally, it was a tough transition for Gary. His self-esteem suffered drastically and he often felt that he was a burden to

those around him. While Gary's family relationships were strengthened, he lost contact with several of the people he considered to be his best friends. Gary learned about the Division of Vocational Rehabilitation through another consumer, as well as his doctor. After meeting Candy Leathers, the Statewide Teaching Coordinator at the Denver metro office, and learning about possible training options and available services, he decided to pursue his rehabilitation program through DVR.

During Gary's 13-month personal adjustment training program, he received training in daily living skills, adaptive communications (including Braille), adaptive technology, orientation and mobility, and counseling and guidance. Gary was very clear from the beginning that his vocational goal was to return to his career at Comcast. When he was ready to return to work, his counselor, Carol, provided transitional assistance to Gary's manager at

Comcast and facilitated the accommodations that Gary would need when he returned, including special equipment and adaptive technology.

Gary describes his relationships with the teachers in the Personal Adjustment Training program as excellent. He feels that his program was tailor-made for him and that he received incredible services on a one-to-one basis from each instructor, providing him opportunities to be successful and to transition back to the work environment with on-site support. In Gary's words, "the services



Gary Romero

I received from DVR were the catalyst to my returning to the life I used to have. They were the 'center of my success' and have allowed me to lead a normal life, maintain my home, cook, clean, and use adaptive technology. I can work and communicate with others and myself. I can't overemphasize the importance of the training I received. I feel that I will be able to remain economically self-sufficient. My self-esteem has increased from doubting my abilities to being able to prove that I am much the same person as I was before I went blind." ■

DVR Youth Unit

The DVR Youth Unit is responsible for the provision of quality vocational rehabilitation services to Colorado youth with disabilities. The Youth Unit works closely with DVR counselors who serve Colorado's 178 school districts, providing information, technical assistance and guidance as transition services leading to successful employment and independent living are planned, developed and provided to youth.

This past year, School to Work Alliance Program (SWAP) continued to provide year-round services including career exploration, career development, job placement, and follow up support to over 1,900 Colorado youth between the ages of 16 and 25. SWAP is a partnership between DVR, the Colorado Department of Education (CDE), and over 120 Colorado school districts. Collaborative efforts between DVR and CDE extend to endeavors such as the Transition Outcomes Project, which is designed to monitor and support transition activities at the secondary level for students with disabilities.

Ongoing partnership continues between DVR and the Colorado/Wyoming Consortium of Support Programs for Students with Disabilities. The Consortium maintains active representation and participation from all Colorado public and private post-secondary institutions as well as CDE and DVR. The focus of the Consortium continues to be collaborative provision of services to post-secondary students with disabilities.

DVR is represented on the State Youth Council. Efforts continue to ensure DVR participation on each of Colorado's 18 Workforce Investment Act (WIA) Youth Councils. DVR actively supports consideration for the needs of youth with disabilities as WIA activities are developed and implemented throughout Colorado.

Additionally, the Youth Unit is involved with an array of grants, partnerships and activities that support quality service provision and successful employment outcomes for youth with disabilities in Colorado. Examples include:

- A partnership between DVR and the Denver Zoological Foundation. This partnership provides a safe and secure environment for youth with disabilities to receive employment skills, work adjustment, and the development of good work habits in a zoological setting.
- Involvement with WIN Partners, CDE, the Office of Workforce Development in the implementation of Colorado Youth WINS. The overarching goal of this project is to assist youth, aged 14–25, who are currently receiving or are likely to receive SSI (Supplemental Security Income), SSDI (Social Security Disability Insurance), or CDB (Child Disability Benefit) to maximize their economic self-sufficiency and career advancement.
- State and local level partnership with the Colorado Business Leadership Network to implement the Office of Disability Employment Policy's (ODEP)-awarded High School High Tech, the goal of which is to provide youth with disabilities with early exposure to careers in the science, engineering, mathematics and technology-related fields.
- Involvement in National Disability Mentoring Day, which promotes career development for students and job-seekers with disabilities through job shadowing and hands-on career exploration.
- Leadership of the ODEP-funded Youth Transition Systems Change Grant, the goal of which is to improve the transition outcomes of youth with disabilities through the use of state and local intermediaries, and within the greater system of workforce development.

Recognizing Success

The following consumer profile is being shared with the individual's permission.

Name: **Nikki Gunn**

Place of Employment: **Century**

Communities

Occupation: **Receptionist**

Rehabilitation Counselor: **Tracy Rushing**

After being referred by the transition coordinator in the Douglas County School District, Nikki contacted the SWAP program and expressed interest in getting assistance to find a career-oriented job. She was scheduled to graduate and needed to get in a healthier living situation. At the intake, it was discovered that Nikki came from an unstable and unhealthy family environment

and, as a result she had been battling depression and anxiety. She had recently discontinued therapy and medication that she had been on for several years and felt she needed a break. She was very determined to be on her own upon graduation and needed assistance.

Nikki started working with Lisa Einsel, her SWAP specialist. She first started by getting a resume together and practicing interviewing. Although Nikki presented well, her anxiety would get the best of her under pressure. While working with Lisa, Nikki was able to secure various job interviews and eventually interviewed at Century Communities as a receptionist. The job started at \$25,000 a year, which she accepted. She had a great deal of anxiety at first concerning her performance and was reluctant to let



Left to right: Tracy Rushing, Lisa Einsel, and Nikki Gunn

her employer know that she was working with the SWAP program. With Lisa's persistence, she finally agreed, and SWAP was able to assist her with strategies and other support to ensure her performance was what the employer expected. Nikki would contact Lisa and her counselor at DVR,

Tracy Rushing, when she was unsure or anxious about work-related or personal issues. She received continued support and encouragement along the way from both.

Nikki's case was closed successfully with DVR and she is now receiving follow along services from the SWAP program. This past Christmas she received a \$500 bonus as well as a \$500 raise for her performance on the job. She will move into her first apartment and be independent for the first time. She still has contact with her family and seeks counsel from SWAP staff from time to time on personal and work issues that may arise. Nikki is a remarkable young woman that started the program in a desperate situation and was able to utilize the support to make her dreams a reality. She is at the point she wanted to be when DVR asked the question at intake: What do you hope DVR can do for you? ■

Colorado Migrant and Seasonal Farm Worker Program

The purpose of this Program is to meet the unmet needs unique to Migrant and Seasonal Farm Workers with disabilities through enhancing and improving Vocational Rehabilitation Services.

The design of this Program incorporates several key components tailored to meet the needs of this population:

- Development of effective relationships with the Workforce Centers and associated partners to assure that the full range of core services are available to Migrant and Seasonal Farm Workers with disabilities.
- Implementation of strategies, techniques and training models that assure options leading to informed choice while taking into consideration issues such as cultural diversity, cultural awareness and appropriate methods of communication.
- Development of community resources and supports that enable Migrant and Seasonal Farm Workers with disabilities to successfully seek appropriate vocations.

In 2002, Colorado experienced a severe drought that significantly impacted crops throughout the state's agricultural areas. Growers greatly reduced the number of crops they planted and in many cases, did not plant at all. This had a tremendous impact on the Migrant Farm Worker population during 2003 and 2004.

Hearing that there was no work for them, many workers chose not come to the state. Those that did come did not stay as long as usual and either went on to other states to look for work or returned to their home states.

In an effort to increase services to the numbers of Migrant and Seasonal Farm Workers with disabilities who are served, and the services available to them, DVR implemented a unique approach to place greater emphasis on effective outreach and expedited service delivery. Four temporary counselor aides were hired; one for each agricultural region of the state. Each aide is bilingual, meets the qualifications of a Rehabilitation Counselor Intern, and is under the direct supervision of the office supervisor and counselor assigned to work with the Migrant and Seasonal Farm Worker Program. Program staff work flexible schedules so they can meet with farm workers at their convenience and assist with service delivery.

This innovative approach is working very well and the program plans to continue using it into the last year of the grant period. The assistance of the counselor aides combined with the dedicated staff that work with the Migrant and Seasonal Farm Worker Program should assure that Division of Vocational Rehabilitation creates an environment that allows full access to vocational rehabilitation services for the Migrant and Seasonal Farm Workers in Colorado.

Business Enterprise Program

The Business Enterprise Program (BEP), mandated by the Federal Randolph-Sheppard Act, trains legally blind individuals and helps them set up, maintain and manage food service locations in government office buildings and facilities. The operations include large and small cafeterias, military dining halls, snack bars, convenience stores, and vending machines concessions. The mission of this unit is to provide individuals who are blind with remunerative employment, ever-enlarging business opportunities, and ongoing empowerment with a greater effort toward self-sufficiency, and a commitment to mutual cooperation, excellence, and a positive public image.

Presently, there are 37 BEP sites in Colorado, serving the U.S. Air Force, Army, Postal Service, as well as Federal and State government employees in the Denver Metro area, Colorado Springs Metro area, Pueblo, Boulder, Fort Collins, and Grand Junction.

The BEP purchases the initial merchandise and inventory, and purchases and maintains the equipment as prescribed by the Federal law. The blind business managers must replenish inventory and supplies; hire, train, and pay personnel; pay all related taxes and insurance; and pay a franchise-like fee based on their net profit. The managers are not employees of BEP and do not receive a wage or salary from the program. Profits earned are the manager's income.

Recognizing Success

The following consumer profile is being shared with the individual's permission.

Name: **Steve Hickey**

Place of Employment: **Evans**

Community Hospital at Fort Carson

Occupation: **Business Manager**

Business Consultant: **Pam Willett**

Steve Hickey was not born visually impaired. When he was 23 years old, he began to notice that he was having difficulty seeing while driving at night. After visiting the ophthalmologist, Steve was told that he had inherited a disorder called Retinitis Pigmentosa, a relatively rare disorder that affects the retina's ability to respond to light. Most patients who inherit this disease are legally blind by the age of 40.



Steve Hickey and Ellie

In 1995, after bricklaying for 10 years, Steve could no longer see well enough to perform his duties. He quit driving and working in his vocation. Unaware of the resources available to him, and not knowing what else to do, Steve stayed home and began drawing disability income. He quickly realized that his disability income was not sufficient to support him, and he became increasingly frustrated. Steve was determined to find another job despite his visual impairment.

After "calling all over the place" to agen-

cies and friends, Steve was directed to the Division of Vocational Rehabilitation in Colorado Springs. Bob Hochhalter, Steve's counselor, assessed Steve's abilities through a variety of tests, and eventually offered him the opportunity to train for the BEP. Upon entry into the program, Steve's business and management potential was assessed. Then Steve took a math class, some computer classes, and various college courses to begin preparation for the job skills portion of the Business

Enterprise training. The Division sent Steve to Denver and provided him with an apartment. A computer, adaptive software and training on how to use them, were also purchased for Steve. After completing his training, Steve obtained an operator's license and was able to bid on a BEP location. Steve's first location was at the Fort Logan Mental Health Institute, which he operated for four years. Steve jumped at the chance when an opportunity

surfaced in Fort Carson, as this was closer to home. Steve has been operating the Business Enterprise at Fort Carson since that time.

In Steve's words, "I sat around for a year and didn't know what to do. Without this program I don't know where I would be now. This program saved my life. It has been a really great experience and I hope that it will be for many years. I really appreciate the opportunity it has given me. I make more money now than I did as a bricklayer. The opportunities are endless in this program." ■

Independent Living Program

The Independent Living Centers and the Division of Vocational Rehabilitation (DVR) have a history of collaborating to help our mutual consumers live independently in their local communities. The Independent Living Program is authorized by the Rehabilitation Act of 1973, as amended and Title 26, Article 8.1, in the Colorado Revised Statutes. The purpose of the program is to promote a philosophy of independent living (IL), including a philosophy of consumer control, peer support, self-help, self-determination, equal access, and individual and system advocacy, to maximize the leadership,

empowerment, independence, and productivity of individuals with significant disabilities. The IL Program also promotes the maximum integration and full inclusion of individuals with significant disabilities into the mainstream of American society.

There are ten Independent Living Centers statewide. DVR contracts with each Center through the Colorado Independent Living Core Services (CILCS) program to provide services such as independent living skills training, peer counseling (including cross-disability peer counseling), individual and systems advocacy, transportation, and housing. Each Center also provides information and referral services to all individuals with disabilities who request this type of assistance or services. The information and referral services are available in alternative formats and accessible to the individual requesting these services.

Recognizing Success

The following consumer profile is being shared with the individual's permission.

Name: **James Chapman**

James Chapman devoted 12 years of his life nurturing a successful painting business. He had a crew of men under his direct supervision and his future looked bright. He was 70% finished with a mentorship at Invesco Field and was bidding on a 25-year contract to upkeep the stadium. He was a family man, happily married and raising children; a rising star in the Five Points area.

In late 2000, James sustained a serious fall that paralyzed him from the waist down. After a short rehabilitation at Denver General Hospital, James tried to supervise the completion of his work at Invesco by riding on the back of an all-terrain vehicle. In May of 2001, he found himself severely bruised from this effort, bed-ridden in a nursing home for the next six months. James' family relationship started to deteriorate, along with his self-assurance. He was at risk for losing his house, his business, and his personal assets.

Although his persona had changed, James felt "blessed for still being alive with a mind and hands to control." He thought often about his new life and how he would accomplish his goals of financial freedom, raising his kids, and helping his community. Realizing that he needed help, James looked to the Disability Center for Independent Living (DCIL). His case manager, Bill Bass, listened to James' concerns and helped him face the reality of his condition. In

James' words, Bill "helped me suck in my pride and realize that life is different." Bill helped James find an apartment through the Section 8 program, pay his public service bill, and receive services from the food bank. But most importantly, Bill counseled him on his efforts to, once again, be independent.



James Chapman

James has made significant progress. Since 2002, among many other accomplishments, James became an elected board member of DCIL; was hired as the Assistant Coordinator for Youth Biz, an academics, leadership skills, and entrepreneurial program for inner city youth; helped set up mediation for kids at Cohl Middle School, which resulted in a 53% reduction in the conflict rate at the school; assisted the community courts to establish a resource guide to free or low-cost resources in the Denver Metropolitan Area; helped to establish a youth-run bank that will open at Manual High School in the fall of 2005; played a significant role in planning a recognition awards ceremony for students of the Community College of Denver; and established a network to assist youth in developing leadership skills at Manual High School. James is now qualified to write grants in his neighborhood and continues to devote himself to his community.

In progressing toward his parenting goal, James was awarded full custody of his nine

year-old son in September 2004. He says that his "need for being a father has been fulfilled." He had a hard time trying to find words to express his feelings, but simply said "It's so grounding. Creating stability and compassion for my son and daughter makes me a better father."

James is now working independently, but he says that he still sometimes feels trapped in his wheelchair. He knows that life is different and that he can't physically do the things that

he used to be able to do. In time though, he knows he will find a way. When people ask James why he is so happy, he responds by saying, "I was happy before I was in this wheelchair. Maybe my depression is happiness. I'm not going to ever give up. I'm not going to ever stop helping people. If I were able to walk, I wouldn't walk away from the people God led me to and my dreams of helping my kids and helping my community." ■

Older Individuals Who Are Blind Program

DVR also maintains contracts through the Older Individuals who are Blind (OIB) Program to provide independent living services to individuals who are 55 years or older whose significant visual impairment makes competitive employment extremely difficult to attain but for whom independent living goals are feasible. DVR contracts with six of the ten Independent Living Centers and the Colorado Center for the Blind (CCB) to provide services to help these individuals live independently in their communities, thus avoiding placement in a nursing home.

Recognizing Success

The following consumer profile is being shared with the individual's permission.

Name: ***Nita Dunn***

Nita is a 92-year-old woman who became blind in 2004 due to macular degeneration and glaucoma. She resides in a retirement facility and was referred to the Colorado Center for the Blind by another resident. She had a strong desire to travel independently within the facility, but was not doing so when the center started working with her. She had received some mobility training prior to her involvement with the center, but was still unsure about the route from her apartment to the dining room. She was also being required by the facility to travel to the dining room only with an escort, a service she had to pay extra for.

The Senior Services Coordinator from the center met with Nita and practiced walking to the dining room from her apartment. She was able to travel there and back to her apartment quite well. She was able to identify landmarks

as she encountered them, such as the elevator, the flagpole, etc. She also felt that it was easier and less tiring to use the lighter weight cane that the Center provided for her. Nita was encouraged to travel independently within the facility, but she felt that she wasn't allowed to travel alone outside of her apartment.

The Senior Services Coordinator was very concerned that Nita didn't feel free to go anywhere she chose in her environment. She met with the director of the facility as well as other therapists who had worked with her. The result of the meeting was that Nita was encouraged to use her cane to travel anywhere within the retirement facility. Her expensive escorted trips to and from the dining room were discontinued. Nita is now traveling independently within her retirement facility, to and from the dining room on a daily basis. ■



Nita Dunn



ADVISORY COUNCILS

The Division of Vocational Rehabilitation (DVR) has established two consumer controlled advisory councils. They are the State Rehabilitation Council and the Statewide Independent Living Council

State Rehabilitation Council

The State Rehabilitation Council (SRC) was initially established in accordance with Section 105 of the 1992 Amendments to the Rehabilitation Act. As amended in the 1998 Amendments, the purpose of the SRC is to review

analyze, and advise the Division of Vocational Rehabilitation regarding the performance of its responsibilities under the Rehabilitation Act. Members of the SRC are appointed by the Governor and represent diverse ethnic and geographical locations. The majority of SRC members must be individuals with disabilities, including family members, advocates, and others who represent a broad spectrum of interests, including business and industry. The SRC works in partnership with DVR to develop and review the Division's annual goals and priorities, evaluate the effectiveness of DVR's vocational rehabilitation program, and to conduct a yearly review and analysis of consumer satisfaction with DVR services. The present SRC has 15 appointed members and also includes non-appointed "associate" members who participate within the SRC structure.

The SRC's Standing Committees for 2004 were:

- ***Consumer Services Committee***—Conducts an annual survey of consumer satisfaction with DVR services and deals with issues of direct services and consumer/counselor relationships, including access to vocational rehabilitation services.
- ***Membership/Recruitment Committee***—Ensures that all positions on the SRC are filled in accordance with Federal law and State executive order, and assures that SRC members are oriented to the Council's functions and purpose. The committee recommends potential members for Governor appointment.
- ***Employment Linkage Committee***—Partners with DVR in creating a network with the business community to help people with disabilities transition into employment.
- ***Executive Committee***—Coordinates all of the SRC's activities and provides leadership in meeting goals.

The SRC's goals for 2005 include reviewing emerging trends in employment and informing DVR of these new employment opportunities, developing a training curriculum for SRC members, and working with state and federal legislators to inform them about DVR and its value to consumers. Its on-going responsibilities include conducting, with DVR, the State Plan hearings and continuing to work to develop a balanced, committed and productive membership.

Statewide Independent Living Council

“Working to Create Opportunities, Fulfillment, and Equality for People with Disabilities in Colorado to Enhance their Quality of Life”

Advocating on behalf of the consumer, the main goal of the Statewide Independent Living Council (SILC) is to promote a strong independent living program that can benefit individuals with disabilities and the Division of Vocational Rehabilitation’s (DVR) mission. The SILC membership represents a broad-based constituency of individuals with disabilities, private agencies and public agencies, and private business. In order to create leadership, empowerment, independence, and equality for individuals with disabilities, the SILC is dedicated to the integration and full inclusion of individuals with disabilities into the mainstream culture of everyday life. The SILC enhances independent living, consumer control, peer support, equality, individual and systems advocacy. The SILC works closely with DVR to develop the State Plan for Independent Living (SPIL). It also works in conjunction with the Association of Colorado Centers for Independent Living (ACCIL) to accomplish the goals that are recognized in the state plan and to provide technical support. There are currently ten Independent Living Centers that receive federal and other funding to provide a variety of independent living services.

The SILC implements the responsibilities described in the SPIL through six standing committees: Advocacy, Youth, Training and Education, Resource Development, and the newly established Research & Development Committee. Each committee serves a dual function, working to enhance the SILC as an organization and to support independent living services across the state.

In June 2004, the SILC sponsored a conference on Cultural Competency for the SILC, DVR, and the Independent Living Centers. The conference was a great success. Especially noteworthy was presentation by the keynote speaker, the Honorable Michael B. Hancock, Denver City Councilman, District 11. The SILC also held Advocacy workshops hosted by various Independent Living Centers throughout Colorado. These workshops also offered the opportunity for local business and civic leaders to attend and learn more about the Independent Living Movement in Colorado.

The SPIL for Federal Fiscal Years 2005–2007 has been approved by the U.S. Department of Education, Rehabilitation Services Administration (RSA). The writing of the SPIL was a collaborative effort between the SILC and DVR with both parties taking steps to make the SPIL a workable document that should bring a measure of opportunity and equality for people with disabilities in Colorado. The goals of the SPIL are SILC autonomy, strengthening the Centers for Independent Living, deinstitutionalization, consumer involvement in the formulation of public policy, cultural competence, and services to persons who are deaf or hard-of-hearing. A Training Coordinator is in the process of being hired. This individual will carry out the goals and the objectives set forth in the SPIL. Many steps have been initiated in the relationship between the SILC and DVR to promote a more effective partnership. This is working and all signs point toward increased success in the area of independent living.

The SILC will hold three meetings in each year of the SPIL throughout the state, hosted by a Center for Independent Living (CIL). This will allow for the development of the advocacy network as well as promoting training needs in a variety of areas. Meeting with consumers in all areas of the state will enhance the SILC’s knowledge of training and advocacy needs.

The Independent Living Program in the State of Colorado is changing as it adjusts to the needs of people with disabilities and is taking steps to be united in its focus. These are exciting times for the Independent Living Movement in Colorado.



BENEFITS TO EMPLOYERS

Employing People with Disabilities

The global market place requires companies to compete in a diverse world with diverse workforces. The strongest competitors are those that utilize every possible source of talent. Do not let myths, misperceptions, or misunderstanding about people with disabilities keep your company out of competition for this resourceful and reliable pool of skilled workers who are ready to work, willing to work, and available now.

You can integrate people with disabilities into your workforce through a six-step process.

1. **COMMITMENT**—Let everyone in the company know of your organization's commitment to employing, advancing, and retaining people with disabilities. If your boss wants it to happen, everyone else will too. Remember, workforce diversity includes people with disabilities.
2. **RECRUITMENT**—Let it be known that you are aggressively seeking job candidates with disabilities. Send your vacancy announcements to disability-related organizations and agencies. Indicate your interest in receiving applications from people with disabilities.
3. **INTERVIEWING**—Train your interviewers to screen qualified applicants with disabilities. Look at essential functions, qualifications of the individual and ways to make reasonable accommodations. Be sure any tests or medical exams are performed in accordance with Title I of the Americans with Disabilities Act.
4. **ACCOMMODATION**—Be sure to test accommodations and adaptations once the person is on the job. If the adaptations are not adequately accommodating the employee, make adjustments or try new ideas. Include the employee with a disability in the process of finding and implementing reasonable accommodations.
5. **TRAINING**—Every employee's success hinges on proper orientation and training. Be sure all such programs are accessible to your employees with disabilities. Also, make sure programs that lead to upward mobility and career advancement are available and accessible.
6. **AWARENESS and SENSITIVITY**—Explain to all workers the principle of reasonable accommodations and why accommodations or adaptations are made. Knowledge is the key to understanding. Also, have someone knowledgeable speak to coworkers about disability myths and misconceptions. An educated workforce will be better able to ensure the success of your new worker with a disability.

Information on this page was compiled by The President's Committee on Employment of People with Disabilities.

Business Tax Credits and Reduced Labor Costs

Incentives for small- and medium-sized businesses make tapping into the disability community an attractive recruiting strategy. There are three tax incentives—small business tax credit, architectural and transportation tax deduction, and work opportunity tax credit—available to help employers cover accommodation costs for employees or customers with disabilities to make their business environment accessible to these individuals.

Small Business Tax Credit

Your small business may take an annual tax credit for becoming accessible to people with disabilities. Your business is eligible if, in the previous year, it earned \$1 million or less in gross receipts or had 30 or fewer full-time employees. The tax credit is available every year and can be used for a variety of costs including sign language interpreters, the purchase of adaptive equipment or modification of equipment, printed materials in alternative formats such as Braille, audio tape, or large print, the removal of architectural barriers in buildings or vehicles, and other similar services. The tax credit is 50% of expenditures over \$250, not to exceed \$10,250, for a maximum benefit of \$5,000.

Architectural and Transportation Tax Deduction

Your business may take an annual deduction for expenses incurred to remove physical, structural and transportation barriers for people with disabilities. All businesses are eligible. This deduction is available each year to businesses with qualified expenses. It can be used for a variety of costs to make a facility or public transportation vehicle, owned or leased for use in the business, more accessible to and usable by people with disabilities. Examples of deductions include providing accessible parking spaces, ramps, and curb cuts, making telephones, water fountains and rest rooms accessible to persons using wheelchairs, making walkways at least 48 inches wide, and providing accessible entrances to buildings, including stairs and floors. The Internal Revenue Service allows a deduction of up to \$15,000 per year for qualified expenses.

Work Opportunity Tax Credit (WOTC)

WOTC replaced the Targeted Jobs Tax Credit Program and provides a tax credit for employers hiring individuals from certain targeted groups, including low-income individuals, vocational rehabilitation referrals, former Aid to Families with Dependent Children recipients, veterans, ex-felons, food stamp recipients, summer youth employees and Supplemental Security Income (SSI) recipients. An employer may take a tax credit up to 40 percent of the first \$6,000 in first-year wages per qualifying employee. The maximum per employee credit is \$2,400 in a given tax year. This credit applies only to employees who work at least 400 hours during the tax year. With respect to qualified summer youth employees, the maximum credit for each is \$1,200.

Information on this page was re-printed with permission from the U.S. Department of Education, Office of Special Education and Rehabilitative Services and the U.S. Chamber of Commerce, Center for Workforce Preparation, Disability Employment 101, Washington, D.C., 2003.

COLORADO OFFICE LOCATIONS

Colorado Department of Human Services, Division of Vocational Rehabilitation

State Office

Phone: (303) 866-4150 Voice/TTY

FAX: (303) 866-4905

Web: www.cdhs.state.co.us/ods/dvr/index.html

Email: vocrehab@state.co.us

Nancy Smith—Director

Leo Jaramillo—Finance Manager

Kenneth Schmidt—Ed.D., Administrator,
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Annette D'Amico—Manager,
Program Performance and
Information Management Services

Krista Dann—Manager,
Organizational Development

R.B. Brown—Manager, Provider Relations

Sue Schierkolk—Youth Unit Supervisor

Kristin McDermott—Supervisor,
Program Evaluation and Quality Assurance

Glenn Perry—Supervisor,
Information Management Services

Field Offices and Other Facilities

REGION 1 Supervisor—Ken Reynolds, (719) 635-3585

Office	Phone	TTY
Alamosa	719-589-5158.....	719-589-5150
Colorado Springs	719-635-3585.....	719-635-0529
Durango	970-247-3161.....	970-247-7940
Glenwood Springs	970-945-9174.....	970-945-9174
Grand Junction	970-248-7103.....	970-248-7103
Lamar	719-336-7712.....	719-336-7712
Limon	719-775-8819.....	719-775-8819
Montrose	970-249-4468.....	970-249-4468
Northern Colorado	970-223-9823.....	970-223-9823
Northern Colorado (Greeley Local Number)	970-351-8263	
Pueblo	719-544-1406.....	719-546-0968
Salida	719-539-9670.....	719-539-9670
Sterling	970-522-3737.....	970-522-3737

REGION 2 Supervisor—Marilyn Carmichael, (303) 866-3111

Office	Phone	TTY
Boulder	303-444-2816.....	303-444-2816
Denver Metro	303-866-2500.....	303-866-3984
	303-866-3100.....	303-866-3980
Golden	303-866-4121.....	303-866-4125
Northglenn	303-866-2110.....	303-866-2120

METRO TEACHING PROGRAMS—Candy Leathers, Statewide Teaching Coordinator, 303-866-2500

BUSINESS ENTERPRISE PROGRAM—Barbara Norrod, Program Manager, 303-866-3484

Comments on This Annual Report

We welcome all comments on both the form and substance of this report.

Did you find the report useful? *(Please explain)*

Yes No

What suggestions do you have for next year's annual report?

Name and address *(optional)*

Please send to:

ANNUAL REPORT

Colorado Department of Human Services
Division of Vocational Rehabilitation
1575 Sherman Street, 4th Floor
Denver, Colorado 80203

Phone: 303-866-4150



Colorado Department of Human Services
people who help people



“I’m not going to ever give up. I’m not going to ever stop helping people. If I were able to walk, I wouldn’t walk away from the people God led me to and my dream of helping my kids and helping my community.”

*Individuals with
disabilities are essential
to the success of
Colorado's workforce.*



Colorado Department of Human Services

people who help people

Division of Vocational Rehabilitation

1575 Sherman Street, 4th Floor

Denver, Colorado 80203

(303) 866-4150

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