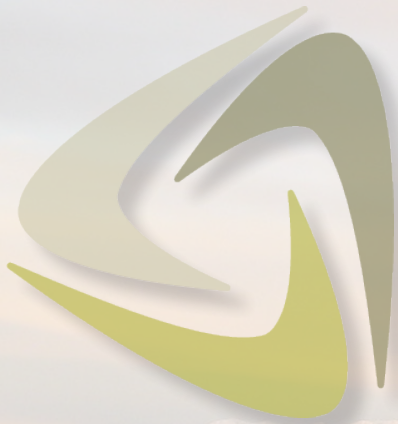


Colorado State Rehabilitation Council
Colorado Division of Vocational Rehabilitation



Bridging business and ability.



Colorado Department of Human Services
people who help people

10

ANNUAL REPORT | 2011 CALENDAR

Dear Colleagues,

Thank you for taking the time to learn more about the Colorado Division of Vocational Rehabilitation (DVR). The State Rehabilitation Council (SRC) works in partnership with DVR to accomplish goals held in common by both entities. This report covers the year that ended June 30, 2010. The State Rehabilitation Council and the staff of DVR are proud of the accomplishments reflected in this report.

DVR weathered another difficult year in terms of State fiscal constraints and emerged from a State government hiring freeze that had effectively reduced our counseling staff by more than two dozen people. DVR has been able to hire a number of new counselors who have been helping to get service to clients in a timely fashion. Jobs have been much more difficult to come by in a down economy, but DVR's staff uses creativity and persistence to get opportunities for our clients.

The American Recovery and Reinvestment Act (ARRA) funds helped DVR eliminate the wait list at the end of May 2010, more than a year ahead of our projected schedule. ARRA dollars have also enabled DVR to invest in several activities that build DVR's ability to serve clients far into the future. The case management software project will be completed in less than one year, giving staff a tool to make better use of their time and talents with clients. The SRC recommendation to add a Business Outreach Specialist who works only with placements in federal jobs has been a great success. He has been hard at work, making significant contacts with federal hiring authorities in Denver and statewide. DVR has also been able to purchase lobby computers for its field offices to be used by clients in their employment pursuits, as well as laptops for the Vision Rehabilitation Therapists.

In the last year SRC created an ad hoc Partnership Committee that looked at how to further develop the relationship it has with DVR. The Committee was composed of three SRC members and three DVR managers. Their recommendations have furthered the blending of people and tasks assumed together. Some targeted education will be provided to both DVR by the SRC and to the SRC by DVR. While this committee's work is done, both the SRC and DVR will continue their commitment to a strong partnership.

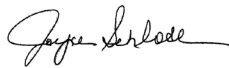
In the coming year we plan to build outward to other important partnerships with community organizations and others who need to be invested in the work of DVR. Colorado faces another challenging year fiscally and the need to be actively involved in educating decision makers about the importance of the work DVR does for people with disabilities and for the state at large will take many people working as one body. We look forward to meeting the challenge together.

Sincerely,



Nancy Smith

Director, Division of Vocational Rehabilitation



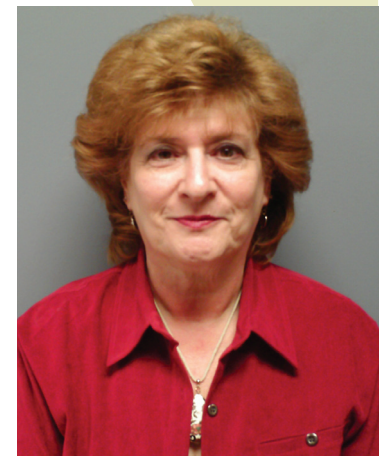
Joyce Schlose

Co-Chair, State Rehabilitation Council



Judi Stein Stutzman

Co-Chair, State Rehabilitation Council



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

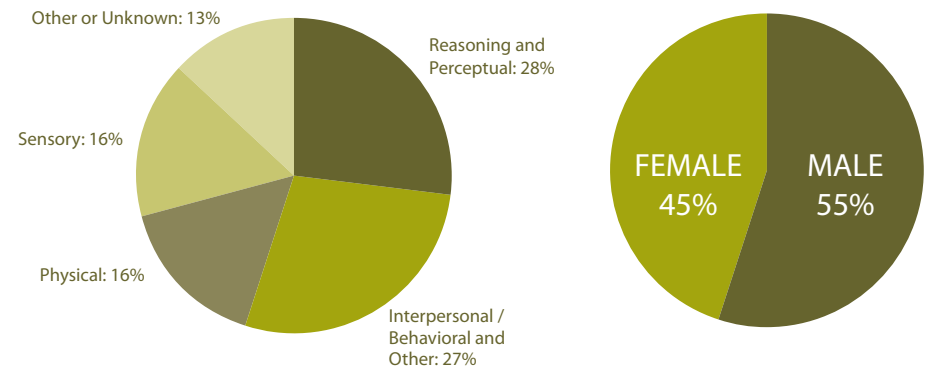
Director, Division of Vocational Rehabilitation

FACTS at a GLANCE

Total Individuals Served	17,952
Successful Employment Outcomes Achieved	1,194
Average Hourly Wage	\$12.00
Average Hours Worked Per Week	28.3
Total Earnings of These Employees in the First Year	\$19.7 million
Average Weekly Salary	\$362
Average Annual Salary	\$18,821
Additional Dollars to Colorado's Tax Base	\$14.6 million
Additional Federal and State Taxes Paid in First Year (estimated)	\$1.1 million

OUR CUSTOMERS

All Data provided was collected from the GGCC Database on August 20th, 2010.



OCCUPATIONS of our CUSTOMERS

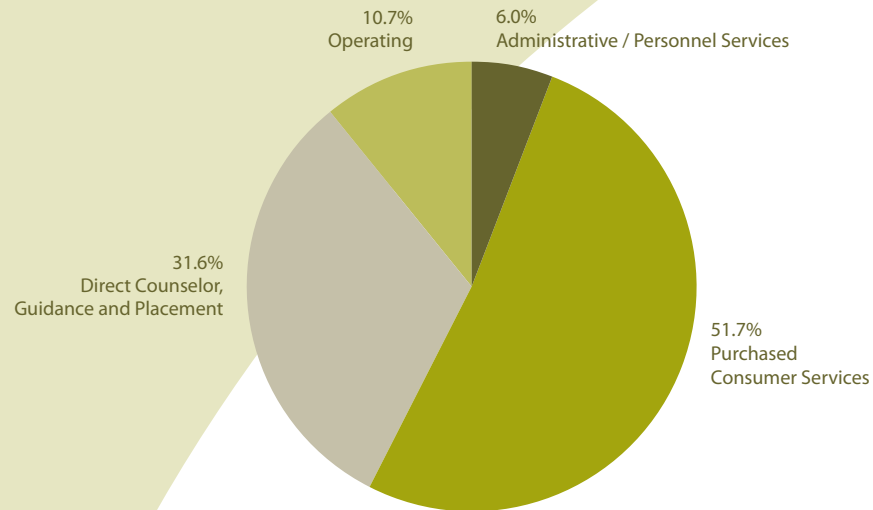
Administrative Support	229	Business Management & Financial	41
Food Services	123	Education & Training	37
Sales	108	Computer, Architecture, & Engineering	26
Building & Maintenance	103	Arts, Design, Entertainment, Sports, & Media	12
Personal Care & Social Services	101	Military & Protective Services .	10
Transportation	86	Agricultural	10
Production	74	Other	99
Healthcare	74		
Construction	61		

WORKLOAD STATISTICS

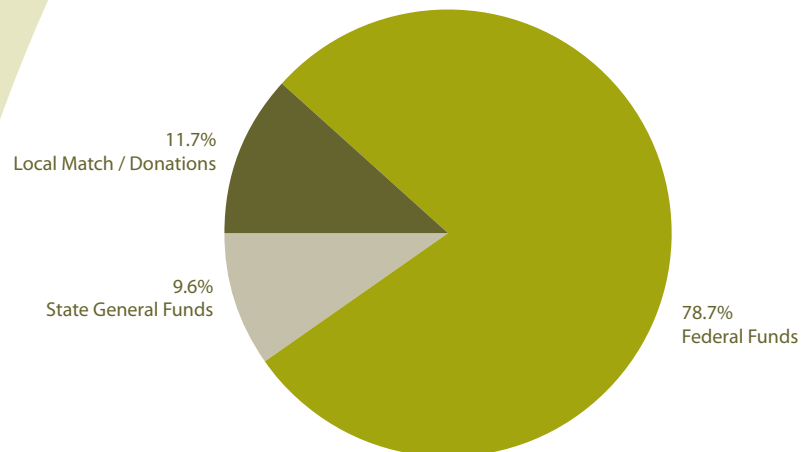
Successful Employment Outcomes Achieved	1,194
Individualized Plans for Employment Written	2,821
New Applications Processed	6,239
New Cases Determined Eligible	5,116
Total Individuals Served	17,952

Field Services

SFY 2010: DVR Expenditures by Type



SFY 2010: DVR Sources of Funding



Colorado's Division of Vocational Rehabilitation (DVR) conducts its business through 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 with obtaining 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.

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.

"Working with the Voc Rehab staff and clients has truly opened my eyes in recognizing abilities in all people. It's about giving everyone the opportunity to succeed."

– Tami Gale, Fort Carson EEO Manager

CLIENT SUCCESS STORY:

Sandy LaCasse

Trying to put a life back together after a traumatic brain injury is never an easy task. From dealing with memory loss to rebuilding relationships with loved ones, many who have experienced TBI say the recovery process is just like starting over.

Sandy LaCasse knows all about starting over. After being thrown from a pickup truck, she sustained a traumatic brain injury as well as damage to her neck and back. At the time, she was a successful metal artist with works featured in galleries throughout the area. However, after the accident she couldn't remember how to perform simple tasks and had a difficult time remembering people close to her.

"I really couldn't remember much of anything," said LaCasse. "I knew people but didn't know my relationship with them."

As she started her recovery, she realized that she could no longer meet the physical demands of being a metal artist. Someone referred her to DVR, but when she walked in the door, her confidence was at an all-time low and she had little hope that her counselor, Ruth Keller out of the Colorado Springs office, would help her to get her life back.

"When Sandy first walked in, I'm not sure how much faith she had in DVR," said Keller. "We did some interest testing to give her a better idea of what she would like to do."

Sandy showed an interest in becoming a dental assistant but the thought of going back to school when she was still struggling with her memory was pretty intimidating. That's when Keller stepped in, giving LaCasse the encouragement she needed to enroll in classes.

"I really didn't know if I was going to make it, but Ruth was my great cheerleader," said LaCasse.

LaCasse not only enrolled in school to become a dental assistant, but was named "Student of the Month," after her first month of classes. She eventually got her degree and is now working happily as an orthodontic assistant.

"My life has come full circle," said LaCasse. "I am in a great place now and feel so accomplished. I feel I have grown leaps."



"I am in a great place now and feel so accomplished. I feel I have grown leaps." – **Sandy LaCasse, DVR Client**

January

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PROGRAM HIGHLIGHT: Self-Employment

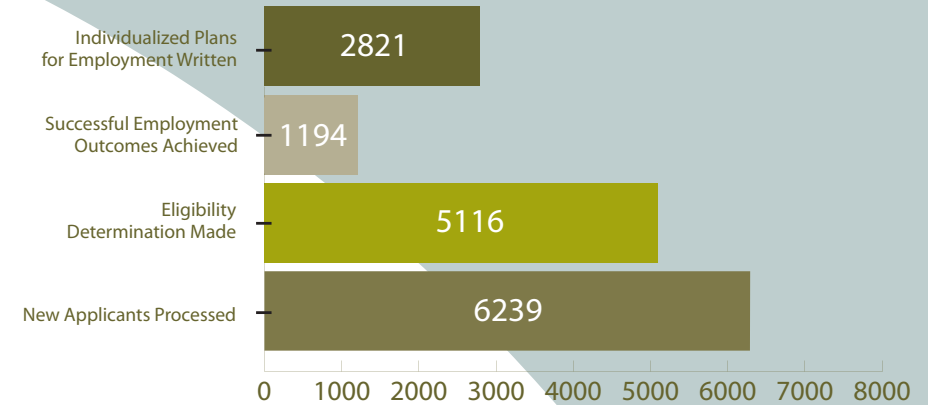
For the entrepreneurs among us, the Division of Vocational Rehabilitation (DVR) offers a wealth of resources through a group of well trained and talented staff known as Rehabilitation Counselors for Entrepreneurship (RCEs). These “RCEs” apply specialized self-employment skills and knowledge designed to assist our diverse consumers in succeeding in the challenging environment of today’s business world.

Additionally, our consumers will benefit greatly from a 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 consumers already fortunate enough to be experienced business owners, DVR offers existing business intervention assistance with professional 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.

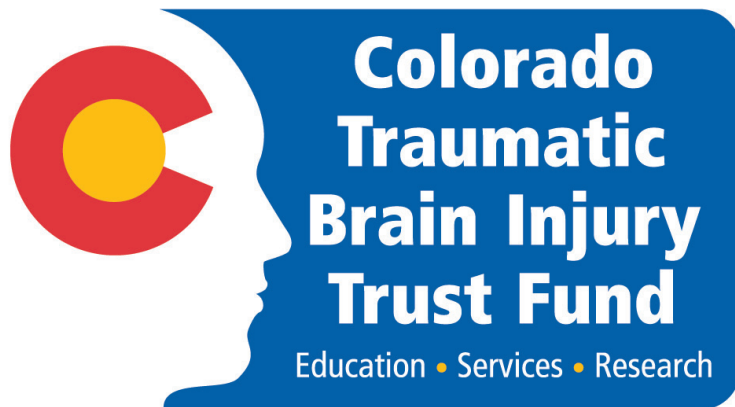
This approach is well illustrated by our collaborative work with the Colorado AgrAbility Project, a partnership between Colorado State University Cooperative Extension and Good Will. AgrAbility locates farmers and ranchers at risk of losing their careers in agriculture due to injury or disability. Through DVR financial assistance and support, farmers and ranchers obtain equipment modifications 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 unpredictable business environment.

SFY 2010: What We Accomplished



February

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COLORADO

Traumatic Brain Injury Program

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

The TBI Program will be obtaining HRSA funding starting October 2010. This is a four year grant with three major initiatives: Increase appropriate and effective identification, assessment, interventions, transitions and successful outcomes of school aged individuals with TBI; develop community based behavioral health provider expertise regarding deployment-related traumatic brain injury screening, assessment, and treatment; and to encourage individuals with brain injuries and their family members to become effective leaders at the individual, community and statewide level. To achieve these goals the TBI Program will be contracting with the Colorado Department of Education, the Denver Veterans Administration, and the Colorado Department of Public Health and Environment respectively.

The CTBITF 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, DWAI, speeding convictions and convictions of those individuals 18 and under riding a motor cycle without a helmet. By statute the funds are divided in the following three areas: a minimum of 55% for services, 25% for research and 5% for education.

Finally, the TBI Program was responsible for implementing an Executive Order on TBI signed by Governor Ritter in December 2008. As a result of the Executive Order a work group was convened comprised of representatives from 13 different State Departments. This work was responsible for developing a comprehensive report to the governor outlining recommendations related to the effective care and treatment of individuals with TBI and their family members. This report is available on our website at www.tbicolorado.org.

March						
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PROGRAM HIGHLIGHT: Deaf and Hard of Hearing

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. 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 Western Eagle County Metropolitan Recreation District is grateful to DVR for sending us an extremely capable employee. This individual is a valued and productive member of our team, as evidenced of him being selected employee of the month for his contributions."

-Mike Staten, Area Recreation Manager

April

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May

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CLIENT SUCCESS STORY: Scott Hill

In working with a caseload of mostly severely disabled individuals, Scott's DVR counselor Pam can often be heard saying she's on a treasure hunt. What is the facet this person contributes, what is the setting and what are the supports to best shine? It can be challenging to get those to all line up. Scott is definitely shining and treasured at his workplace - and it took a team of supports to get there. He has been working at the Boulder Montessori School since April of 2009. He washes the dishes by hand, puts them through the sanitizing machine and puts them away. Scott also does other tasks such as emptying trash and cleaning off tables. Scott is a very enthusiastic and hard worker, and is proud to work all five days of the work week. He almost always has a smile on his face at work, and you can tell that he enjoys what he is doing. He had previously worked at Pizza Hut and Dominos but when he came to DVR he had been out of work for some time. Scott has challenges. He is mostly non verbal, has severe cerebral palsy with spasticity and doesn't read and write, yet he displays incredible tenacity in pushing through the obstacles. Given a chance to shine, he does! Scott is dependable, gives his best and has a genuine smile on his face for work every day. Scott just loves to work and feels a sense of self worth from work that couldn't be matched by any behavioral plan.

The Montessori school was fantastic to give Scott a chance, and Tim Eaton of Employment Link knew just how to support him and bridge the gaps in communication to make this a lasting success. Everybody was very patient with the adjustment and now the staff at Boulder Montessori considers Scott part of their 'family'. Karen Olson, the Director for Boulder Montessori School said, "Scott is such an integral part of our staff. He is very energetic and if he's done with the dishes he will look for something else to do. Also the students respond well to his friendliness."

Scott's sister Lea says, "The Montessori position was a great fit! It was wonderful to see the communication and interaction between the State of Colorado's DVR Program, the Boulder County programs Imagine and Employment Link, Scott's host home provider and family to find such a perfect position for Scott."

But ultimately, it was up to Scott.

Congratulations Scott! You are an inspiration to all of us.

CLIENT SUCCESS STORY: Cassie Davidson

“I made a baby smile today, and that makes my day.” Cassie Davidson



Sometimes the best person to decide whether or not a job placement is a success isn't a manager or a DVR counselor but a customer who is impressed with the service he or she receives from the newly hired employee.

Fran Davidson and DVR Counselor Tracy Rushing had worked tirelessly to find the right fit for Fran's daughter Cassie. Cassie had a run of bad luck with previous jobs when managers did not know how to work with someone who had a developmental disability, and Cassie was either let go or her hours were cut to almost nothing.

Finally they found a manager at a McDonald's in Centennial who understood Cassie's challenges and saw an opportunity to capitalize on her social skills. He hired her on as a dining attendant, but Fran still wondered whether this new position would be "the one" or just another job that didn't work out. However, she soon got her answer when she received a letter from a couple she had met through church. In the letter, they described how they recognized Cassie at bible study as the girl who had made a profound impression upon them one day when they went to grab a bite. A portion of the letter reads:

“One day my wife Jane and I and our neighbor Rose Dubic headed to grab a lunch at the local McDonald's on Smoky Hill Road which is not very far from our home. As we entered the establishment a young lady was sitting in the booth next to ours. She had on her 'McDonald's Blues' so we realized she was an employee. She immediately said, 'Welcome to McDonald's I am so glad you came in today.' We thanked her and she continued on. 'I suppose you are wondering why I am sitting here? I am on my break and I am just about to go back to work.' We were very impressed and felt very welcomed that a person would just talk to customers in such a friendly and inviting manner without 'having to.' We also realized her friendly character could not be taught. It was just natural for this young lady to be outgoing, proud of her job and proud of McDonald's. Having owned my own company for years you just wished all your employees were as friendly, proud of their company and as outgoing as this young lady.”

Fran said she was not only touched by the letter, but knew that everyone's hard work had paid off and Cassie had found her perfect job.

“When I ask Cassie how her day was she says 'I made a baby smile today,'" said Fran, "and that makes my day.”

June						
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DVR BUSINESS OUTREACH INITIATIVE:

Bridging business and ability

We are DVR. The best candidates. The best support. We strive to make the best match, so our employer partners get the right candidate for the job.

The DVR Business Outreach Initiative'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 employers and talented job seekers, helping them 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, job analysis, and adaptive technology. Finally, the team can provide information about possible DVR financial incentives and tax credits a business may receive for hiring a person with a disability.

During 2010, the business outreach team received Employment Outcomes Professional Training and returned to working mostly with employers. This training will allow the team to do "direct selling" of DVR clients to employers. Through this training initiative and the implementation of the Cognitive Motivational Tools Training that counselors are receiving, DVR will become more efficient and effective in its operation and increase our successful outcomes. By referring motivated, dependable and reliable clients to employers, DVR will build stronger relationships with our business customers and partners.

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 ensure that the services necessary to achieve his/her goals are provided. Follow-up services are provided by the rehabilitation counselor to ensure 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.

State Rehabilitation Council (SRC)

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

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Web:

http://www.dvrcolorado.com/councils_boards.php

SRC Staff Member: [Rebecca Johnson](#)

COUNCIL MEMBERS:

Joyce Schlose

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

Judi Stein Stutman

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

Chuck Musso

*State Rehabilitation Council
Rep. of Business, Industry, and Labor*

Todd Coffey

*Treasurer
State Rehabilitation Council
Representative of Developmental
Disability Council*

Jim Crowe (Ex-Officio)

*Secretary
State Rehabilitation Council
Representative of VR Counselors*

Steven Bell

Rep. of Mental Health Planning Council

Francisco Cordova

Representative of VR Consumers

Dave DeLay

Mental Health Representative

Joe Garrity

Representative of VR Consumers

Booker T. Graves

Rep. of Workforce Investment Board

Rebecca Johnson (ex-officio)

SRC Coordinator

Mary Leonard

*Towaoc, Colorado
Representative of 121 Project*

Lynne Neese

Rep. Business, Industry, and Labor

Todd Nielsen

Representative Public At-Large

Barbara Palmer

*Representative of State Education
Agency*

Debra Petersen

Rep. State Independent Living Center

Geoff Peterson

*Representative of Client Assistant
Program*

Karen Rutledge

Representative of Parent Training Center

Joe Sims

*Representative of Disability Advocacy
Groups*

Nancy Smith (ex-officio)

*Director Division of Vocational
Rehabilitation*

David Thomas

Representative of VR Consumers

Larry Williams

Rep. of Individuals with Disabilities

Committees and Accomplishments

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:

1. CONSUMER SATISFACTION COMMITTEE addresses direct access issues of the DVR consumer of vocational rehabilitation services. The committee presents reports and recommendations to the entire SRC for review and confirmation. The committee is responsible for the Consumer Satisfaction Survey.

- Completed Satisfaction Survey with Educators and Transition Coordinators.
- Compiled Survey Data and Reported to the Full Council.

2. 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 within Colorado's business and industrial communities.

- Vocational Rehabilitation hired a Business Outreach Specialist dedicated to working with Schedule A.
- Vocational Rehabilitation and EEOC addressed issues regarding hiring people with disabilities.

3. MEMBERSHIP/RECRUITMENT COMMITTEE insures that membership of the SRC is in compliance with the mandates of the 1998 Rehabilitation Act. The committee also assures that members and associate members participate and contribute to the SRC and its mission. The committee recommends potential SRC members for Governor appointment and is responsible for the initial orientation and on-going training of SRC members.

- Focused on getting business members appointed to the Colorado State Rehabilitation Council.

4. LEGISLATIVE COMMITTEE is to ensure that the SRC is updated in a timely fashion about all vocational rehabilitation and/or disability related legislation and budgetary issues. This committee will monitor the Colorado State legislative process, State budgetary process, and Congress. They are to educate the full SRC about relevant legislation or activities of interest.

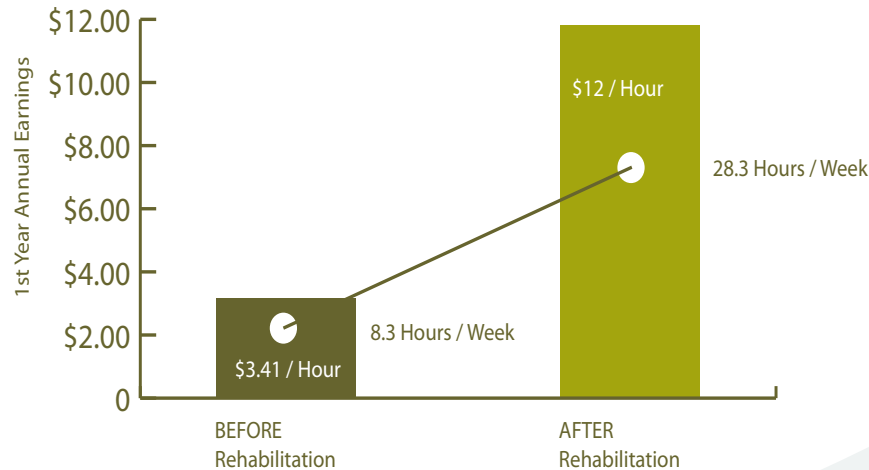
- Developed fact sheet to educate State Legislators.

STATE REHABILITATION COUNCIL:

In addition, an Ad Hoc Committee, the Partnership Committee, was formed to develop recommendations to foster continual improvement in the relationship between the DVR and the SRC. Its work was completed at the end of June 2010.

The subject of the State Rehabilitation Council's activities has been and continues to be: working with DVR in developing strategies for how the SRC can partner with and support DVR's efforts in the community, 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.

SFY 2010: Increased Earnings and Hours Worked for Competitively Employed Consumers



"I have Voc Rehab on speed dial – I rely on their exceptional advice and assistance on a wide variety of disability related issues. They are true partners we can count on."

– Pat Rosas, Fort Carson Disability Program Manager

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, 32 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.

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



"Doug Haas, a visually impaired BEP operator, manages "The Dugout" at the State Health Department located at 4300 Cherry Creek Drive South, Glendale, CO 80222."

July

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CLIENT SUCCESS STORY:

Paula Jamison

Having to leave a job due to disability would be stressful for almost anyone. But for someone who is the primary bread winner it can be downright crushing.

That was the situation Paula Jamison found herself in back in 2003. She had to leave her job as an insurance agent with State Farm after multiple hospitalizations for depression and post-traumatic stress syndrome. Her husband was also unable to work as he struggled with Crohn's disease and a clotting disorder.

Hospital bills had mounted creating a financial hole for Paula's family that kept getting deeper and deeper. Paula had once dreamed of becoming a cosmetologist, but tuition had always been too expensive.

"I always wanted to be a cosmetologist," said Paula. "I had looked at schools at the time, but tuition was going to cost about \$1,000 per month. I had no income at the time and thought 'how am I going to pay for it?'"

That's when someone suggested she look into Colorado DVR. Paula started working with counselor TJ Robison out of the Grand Junction office and together they developed a plan to help her get the education she needed to achieve her goal of becoming a cosmetologist. She started classes in 2007 but said it wasn't easy adjusting to being back in school.

"It was different," Paula said. "Cosmetology school was a challenge. It was mostly young girls who had issues I really couldn't relate to."

Paula said she focused on her work and with the support of her family and DVR she received her degree in 2009.

She then worked with Business Outreach Specialist Kristi Courter to land a job at the JC Penney Styling Salon. She said she is thrilled to be working and doing something she loves, but more importantly, she is relieved she is able to earn an income.

"I'm definitely happy to be out and working and making money for our family," Paula said. "We still have thousands of dollars in medical bills, but it's starting to get somewhat easier."



"I'm definitely happy to be out and working and making money for our family." - Paula Jamison

August

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PROGRAM HIGHLIGHT: Youth Unit

“Some of the best interviews I’ve ever conducted have been with Voc Rehab clients. They are prepared, know how to sell themselves to an employer, and they are eager to work.”

– Tami Gale, Fort Carson EEO Manager

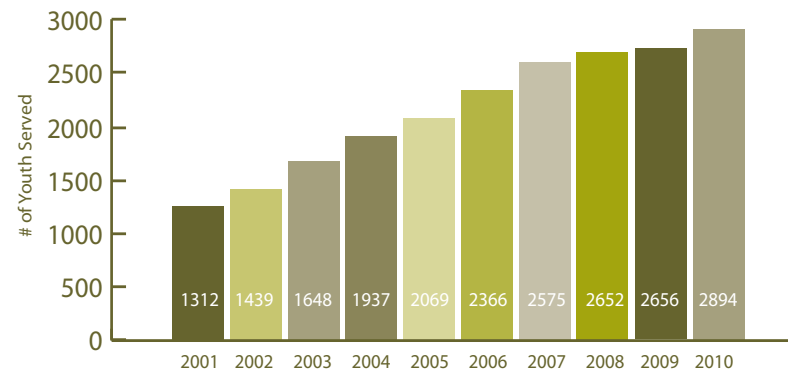


The DVR Youth Unit assures that quality transition services are provided to Colorado’s youth and young adults with disabilities. The Youth Unit ensures that DVR counselors understand and successfully implement transition services so students with disabilities do not encounter gaps as they leave the school 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 140 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 assessment, career exploration, career development, work experiences, and job placement to more than 2,500 youth between the ages of 16 and 25.

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



CLIENT SUCCESS STORY: Anthony Freeman

DVR counselors and job placement professionals will be the first to tell you there are no guaranteed successes when a client gets placed in a new job. Sometimes, regardless of how thorough the counselor was in developing the employment goal, or how well a client did in their vocational training, there is always a possibility that all the hard work will have to be repeated when that client walks in and says he or she lost the job.

It's disappointing, but there is always the hope that something was learned, and the client will avoid the same pitfalls in the future.

Such was the case for Anthony Freeman. After several unsuccessful placements through DVR in the state of Washington as well as Colorado, he was getting frustrated and wondered if he ever would find a job that was right for him. But what he didn't realize that all those "failures" were, in fact, teaching him valuable lessons that would lead him to that perfect job.

"I have had a lot of jobs through DVR," Anthony admitted. "I think I just never knew what I wanted to do. I just needed all those options to find out what I really wanted to do."

Those options included a stint working for the Poudre School District in Fort Collins, where his job coach taught him to make a check-off list of duties so he made sure he completed all of his tasks, and his last job as an attendant at McDonalds where he realized that working with customers in a fast-paced environment didn't suit him well.

All those experiences led him to the job he says he "loves" - working as a kennel attendant at the Larimer Humane Society where he finds it much easier to work with animals, and he uses the check-off list to make sure he completes all his daily duties.

Anthony said he is thankful that his DVR counselor, Shannon Brannan, and Business Outreach Specialist Dean Vincent, were patient and did not give up on him after he was unsuccessful at previous jobs.

"I just never found the right fit until now. I love working with the animals. Everyone says I'm a hard worker, and I get along with everyone. I love my job."

– Anthony (Andy) Freeman, DVR client



October

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“The process really didn’t take that long. It was pretty easy from my end of it.”

– **Kasia Bartkow**,
DVR client



CLIENT SUCCESS STORY: Kasia Bartkow

Anyone who has applied for a federal position knows the process can be confusing and tedious. From finding the job opening to creating the lengthy federal resume to the long wait to finally get an interview, it sometimes seems like the application process itself is more difficult than the job itself.

Colorado DVR is trying to change that process by teaching human resources professionals of various federal agencies throughout the state about hiring individuals with disabilities through the Schedule A hiring authority.

Developed nearly 30 years ago, the Schedule A hiring initiatives allows persons with disabilities to be hired non-competitively through a streamlined process.

Kasia Bartkow was one of a growing number of DVR clients who used the process to find a career with the federal government. Kasia received DVR’s assistance while earning her bachelor’s degree in business, and started job hunting with her counselor, Andrea Kidd out of the Frisco office, in the early part of 2010.

That’s when Kidd received an email from Business Outreach Coordinator Larry Gehring about an opening for a Human Resources Specialist with the Federal Highway Administration. Kidd forwarded it to Kasia who said she was interested and they both began the process of applying through Schedule A.

Both Kasia and Kidd said the process couldn’t have been much easier, and Kasia interviewed and was offered a job just over a month after applying. That is compared to more than three months it takes, on average, for a federal agency to hire through the competitive process.

“The process really didn’t take that long,” Kasia said. “It was pretty easy from my end of it.”

The job has allowed Kasia to move off of SSA benefits as she is now working full time and receiving benefits.

November

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PROGRAM HIGHLIGHT:

Independent Living Programs

This year our independent living partners, Centers for Independent Living (CILs), Statewide Independent Living Council (SILC), and the Older Individuals who are Blind program (OIB) have focused attention on developing the new State Plan for Independent Living (SPIL) and making use of the American Recovery and Reinvestment Act (ARRA) funds.

DVR worked closely with the SILC and CILs to produce a SPIL that takes a true statewide view of the independent living needs of people with disabilities. A particularly meaningful highlight of the plan is the commitment of the CILs and SILC to work together to provide a unified message that will streamline outreach activities and direct more people toward the ten independent living centers.

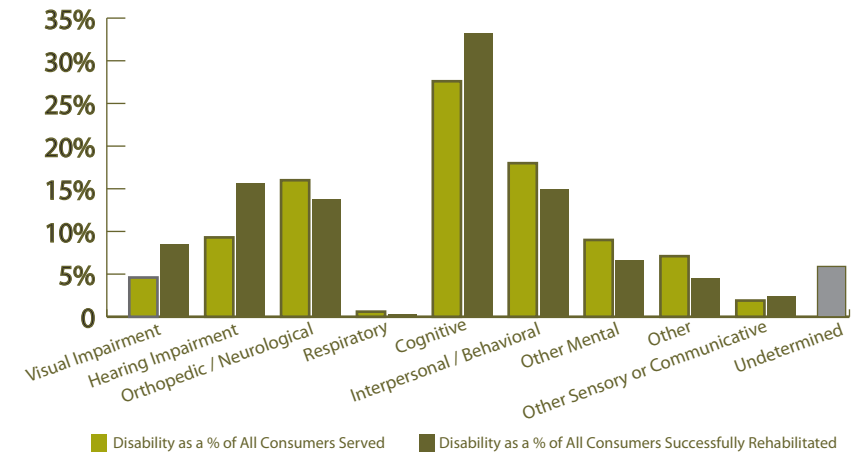
Four centers have been awarded \$55,000 each in ARRA funds for the purpose of capacity building. The other six centers will receive approximately \$273,000 in ARRA funds annually over the next four years as part of their Part C funding allocation from RSA.

Seven OIB awards were made for the new three-year funding cycle. Each of those OIB vendors were also awarded \$20,000 each in OIB ARRA funds for outreach, transportation subsidies, and assistive technology for OIB consumer demonstration. Additionally, a competition for six \$50,000 OIB ARRA awards for special projects has brought several new vendors into the OIB family.

The SILC used the Independent Living Needs Assessment conducted last year to produce five informational issue briefs describing the status of major disability-related issue areas such as public transportation, housing, and healthcare. The SILC has truly become a “working” council and is seeking new members with the same commitment to statewide independent living services. Rural and mountain communities were identified as the most underserved populations, so the SILC is looking for applicants from those geographic areas.

SFY 2010:

Disabilities of Consumers Served and Successfully Rehabilitated



December

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PROGRAM HIGHLIGHT:

Personal Adjustment Training

The Personal Adjustment Training (PAT) Program of the Colorado Rehabilitation Center, Metro Rehabilitation Office, is a program of services designed to meet the personal and vocational needs of those individuals who are blind or visually-impaired.

To be eligible for services, a person must: have a severe visual impairment; be a rehabilitation client in “applicant status” or above; be in need of one or more instructional services; be able to manage personal needs without an attendant; have limitations in performing everyday tasks; and have a need for training. The PAT Program is designed to address a broad spectrum of needs and concerns of those who are visually-impaired and who are planning to return to work or to be independent homemakers.

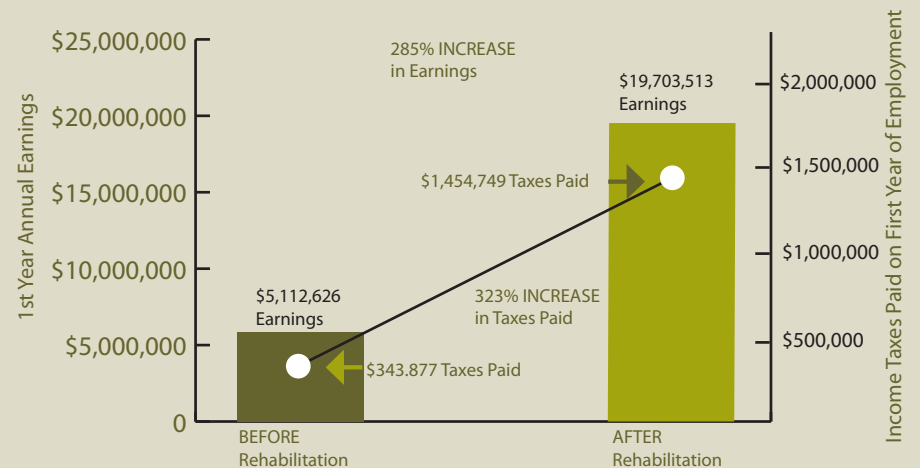
The PAT program for “Blind and Visually-Impaired” individuals edges closer to filling all teaching position vacancies. In the past year, the PAT program has hired two new Assistive Technology (AT) instructors, Kelley Hartman and Jim Pilkington. Additionally, Justine Ektermanis is the program’s most recent hire, and will teach in the “Daily Living Skills” department, as well as the area of “Adaptive Communications”. These recent hires will be joining Mary Grace (M.G.) Roaquin, Jadwiga Brown, Ellie Carlson, Ken Neve, and Jackie Geib, who have masterfully operated an effective program with limited staff.

As the PAT program looks towards the upcoming year, the high-quality services will be provided on a greater scope with the additional staff. Kelley Hartman provides technical assistance and training on a state-wide level to DVR eligible individuals. Jim Pilkington is in the process of upgrading the center-based instructional lab, so that more students can be served with the most current technology. Ms. Roaquin and Ms. Brown will be returning to the field where they will address customer’s needs in their homes and work sites, which had been greatly reduced in the past two years due to staff shortage.

Over the past year, the program augmented the Business Enterprise Program’s (BEP) curriculum by developing and implementing a curriculum tailored to provide skill building for individuals seeking to become BEP operators. The program fully expects to enhance this role in the BEP process, and assist even a greater number of individuals to become successful operators.

The PAT program remains optimistic and prepared to tackle challenges that are a by-product of the current economy. The teachers continue to assist individuals who are blind or visually-impaired, as well as individuals with orthopedic, traumatic brain-injury, and organic brain conditions that result in significant limitations, in achieving greater independence and meaningful employment.

DVR: Economic Benefit to the State of Colorado



IN SFY 2010:

1,047 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 **\$4,884** prior to DVR’s involvement to **\$18,821** after rehabilitation

These new workers will add **\$14.6 million** to Colorado’s tax base after the first twelve months following rehabilitation

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

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Manager, Programs and Program Development

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Manager, Operations Support

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Manager, Information Management Services

OFFICES:

Office	Phone	TTY
Alamosa	719.589.5158	719.589.5150
Aurora	303.337.4610	
Boulder	303.444.2816	303.444.8136
Colorado Springs	719.635.3585	719.635.0529
Craig	970.824.9671	
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
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
Salida	719.539.9670	719.539.9670
Steamboat Springs	970.620.0418	
Sterling	970.522.3737	970.522.3737

SATELLITE OFFICES:

Cañon City	719.275.2318 x3076
Delta	970.874.5781 x12
Development Disabilities Resource Center	303.462.6688
Fort Morgan	970.542.9376
Foothills Gateway	970.266.5436
Imagine!	303.665.7789
The Resource Exchange	719.785.6405
Rocky Ford	719.254.3358
Trinidad	888.734.2211

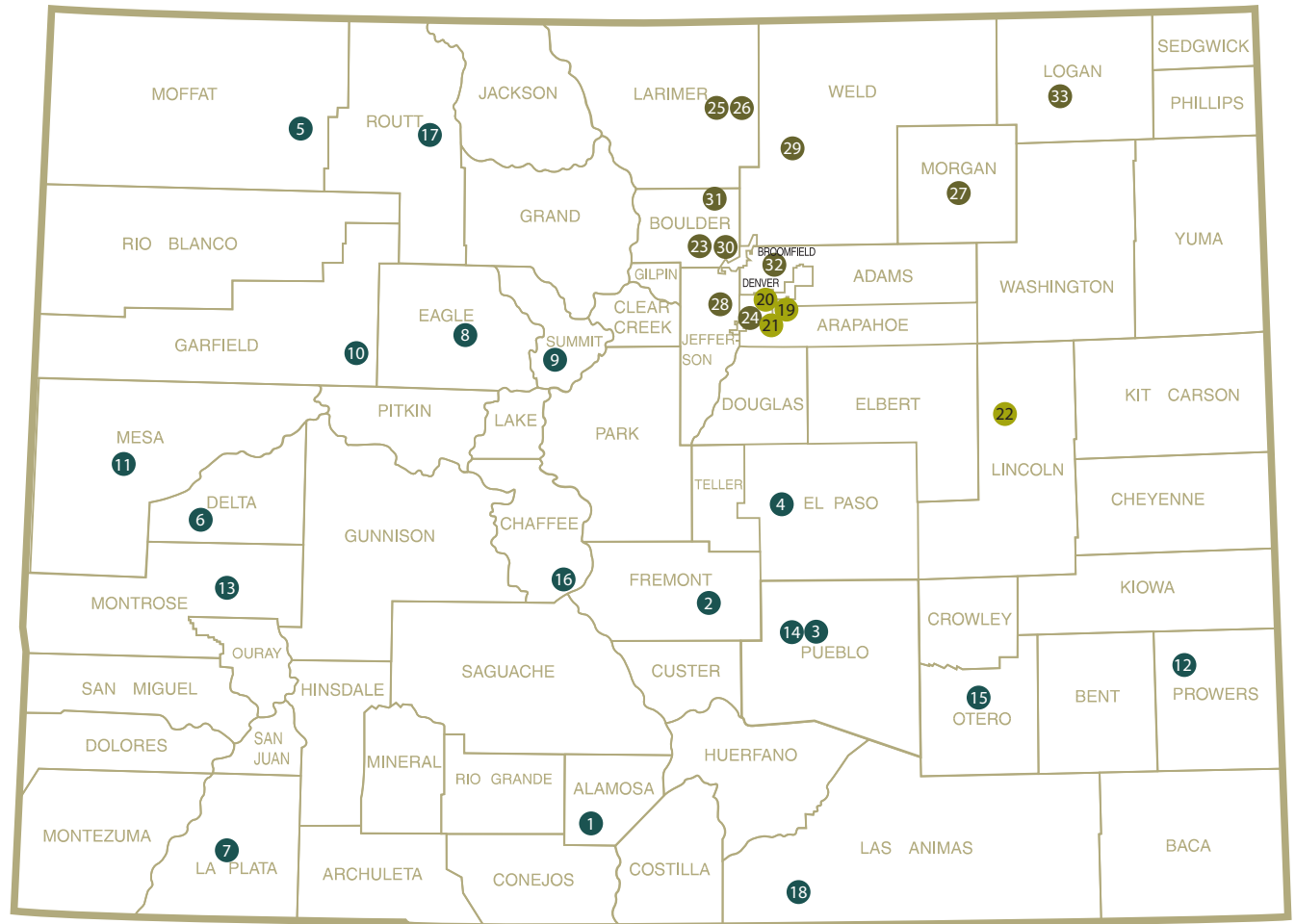
OTHER PROGRAMS:

Statewide Teacher for the Blind Program	303.866.2500
Business Enterprise Program	
Dan Whalen, Manager	303.866.3485
Traumatic Brain Injury Program	
Judy Dettmer, Director	303.866.4085

REGION I: ●

Ken Reynolds, *Supervisor*
719.482.7970

- 1 Alamosa
- 2 Cañon City
- 3 The Resource Exchange (CCB)
- 4 Colorado Springs
- 5 Craig
- 6 Delta
- 7 Durango
- 8 Edwards
- 9 Frisco
- 10 Glenwood Springs
- 11 Grand Junction
- 12 Lamar
- 13 Montrose
- 14 Pueblo
- 15 Rocky Ford
- 16 Salida
- 17 Steamboat Springs
- 18 Trinidad



REGION II: ●

Marilyn Carmichael, *Supervisor*
303.866.3111

- 19 Aurora
- 20 Denver Metro
- 21 Greenwood Village
- 22 Limon

REGION III: ●

Candy Leathers, *Supervisor*
303.866.2708

- 23 Boulder
- 24 Developmental Disabilities Resource Center (CCB)
- 25 Foothills Gateway (CCB)
- 26 Fort Collins
- 27 Fort Morgan
- 28 Golden
- 29 Greeley
- 30 Imagine! (CCB)
- 31 Longmont
- 32 Northglenn
- 33 Sterling

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