



# Dear Colleagues,

**The Colorado State Rehabilitation Council (SRC) and the Division of Vocational Rehabilitation (DVR) are pleased to provide you with this 2008 Annual Report.**


Our report covers the year that ended June 30, 2008. The SRC and the staff of DVR are proud of the accomplishments reflected herein. The State Rehabilitation Council works in partnership with DVR to accomplish goals important to both entities. Annually, the SRC conducts Public Hearings that garner information from Coloradans about program services and needs. In conjunction with the SRC, DVR made plans to conduct its required statewide needs assessment during the last fiscal year. The result of these activities is concrete recommendations made to DVR about ways in which DVR services can be improved for our customers statewide. These recommendations were, wherever possible, incorporated into its State Plan to the Rehabilitation Services Administration (RSA). If DVR feels it cannot pursue a recommendation, then specific reasons for that decision are provided to the SRC and included in the State Plan.

In this report we introduce a new “branding” for DVR. Our Business Outreach Specialists worked with groups of employers to identify what elements of our services needed to be highlighted and how employers thought we could best position ourselves to appeal to the business community. We worked with a local firm who had familiarity with government agencies to create a new logo and tagline. When we place “DVR: bridging business and ability” on our e-mails, letterhead and other media, we are making a direct claim for the relationship between DVR’s two largest customer groups. Check it out in this report and other communications you receive from DVR. We think this a fresh new approach for us.

Part of the past year has been challenging for us. We saw flat or decreasing revenues for DVR while the cost of goods and services provided to our customers increased dramatically. We have taken steps to eliminate any unnecessary expenditures and to more carefully oversee the expenditures of counselors. We have instituted a Cost Containment Plan to which all staff must adhere. Since all of us are focused on serving people and doing whatever it takes to get people employed, these steps do not come without pain and distress. If the current measures are not effective, DVR will activate an Order of Selection. Our goal is to find the balance point again in our budget. If the current fiscal reality continues for several years, as we expect, we will need to carefully manage within our means.

The SRC and DVR believe in the power of partnerships. This is reflected in the composition of the SRC that includes customers of DVR, providers, advocates, workforce and education department representatives and business people. Through partnerships we are able to extend the reach and the resources of the agency to serve more people in Colorado. We have partnerships with the Workforce Centers, higher education, the Denver Project to End Homelessness, our sister Divisions of Developmental Disabilities and Mental Health, Chambers of Commerce, and public transportation entities. We recognize that it takes many types of entities to bring people the service they need to get to work and live their dreams. In an era of limited resources for everyone, all of us will have to think and work more creatively to be sure that customers get service and find jobs and employers get quality employees.

Sincerely,



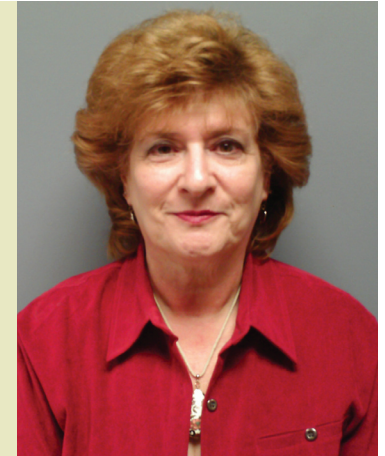
**Judi Stein Stutman**  
Co-Chair, State Rehabilitation Council



**Marla Pinnecoose**  
Co-Chair, State Rehabilitation Council



**Nancy Smith**  
Director, 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.

## DVR's GUIDING PRINCIPLES

- The Division of Vocational Rehabilitation believes that treating our employees with dignity and respect results in the highest quality outcomes for our consumers.
- Our employees strive to assist our consumers in developing the knowledge, skills and tools necessary for them to become independent in their employment endeavors.
- Any action taken or service provided by our employees to our consumers will have a direct impact on their employment success.

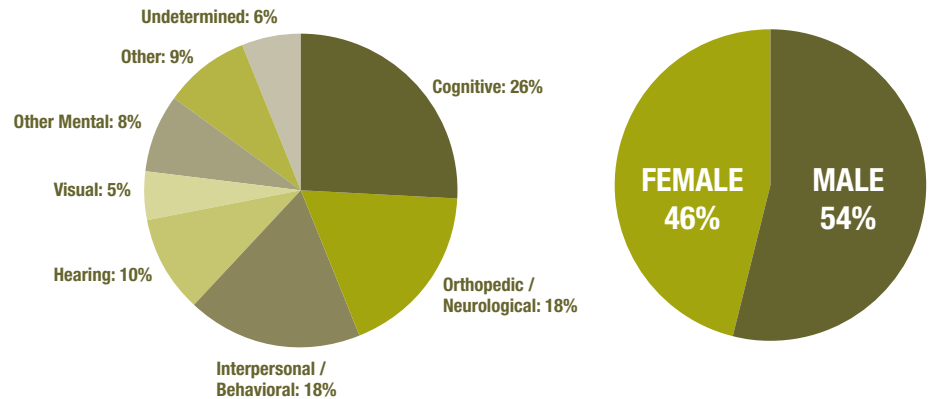
Nancy Smith  
*Director, Division of Vocational Rehabilitation*

## FACTS at a GLANCE

Consumers who went to work in a competitive setting	2,463
Average Hourly Wage	\$11.05
Total Earnings of These Employees in the First Year	\$44,121,390
Average Hours Worked Per Week	30
Average Weekly Salary	\$344
Average Annual Salary	\$17,911
Additional Dollars to Colorado's Tax Base	\$33.0 million
Federal and State Taxes Paid in First Year (estimated)	\$2.4 million

## OUR CUSTOMERS

All Data provided was collected from the GGCC Database on September 22nd, 2008.



## OCCUPATIONS of our CUSTOMERS

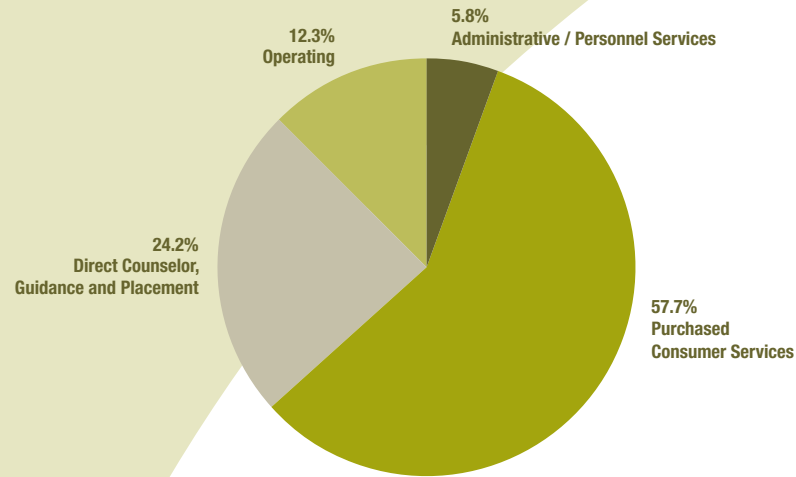
Office / Administrative Support	454	Protective Services	51
Transportation / Material Moving	326	Community and Social Services	44
Sales and Related	296	Healthcare Practitioners and Technical	44
Food Serving and Preparation	288	Arts, Design, Entertainment, Sports, Media	28
Building, Grounds Cleaning, Maintenance	226	Farming, Fishing, and Forestry	23
Personal Care and Service	160	Computer and Mathematical	22
Homemaker	144	Business and Financial Operations	19
Production	136	Architecture and Engineering	14
Construction and Extraction	99	Life, Physical, and Social Science	10
Installation, Maintenance, and Repair	74	Legal	4
Education, Training, and Library	72	Unpaid Family Worker	2
Healthcare Support	68	Vending Clerk (BEP)	2
Management Occupations	63	Military	1

## WORKLOAD STATISTICS

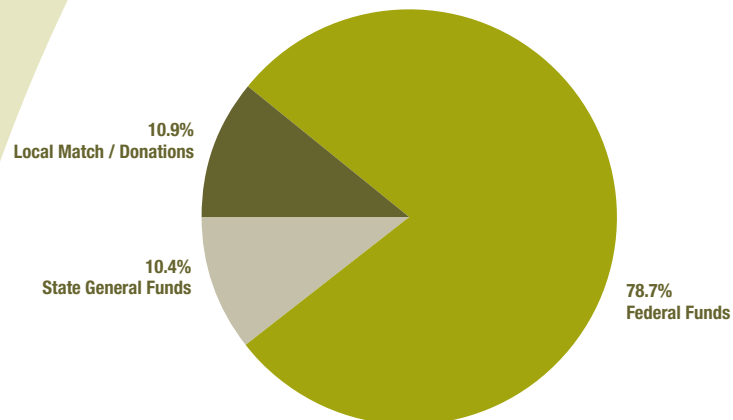
Successful Employment Outcomes Achieved	2,670
Individualized Plans for Employment Written	4,637
New Applications Processed	8,130
New Cases Determined Eligible	6,760
Total Individuals Served	20,104

# Field Services

## SFY 2008: DVR Expenditures by Type



## SFY 2008: DVR Sources of Funding



**Colorado's Division of Vocational Rehabilitation (DVR) conducts its business through 29 field offices and satellite locations 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 125 extensively trained vocational rehabilitation counselors. Rehabilitation counselors are required to meet stringent standards put forth by the Commission on Rehabilitation Counselor Certification. In order to meet the needs of a variety of consumers, DVR has ensured that there are "specialist counselors" throughout the state. There are also counselors who are fluent in Spanish and American Sign Language in each region, as well as an individual who speaks Dutch.

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. DVR 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 would not be where I am today without DVR. – DVR client**

**CLIENT SUCCESS STORY:**

# Nathan Hammond

**Nathan Hammond has always managed to find a way to get things done.**

From teaching himself to ride a bike at age five, to learning how to build and repair that bike by taking it apart at age nine, Nathan’s curious mind and gritty determination have helped him accomplish many of his goals.

And Nathan has needed those attributes more than most as he has been blind since the age of two.

Despite tumors that left him with substantial visual impairments as an infant, Nathan never let his blindness stand in the way of doing all the fun things that young boys do. And the one thing that Nathan loved most came on two wheels.

“I have always loved messing around with bikes,” said Hammond. “After I learned how to take apart my old Huffy and put it back together I started picking up more bikes at garage sales and then got into BMX.”

His vision eventually got to a point that he could no longer ride, but Nathan continued with his interest building vintage and low-rider bikes. Shortly after high school Nathan started looking into possible careers with help from DVR counselors Sharon Wood and Michelle Medina. From working at a tree nursery to assessments with Goodwill, nothing interested Hammond, until Business Outreach Specialist Melody Babbitt gave Nathan a call.

“Melody was working with Wal Mart and it was just sort of a random thing, but she called and said we might be able to get you this job assembling bikes.” Nathan said.

He had just completed a two week course at the Barnett Bicycle Institute in Colorado Springs (which was paid for by donations elicited by one of his bicycling buddies) and he was ready to put those skills to work. Nathan now assembles as many as 15 bikes in one day and loves his job as well as the opportunity that was provided to him through help from DVR and Wal Mart Store Manager Joe Martinez.

This is a great job. I get to do what I’ve always wanted to do.

– Nathan Hammond, DVR client



## January

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

# PROGRAM HIGHLIGHT: Self-Employment Program

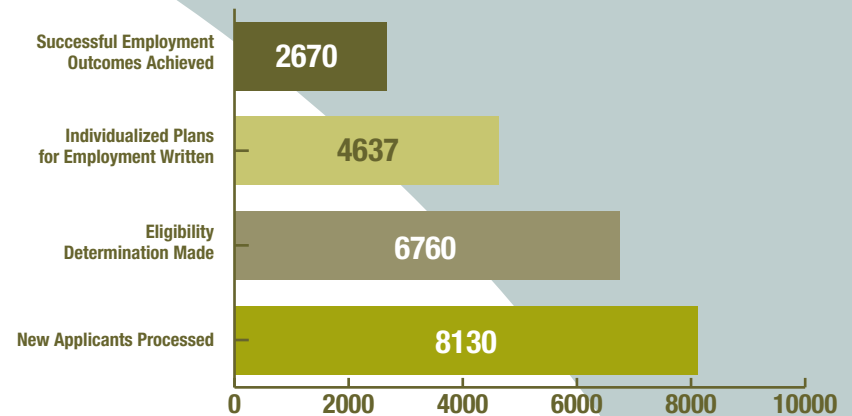
**For the entrepreneurs among us, the Division of Vocational Rehabilitation (DVR) offers a wealth of well trained and motivated personnel known as Rehabilitation Counselors for Entrepreneurship (RCEs). These “RCEs” employ specialized self-employment skills designed to assist our hugely diverse clientele through the murky waters of today’s business environment.**

Additionally, our clientele will benefit greatly from our professional vendor network, made up of seasoned business experts, all of whom are united for the purpose of offering their collective expertise to aid and assist our new entrepreneurs with “real-world” knowledge and training.

For our clientele already fortunate enough to be experienced business owners, DVR offers existing business intervention assistance with professional know-how, advice and resources that will propel our entrepreneurs to new levels of business success. That business success and associated rewards for outstanding business achievement offer our entrepreneurs the opportunity to excel well beyond the barriers related to any disability.

This approach is best illustrated by our collaborative work with the Colorado AgrAbility Project, a partnership between Colorado State University Cooperative Extension and Easter Seals Colorado. AgrAbility locates farmers and ranchers at risk of losing their careers in agriculture due to injury or disability. Through DVR financial assistance and support, farmers and ranchers obtain equipment adaptations or other adaptive devices that help them sustain their work. The Division’s Self-Employment Program partners with the Colorado Small Business Development Center (SBDC) Network, Service Corps of Retired Executives (SCORE), U.S. Small Business Administration (SBA), Colorado Office of Economic Development and International Trade and a myriad of other similarly charged organizations, each of whom are dedicated to the goal of preparing entrepreneurs to succeed in today’s tricky and sometimes brutal business environment.

## SFY 2008: What we accomplished



## February

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28



## CLIENT SUCCESS STORY: Monica Daniels

**Monica Daniels has suffered from rheumatoid arthritis for the past six years. Before being diagnosed in 2004 she didn't know why she "just couldn't get off the couch," and found herself unemployed and looking for help.**

Almost simultaneously, she found a great doctor and discovered DVR. With proper treatment and medication she started her physical recovery, and through DVR's self employment program she began to put the pieces in place to start her own business.

Monica had previously managed an arcade in her hometown of Florence and she noticed that the children were always complaining about how they had to drive to Pueblo to find "cool clothes." So she started working with DVR counselor Anna Cisneros to start her own second hand clothing store that features only name brand wears.

Open since May, Daniels expanded from clothing for teens to name brand clothes for all ages. She added that she saw her first profit in September, and business continues to grow.

**I couldn't be happier. I owe a lot of thanks to my friends, family and DVR. – Monica Daniels, DVR client**

### March

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

# PROGRAM HIGHLIGHT: Deaf and Hard of Hearing Program

**The Colorado Division of Vocational Rehabilitation provides specialized services to individuals who are Deaf or Hard of Hearing to assist them in achieving vocational success. Support services provided through DVR address the unique communication and cultural aspects of Deafness that are required to ensure the full and active participation of customers in the rehabilitation process.**

DVR counselors that are Deaf or fluent in American Sign Language are staffed in appropriate offices throughout Colorado. Their knowledge of deafness and ability to facilitate effective, culturally-sensitive communication is vital to the collaborative and highly interactive vocational rehabilitation process.

DVR continues to keep current with technological advancements and Assistive Technology that promote communicative independence and self-reliance. DVR uses Video Phone technology in several offices throughout the state, which have significantly enhanced communication and heightened the level of cultural immersion with the Deaf community. An effort is being made to provide this device in most DVR offices. To further enhance communication, quality certified interpreters are made available to all individuals who require interpreting service. In fact, DVR field offices set aside a portion of the operating funds in order to ensure that DVR has adequate resources available for interpreting services, when needed. Improved service delivery, advanced communication technology, and effective counseling practice have been key components to increasing the accessibility and support of the Division of Vocational Rehabilitation to persons who are Deaf or Hard of Hearing throughout the State of Colorado. The commitment of DVR to the vocational success of persons who are Deaf or Hard of Hearing is clearly reflected in the fulfilling experiences shared by DVR customers and the number of employment outcomes achieved this year. DVR looks forward with hopeful anticipation to the new fiscal year, sure to be filled with exciting improvements and deeper insight into effectively addressing the needs of the Deaf community.

The contacts that were introduced to me turned out to be very dedicated employees and assets to my business. The DVR staff's assistance with orientation and communication was invaluable. – Doc Watters Wine Cellars, Inc.

April

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		





## CLIENT SUCCESS STORY: David Graves

**Because of a hearing impairment, David Graves spent most of his life in construction so he “didn’t have to deal with people that much.”**

But when he was diagnosed with arthritis in his hands and shoulder in 2002, his doctor told him he would have to change occupations. David knew what he had always wanted to do but wasn’t sure he would be able to overcome his hearing impairment to do it.

“In my heart what I always wanted to do was to pastor a small county church,” said Graves. “But after I left construction I went to apply for a job as an associate pastor, and when I walked into the auditorium I couldn’t hear because of all the background noise. I got very discouraged.”

David then found DVR, and with the help of counselor Elaine De Smedt in the Golden office, he discovered that modern hearing aides could help him distinguish voices and words out of all that background noise, so he pursued a master’s degree in pastoral studies.

Four years later David obtained his degree and became a full time pastor at First Baptist Church of Ft. Lupton. He has worked to help the small church double its Sunday attendance since being hired in July.

**I am off to a great start with all that DVR has provided. The church has now nearly doubled in attendance since I came here July 1, 2008. – David Graves, DVR client**

May

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						



## CLIENT SUCCESS STORY: Susan Bishop

**Sometimes it takes a while for that light to turn on. For Susan Bishop it took 20 years.**

After a life of abusing drugs and the accompanying legal troubles, Bishop finally realized she needed to change her life after another drug-related arrest in 2005.

“There is some point in your life when you just have to make a decision to go on and survive or be in that same old slump of always worrying about your family and your life – just that ugly daily struggle,” said Bishop. “After my last arrest, I prayed every day to have my life turn around. Children follow in your footsteps, and I didn’t want them to make the same mistakes I made.”

Bishop began an addiction treatment program and then sought help from DVR to try and get back in the workforce. Her counselor, Angelique Atkinson and Business Outreach Specialist Melody Babbitt began the process of getting her some job seeking skills, and a mock interview session ended up turning into a perfect opportunity for Bishop.

A representative from Goodwill Industries in Colorado Springs interviewed Bishop, and was so impressed with her eager attitude and determination she offered Bishop a job.

Bishop has been clean and sober three years now and has made a great impression on her co-workers at Goodwill. She is grateful for the opportunity that both DVR and Goodwill have given her in her quest for a new life.

**I had lost a lot, but Goodwill and Voc Rehab accepted me and helped me to re-integrate back into society and be comfortable around people. It’s wonderful to have come from there to here.** – Susan Bishop, DVR client

June

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## DVR BUSINESS OUTREACH PROGRAM:

# Bridging business and ability

**DVR operates on the following premise: We are DVR. We offer employers the best candidates and the best support.**

The DVR Business Outreach Program's vision is to develop long-term working relationships with private businesses and public organizations that result in successful employment outcomes for DVR job seekers. Thanks to all DVR staff, DVR is Colorado's leading placement organization for people with disabilities. The business outreach team assists DVR staff by providing a bridge between companies and talented job seekers, helping both connect and succeed.

In addition to educating businesses about the benefits of using DVR as a recruitment resource, the business outreach team prepares and delivers valuable disability awareness training to assist employers in learning about hiring and employing persons with disabilities, proper disability etiquette, and how these can positively impact the business' bottom line. Other services to employers include information and guidance about the Americans with Disabilities Act (ADA) and job accommodations; consultative services such as job retention for a person with a disability or who has recently become disabled, job analysis, and adaptive technology. Finally, we can provide information about possible DVR financial incentives and tax credits a business may receive for hiring a person with a disability.

## 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 eligibility for vocational rehabilitation services. 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 that 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. Follow-up services are provided by the rehabilitation counselor to assure that the individual's employment is stable and satisfactory. Customers may avail themselves of the Client Assistance Program when they have a dispute with the vocational rehabilitation counselor's decision regarding customer services.

## SERVICES AVAILABLE

DVR provides 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, appropriate and at the least possible cost 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;
- Vocational rehabilitation counseling and guidance;
- Physical and mental restoration services;
- Training services;
- Specialized services for individuals who are blind, deaf, and deaf-blind;
- Rehabilitation technology services;
- Placement services are provided directly by vocational rehabilitation counselors and our Business Outreach Specialists before consideration is given to outsourcing this service;
- Supportive services;

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

**We found the services easy to apply for and DVR was quick and timely in their on-the-job-training payments. We would use DVR again to find employees.**

**– All Seasons Rental**

# State Rehabilitation Council (SRC)

## MISSION:

The Division of Vocational Rehabilitation (DVR) has had a State Rehabilitation Council (SRC) for over twenty-three years. The SRC mission statement is:

SRC provides individuals with disabilities a strong substantive role in shaping the programs and services established to support their employment goals and aspirations and to provide consumers of vocational rehabilitation services a mechanism to influence at the systemic and policy level the direction of vocational rehabilitation programming.

## CONTACT INFORMATION:

### The Colorado State Rehabilitation Council

Attention: Rebecca Johnson  
1575 Sherman St., 4th Floor  
Denver, Colorado 80203

Telephone: (303) 866-4714  
FAX: (303) 866-4905  
Email: [voc.rehab@state.co.us](mailto:voc.rehab@state.co.us)  
Web:

[http://www.cdhs.state.co.us/dvr/hm\\_councils.htm](http://www.cdhs.state.co.us/dvr/hm_councils.htm)

**SRC Staff Member: Rebecca Johnson**

## COUNCIL MEMBERS:

### Judi Stein Stutman

*Co-Chair,  
State Rehabilitation Council  
Public at Large*

### Marla Pinnecoose

*Co-Chair,  
State Rehabilitation Council  
Southern Ute Tribe*

### Margarita Cordova

*VR Consumer representative*

### Todd Coffey

*DD Planning Council*

### James Crowe

*VR Counselor (Ex-officio)*

### Dave DeLay

*Mental Health*

### Joe Garrity

*VR Consumer representative*

### Kathy Grant

*Public at Large*

### Booker Graves

*Workforce Investment Board*

### Kay Jamison

*Disability Groups*

### Gina Luby

*Parent of Child with Disability*

### Barbara Palmer

*Department of Education*

### Geoff Peterson

*Client Assistance  
Program Representative*

### Karen Rutledge

*Parent Training and  
Information Center*

### Joyce Schlose

*Community Rehabilitation  
Service Provider*

### Joe Sims

*Disability Advocacy Groups*

### Nancy Smith

*Director, Division of Vocational  
Rehabilitation (Ex-Officio)*

### Larry Williams

*State Independent Living Council*

### Kevan Worley

*Business, Industry, and Labor*

I think they really care about the people they assist. They are really professional, all-around good people. – DVR client

## STATE REHABILITATION COUNCIL:

# Goals for 2008

- The SRC will formalize recommendations it makes to the Division of Vocational Rehabilitation (DVR).
- The SRC will partner with DVR's Employee Council on a consumer satisfaction survey.
- The SRC will recruit members for all vacancies on the Council.
- The SRC will educate all members about the Council.
- The SRC's Employment Committee will focus on activities that encourage the federal government to hire people with disabilities.

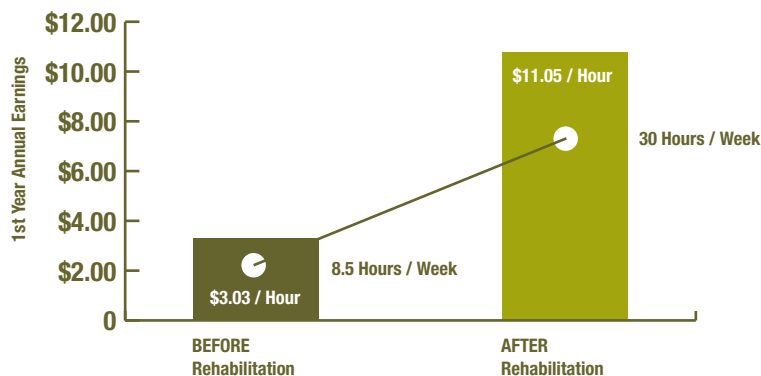
## RECOMMENDATIONS:

The SRC made a specific recommendation to expand current efforts to target services in response to the needs of veterans who have been injured in the Iraq War. DVR has:

- Supported new job development efforts for veterans, statewide;
- Participated in a multi-agency task force called the Veterans Initiative committed to working collaboratively to help veterans find the support they need. One focus of this group will be to design, develop and fund an online resource directory to build opportunities for communication between various professionals working with veterans; and
- Added the Colorado Traumatic Brain Injury Trust Fund in September 2007. The Trust Fund supports services for people with traumatic brain injury, as well as traumatic brain injury education and research. This new partnership has enabled the Division to have a more active participation in the options for services to veterans with traumatic brain injury.

DVR intends to change the current process of conducting the Comprehensive Needs Assessment to once every three years. Beginning in Federal FY 2009, DVR will conduct a portion (approximately one-third) of the Comprehensive Needs Assessment each year, as is currently being done in other states. The SRC will be working closely with DVR to develop the annual survey tools. DVR determined there are many benefits in doing a smaller needs assessment each year, and it would be possible at that time to look at incorporating consumer satisfaction surveys with this new process. The results of the smaller needs assessments will be used to provide more focus for the SRC's Consumer Satisfaction Survey in 2010.

## SFY 2008: Increased Earnings and Hours Worked for All Consumers



## COMMITTEES and ACTIVITIES:

Colorado's SRC uses standing committees as well as ad hoc committees to conduct most of the detailed work on various issues. They use this committee structure to ensure that their goals are met through active participation of all SRC members. The standing committees include:

**Consumer Satisfaction Committee** addresses direct access issues of the DVR consumer of vocational rehabilitation services. The committee presents reports and recommendations to the entire State Rehabilitation Council for review and confirmation. The committee is responsible for the Consumer Satisfaction Survey. The committee also cooperates with DVR in the maintenance of the Hearing Officers pool used by clients in appeals.

**Employment Linkage Committee** forges a partnership between businesses and vocational rehabilitation services to facilitate client transition into employment. The committee lobbies and advocates for Partners With Industry, in order to create additional employment opportunities in industry for DVR consumers.

**Membership / Recruitment Committee** insures that SRC members comply with the mandates of the 1998 Rehabilitation Act. The committee also assures that members and associate members participate in and contribute to the SRC and its mission. The committee recommends potential SRC members for Governor appointment and is responsible for the orientation and ongoing training of SRC members. Each standing and ad hoc committee of the SRC is staffed by appropriate Division of Vocational Rehabilitation personnel to ensure that the SRC is

apprised of DVR's developing issues and to ensure that the SRC has ample opportunity to provide input into DVR's administrative and program activities. The focus of the State Rehabilitation Council's activities is to partner with, and support DVR's efforts in the community, including educating the public and community advocacy organizations about the State/Federal VR program's mission and mandates, providing real stories about how DVR has helped persons with disabilities, advocating for legislative support for DVR, and expanding DVR's employer network.

The SRC and DVR worked effectively together to conduct a consumer satisfaction survey for those who are deaf or hard-of-hearing in early Federal FY 2008.

The SRC made recommendations concerning focusing on placement activities with various employers, specifically with the federal government. Based on this recommendation, DVR and SRC worked together to offer an opportunity for Equal Employment Opportunity Commission (EEOC) professionals to learn more about job placement in the federal government at "A Day at College for Federal Employees: Leadership for the Employment of Americans with Disabilities". This was a highly successful multi-agency conference/training conducted in June 2008. Topics included:

- Vocational Rehab: We have the staff that you are looking for
- What is the Schedule A and how to use it

- Who is the Job Accommodation Network (JAN) and what can they offer your Agency?
- EEOC — An overview of Section 501 of the Rehabilitation Act and an Agency's requirement to provide reasonable accommodation.

In addition, DVR supported Senate Bill 08-004 – Concerning Measures to Encourage State Employment of Persons with Developmental Disabilities.

*This bill states that it is the intent of the general assembly to create the state employment program for persons with developmental disabilities, to encourage and provide incentives for state agencies to give meaningful employment opportunities to persons with developmental disabilities and to improve the state's practices in employing, supervising, and supporting persons with developmental disabilities.*

DVR is mandated by Senate Bill 08-004 to provide staff to work with Colorado's Department of Personnel and Administration to implement the provisions of this bill.

While Senate Bill 08-004 does apply specifically to opportunities for employment in state government for people with developmental disabilities, it is a huge first step and opens the door to opportunities for employment in state government for all people with disabilities. DVR will begin to work with the Department of Personnel and Administration to increase opportunities and facilitate state employment for all persons with disabilities.

**PROGRAM HIGHLIGHT:**

# Business Enterprise Program

**Business Enterprise Program (BEP), mandated by the Federal Randolph-Sheppard Act of 1936, trains legally blind individuals and helps them establish, maintain, and manage food service locations in State and Federal government buildings and other facilities.**

The operations include large and small cafeterias, military dining halls, snack bars, convenience stores, and vending machine concessions in these buildings as well as State parks, rest areas, ports of entry, welcome centers, and youth corrections. The mission of BEP is to provide individuals who are legally 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 positive public image. As of July 2008, 37 business enterprises were operating on Federal and State properties in Colorado. The Program receives no general fund money and is funded from an allotment of Federal funds authorized by Title I of the United States Rehabilitation Act of 1973 (Section 110), cash funds, and cash funds exempt. One of the primary sources of the Program's cash fund is derived from the blind operators and their assessments. The Licensed Blind Operators act as independent contractors to the State Licensing Agency (SLA). Blind operators are individual business entrepreneurs, using profits earned as their livelihood income.

**DVR opened so many doors for me ... they really helped me to regain my independence and move forward in my life. – DVR client**



*Ribbon cutting ceremony at the Einstein Brothers Bagels opening at the Denver Federal Center. (From left to right: Kevan Worley, licensed blind operator for the Einstein Brothers Bagels; Nancy Smith, Director DVR; and Paul Proudly, Assistant Regional Administrator for GSA.)*

						July
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

**CLIENT SUCCESS STORY:**

# Anthony Lucero

**With college recruiters calling him to play football, and a childhood dream of becoming a welder, most would say that Anthony Lucero's future was pretty much laid out for him.**

However, few people knew that Lucero had two mountains to climb in order to obtain his goal: a learning disability that hampered his abilities in English, reading and spelling; and a lot of self doubt.

"I always told everyone that I was going to be a welder," said Lucero. "But I really didn't think I would be able to handle the classes I needed to get me where I wanted to go."

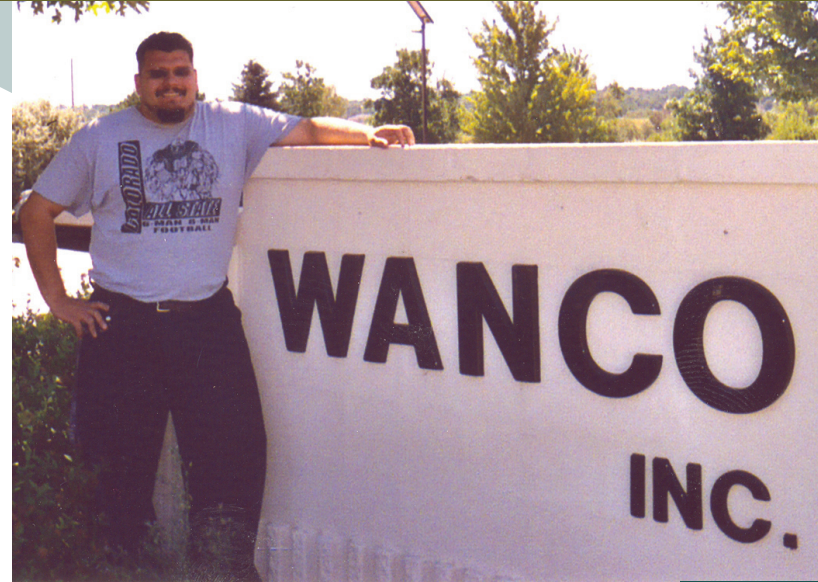
That's where DVR counselor Rhonda Covington came in. She not only helped financially with a plan that paid the remainder of Lucero's college expenses that the scholarship didn't cover, but she also helped set him up with a tutor who could accommodate his specific needs as he worked toward his associate's degree at Butler Community College.

"Rhonda was wonderful," said Lucero. "She made the whole transition from high school to college easy."

Lucero now is living his dream as a welder and repair technician working in Denver for Wanco, a company specializing in highway safety and traffic control products.

**I really couldn't ask for a better job. I never believed I would be as successful as I am right now.**

**– Anthony Lucero, Welder and DVR client**



August

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					



# PROGRAM HIGHLIGHT: Youth Unit

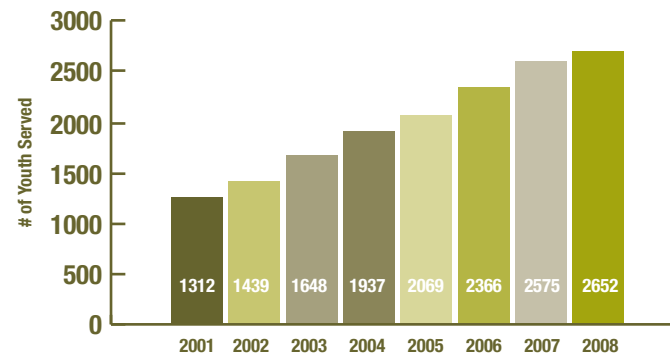
Thank you Division of Vocational Rehabilitation for helping me attain things I never even dreamed of. – DVR client

**The DVR Youth Unit assures that quality transition services are provided to Colorado’s youth and young adults with disabilities. The Youth Unit ensures that DVR counselors understand and successfully implement transition services so students with disabilities do not encounter gaps as they leave the school setting and begin participating in activities leading to successful employment.**

To this end, Colorado DVR counselors provide consultation and technical assistance to educators early in the transition process. Staff also facilitate referrals, determine eligibility, assist students with the selection of suitable employment outcomes, and provide services as appropriate to the individual needs of students. Additionally, the Youth Unit is responsible for the implementation of Colorado’s School to Work Alliance Program (SWAP). SWAP is a partnership with more than 150 local school districts and the Colorado Department of Education. SWAP involves collaboration with multiple community-based agencies. Each year, SWAP provides year-round transition services, including community-based assessment, career exploration, career development, community-based work experiences and job placement to more than 3,000 youth between the ages of 16 and 25.

September						
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

**School to Work Alliance Program (SWAP): Youth Served by State FY**



## CLIENT SUCCESS STORY: Lindsay Johnson

**Anyone with a disability knows that recovery doesn't happen overnight, and in most cases those small steps back to a normal life oftentimes feel like great victories.**

Such is the case with Lindsay Johnson. Since sustaining a traumatic brain injury in a car accident in July, 2007, Lindsay had experienced chronic pain in his back, ribs and legs in addition to dizziness, blurred vision, memory problems and an increased tendency to withdraw and socially isolate himself from friends and family. He also had not played his keyboard, something he loved to do before his accident.

Lindsay turned to the TBI Trust Fund Program through Denver Options and Care Coordinator Marci Hales who started working on Lindsay's plan. Through talking with Lindsay she found that the former ski instructor had a goal to regain some of the physical strength he had lost since the accident.

Hales set Lindsay up with some gym passes at a Fort Collins recreation center, and it quickly proved to be just what the doctor ordered.

"The more I did it, the better I liked it," Lindsay said. "I'm stronger, and that's the biggest thing. I just feel better."

Hales said that Lindsay is not only getting stronger but has made some friends at the gym, is active in the community and has even started playing music again. Lindsay said his ultimate goals are to find a job and get married, but right now he is content to take it one step at a time. His next step: getting back on the slopes.

**Thank you DVR from the bottom of my heart for all the assistance you provided. – DVR client**



October

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Here at Safeway we really appreciate the relationship that we have formed with DVR. We count on them to source us quality candidates who are willing and enthusiastic to come to work with us. We know that when we are working with DVR to source a potential candidate that we are always treated with utmost professionalism, courtesy and attention to detail. DVR takes the time to thoroughly research the demands of the available position and does an excellent job of matching the most qualified candidates. – Safeway

November						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## COLORADO

# Traumatic Brain Injury Program

**The Colorado Traumatic Brain Injury Trust Fund Program (CTBIF) Program, housed within the DVR, strives to develop a system of care in the state of Colorado to address the needs of individuals with TBI. The TBI Program is meeting this challenge through two programmatic areas: grant funds from the Health and Rehabilitation Services Administration (HRSA) and the CTBIF.**

The TBI Program obtained HRSA grant funds in 2006. The focus of this grant is to increase the capacity of service providers to effectively address the needs of individuals with TBI who are veterans, Latinos, or individuals residing in rural areas of the state and to increase access to mental health services for individuals with TBI. To achieve this goal the TBI Program has contracted with the Brain Injury Association of Colorado (BIAC) to develop networks of professionals across the state. In addition, a comprehensive needs and resource assessment has been conducted to assist with the development of a five year plan for addressing the needs of Colorado citizens with TBI.

The CTBIF was created by Colorado statute in 2002. The TBI Trust Fund strives to support all people in Colorado affected by TBI through services, research and education. Revenue is generated from surcharges assessed for DUI, DWI and speeding tickets. In addition, as of 2008, surcharges are assessed on tickets for individuals 18 and under riding a motor cycle without a helmet. By statute the funds are divided in the following three areas; approximately 65% for services, 30% for research and 5% for education.

**PROGRAM HIGHLIGHT:**

# Independent Living Programs

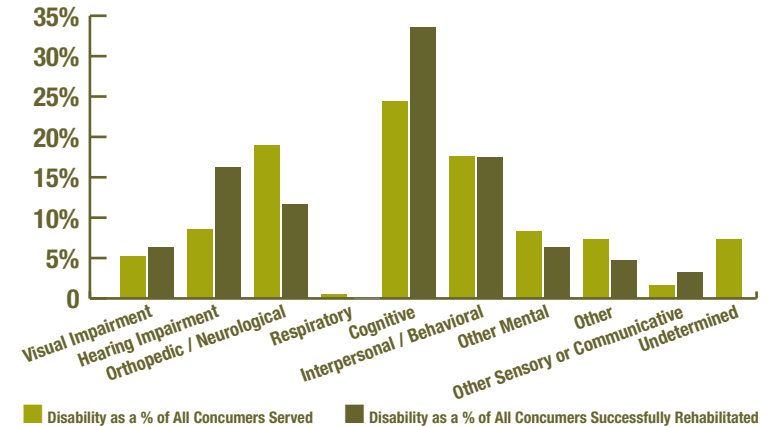
During this first year of the 2008-2010 State Plan for Independent Living (SPIL), the Statewide Independent Living Council (SILC) and our ten Centers for Independent Living (CILs) made excellent progress toward the goals of the SPIL.

The SILC diversified its membership to include better geographic and disability representation. A SILC logo and website were developed and implemented. Presently the SILC is working on an issue brief regarding Emergency Preparedness for people with disabilities across the state. CIL staff attended a statewide training on Community Organizing, funded by the SILC. The CILs are currently serving nearly 7,000 individuals and are continuing their outreach to all Colorado counties with unserved or underserved populations. At this time, all seven vendors of the Older Individuals who are Blind (OIB) program are State-Certified CILs. The OIB program serves people who are 55 or older and visually impaired or blind. To date, over 600 individuals throughout the State have received direct services. Hundreds more have benefited from the OIB low vision seminars and vendor fairs held throughout the State.

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

**SFY 2008:**

**Disabilities of Consumers Served and Successfully Rehabilitated**



**December**

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**PROGRAM HIGHLIGHT:**

# Personal Adjustment Training

**The Division of Vocational Rehabilitation's Personal Adjustment Training (PAT) program has witnessed substantial changes during the last year, particularly in personnel.**

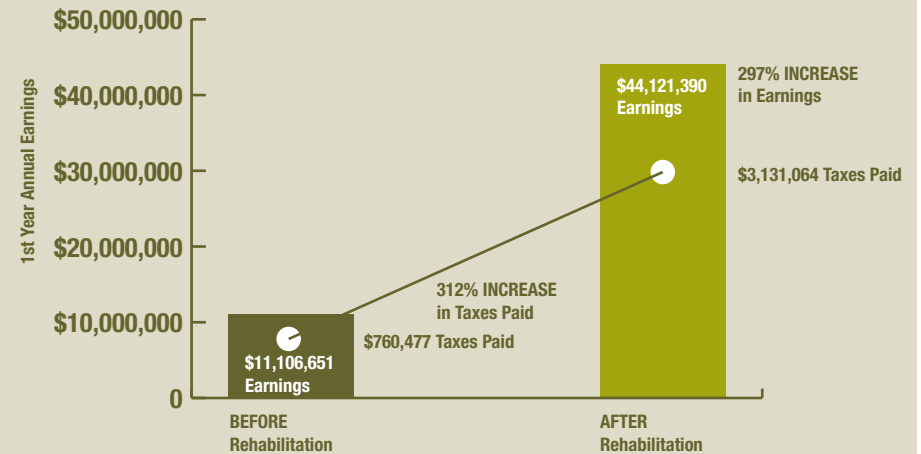
While our PAT Assistive Technology program lost a valuable member of our team, we have been fortunate to recruit Jason Fayre to oversee the program. Mr. Fayre brings to DVR a wealth of private sector experience working with individuals who are blind and visually-impaired and their use of computer technology. The PAT program remains excited about filling one AT position, which will be responsible for statewide provision of DVR AT services.

Additionally, the PAT program has lost an Orientation & Mobility (O & M) instructor, which has impacted our staff patterns but the current PAT staff (Ken Neve, Heather Parsons, Heather Hamilton) have stepped-up, and prevented substantial gaps in services for DVR consumers.

However, the continued success and enhancement of the PAT program has been underpinned with the hiring of our Client Services Coordinator (CSC), Jackie Geib. As a former DVR counselor, Ms. Geib is equipped to field a variety of questions and situations, as well as solidify the core of the PAT program.

The DVR PAT program is currently revamping our curriculum, which will prove to provide greater guidance for teachers and information for PAT students and other collaborative agencies. The "new" curriculum should be available for review and distribution in early Spring '09.

## DVR: Economic Benefit to the State of Colorado



## IN SFY 2008:

**2,463** Coloradoans with disabilities were successfully employed in a competitive job

**68%** of these new workers were unemployed when they became involved with DVR

Average annual salary for these workers rose from **\$4,510** prior to DVR's involvement to **\$17,911** after rehabilitation

These new workers will add **\$33,014,738** to Colorado's tax base after the first twelve months following rehabilitation

**When people with disabilities take control of their lives, barriers diminish and opportunities multiply. – DVR client**

# DVR Offices and Contact Information

## ADMINISTRATIVE OFFICE:

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

Voice/TTY: 303.866.4150  
Toll Free: 1.866.870.4595  
FAX: 303.866.4905

Web: <http://www.cdhs.state.co.us/dvr/>  
Email: [Voc.Rehab@state.co.us](mailto:Voc.Rehab@state.co.us)

## STAFF

### Nancy Smith

*Director, Division of Vocational Rehabilitation*

### Kenneth Schmidt

*Ed.D., Administrator, Field Services*

### Krista Dann

*Manager, Organizational Development*

### Sue Schierkolk

*Supervisor, Transition and Youth Unit*

### Sandy Pratt

*Manager, Central Support Services*

### Diana Pratt Wilson

*Manager, Provider Relations*

### Gale Klingman

*Manager, Program Performance and Information Management Services*

## FIELD OFFICES:

Office	Phone	TTY
Alamosa	719.589.5158	719.589.5150
Aurora	303.337.4610	
Boulder	303.444.2816	303.444.8136
Cañon City	719.275.2318 x3076	
Colorado Springs	719.635.3585	719.635.0529
Craig	970.824.9671	
Delta	970.874.5781 x12	
Denver Metro	303.866.2500	303.866.3984
	303.866.3100	303.866.3980
Durango	970.247.3161	970.247.7940
Edwards	970.926.1515	
Fort Collins	970.223.9823	970.223.9823
Fort Morgan	970.542.9376	
Frisco	970.668.5360	
Glenwood Springs	970.945.9174	970.945.9174
Golden	303.866.4121	303.866.4125
Grand Junction	970.248.7103	970.248.7103
Greeley	970.353.5409	
Greenwood Village	303.221.2089	303.221.3099
Lamar	719.336.7712	719.336.7712
Limon	719.775.8819	719.775.8819
Longmont	303.776.6878	303.776.7783
Montrose	970.249.4468	970.249.4468
Northglenn	303.866.2110	303.866.2120
Pueblo	719.544.1406	719.546.0968
Rocky Ford	719.254.3358	
Salida	719.539.9670	719.539.9670
Steamboat Springs	970.620.0418	
Sterling	970.522.3737	970.522.3737
Trinidad	888.734.2211	

## Community-centered Board Location Offices:

Colorado Blue Sky Enterprises	719.546.0574
Denver Options	303.636.5979
Development Disabilities Resource Center	303.462.6688
Imagine	303.665.7789
Foot Hills Gateway	970.266.5436
Mountain Valley Developmental Services	970.210.5893
	970.945.2306
The Resource Exchange	719.785.6405
Starpoint	719.276.1616

## Other Facilities Providing DVR Services:

Adams County DHS	303.227.2677
Denver Project to End Homelessness	720.944.3858
El Paso DHS	719.444.8115
Grand Junction Career Center	970.778.0790
Pikes Peak Workforce Center	719.667.3796

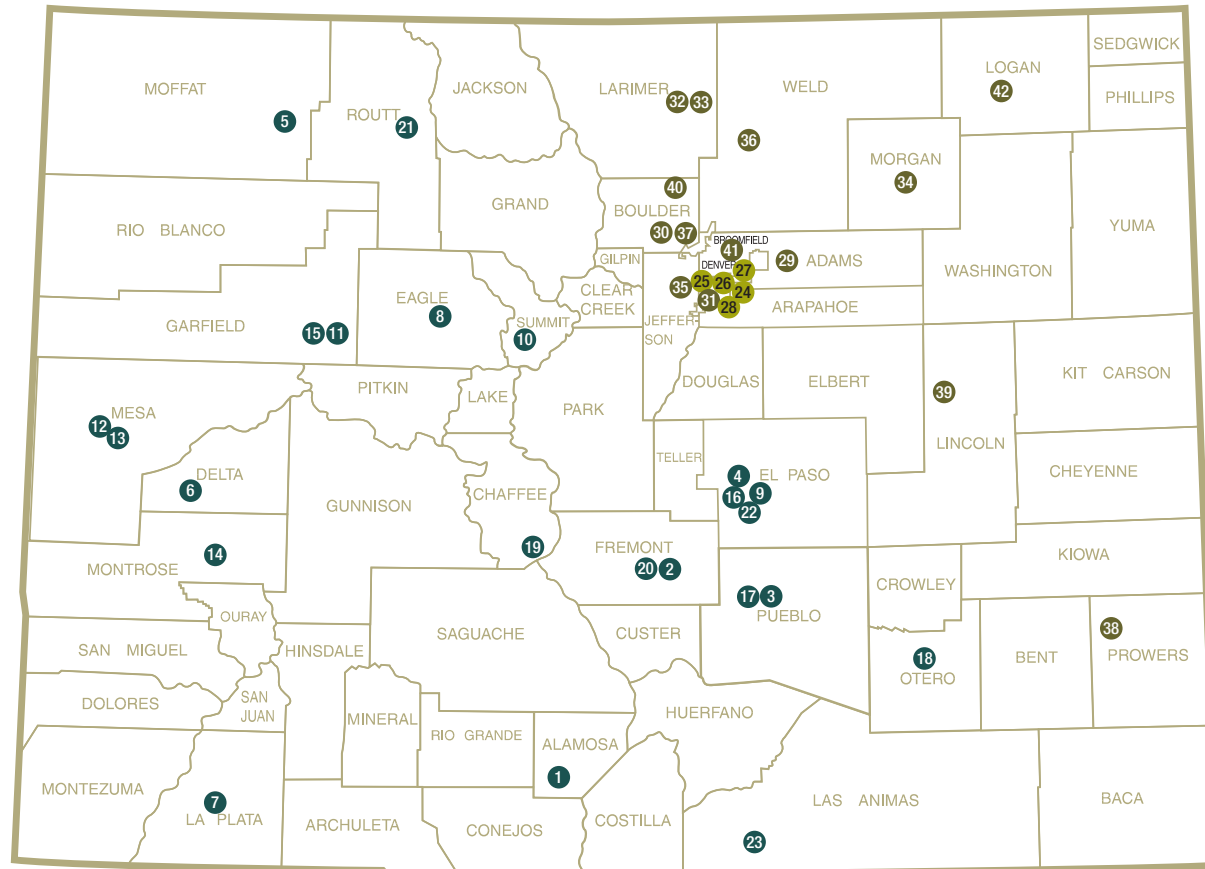
## Other Programs:

Statewide Teacher for the Blind Program	303.866.2500
Business Enterprise Program	
Marilyn Morgan/Manager	303.866.3484
Traumatic Brain Injury Program	
Nancy Smith, Director, DVR	303.866.4779

**REGION I:**

Ken Reynolds, *Supervisor*  
719.482.7970

- 1 Alamosa
- 2 Cañon City
- 3 Colorado Blue Sky Enterprises (CCB)
- 4 Colorado Springs
- 5 Craig
- 6 Delta
- 7 Durango
- 8 Edwards
- 9 El Paso DHS
- 10 Frisco
- 11 Glenwood Springs
- 12 Grand Junction Career Center
- 13 Grand Junction
- 14 Montrose
- 15 Mountain Valley Developmental Services (CCB)
- 16 Pikes Peak Workforce Center
- 17 Pueblo
- 18 Rocky Ford
- 19 Salida
- 20 Starpoint (CCB)
- 21 Steamboat Springs
- 22 The Resource Exchange (CCB)
- 23 Trinidad



**REGION II:**

Marilyn Carmichael, *Supervisor*  
303.866.3111

- 24 Aurora
- 25 Denver Project to End Homelessness
- 26 Denver Metro
- 27 Denver Options (CCB)
- 28 Greenwood Village

**REGION III:**

Candy Leathers, *Supervisor*  
303.866.2708

- 29 Adams Country DHS
- 30 Boulder
- 31 Developmental Disabilities Resource Center (CCB)
- 32 Foot Hills Gateway (CCB)
- 33 Fort Collins
- 34 Fort Morgan
- 35 Golden
- 36 Greeley
- 37 Imagine (CCB)
- 38 Lamar
- 39 Limon
- 40 Longmont
- 41 Northglenn
- 42 Sterling

Qualified applicants.  
Outstanding employers.  
We bring you together.

[www.dvrcolorado.com](http://www.dvrcolorado.com)



1575 Sherman Street	TDD	303.866.4150
4th Floor	Toll Free	1.866.870.4595
Denver, Colorado 80203	Fax	303.866.4905
<a href="http://www.dvrcolorado.com">www.dvrcolorado.com</a>	Email	Voc.Rehab@state.co.us