



DELAWARE STATE REHABILITATION COUNCIL

ANNUAL REPORT



State Rehabilitation
Council of Delaware

FISCAL YEAR 2019

OCTOBER 1, 2018 - SEPTEMBER 30, 2019





**State Rehabilitation Council of Delaware
for the Division of Vocational Rehabilitation**
(Supporting Employment for Delawareans with Disabilities)

December 16, 2019

The Honorable John Carney
Governor of Delaware
Dover Office
Tatnall Building
William Penn Street, 2nd Floor
Dover, DE 19901

Dear Governor Carney:

Enclosed for your review is the 2019 Annual Report of the Delaware State Rehabilitation Council (SRC) for the Division of Vocational Rehabilitation (DVR). During FY19, Monica Edgar was the SRC Chair, Karen DiNardo - Vice Chair, and Lisa Furber - Past Chair. Our goal was to update Policies, By-laws, Review Participant Reports and evaluate our goals.

The SRC understands, the Federal Government is preparing for new procedures, 6 training webinars, and statistical outcomes for the coming year. We continue to support DVR Management staff by participating in the Council State Administrative Vocational Rehabilitation (CSAVR) Conference, where Andrea is well recognized, Jocelyn is always a part of the Pathways conversations and HarrietAnn shares regulations, procedures, and information. The Council looks forward to participating in National Webinars to help DVR identify and remove barriers regarding employment as well as increasing independence for Delawareans with disabilities.

In conclusion, the SRC has always worked hard to follow the mandate of the law; however, the world we live in and the words we use today are changing and broadening. For instance, the Workforce Innovation and Opportunity Act (WIOA) is focusing on Pre-Employment Transition Services. The SRC has encouraged the Delaware Disability Community to come together to improve the lives of their people by staying current. We intend to stay up to date by broadening our membership, partnering with other Boards and Councils, and working hard to advocate for people with disabilities. I would like to thank our partner, the Division of Vocational Rehabilitation, for helping the SRC through this transitional time and thank the members of the Council for their time, dedication, efforts, and passion.

Thank you for the opportunity to give back to our community through service on this council.

With Warm Regards,

Monica Edgar

Monica Edgar, Chair
State Rehabilitation Council

SRC Leadership Report

The State Rehabilitation Council (SRC), has taken a lead from the Federal Government and looked over “what has worked well” and “how to better support the community.” The Council has updated our By-laws, Membership Binder and Policies, continued to educate ourselves on WIOA, offered input on the Combined State Plan, and evaluated the process for measuring participant satisfaction. By completing the Annual Participant survey, the SRC has taken a close look at Staff and Community Feedback.

Reviewing and analyzing the participant satisfaction results helps the State Rehabilitation Council proceed in the following steps:

- Evaluate the functions performed by the designated State agency, agency partners, and vendors;
- Review the employment outcomes achieved by eligible individuals who’ve received DVR services.
- Develop the resource plan that must, to the maximum extent possible, rely on the use of resources in existence during the period of implementation of the plan.

The Delaware Division of Vocational Rehabilitation agency continues to share information and communicate with the State Rehabilitation Council. The Council’s goal for the upcoming year is to be involved and be aware of changes addressed in “Vocational Rehabilitation” webinar trainings. The State of Delaware and DVR Director, Andrea Guest are well known within the Transitional Youth Program as well as National Conferences. SRC supported DVR’s commitment to stay knowledgeable with the new National Procedures. The SRC function is to be involved in the development, implementation, and revision of State policies and procedures of general applicability pertaining to the provision of vocational rehabilitation services.

As SRC membership is diverse, we attend a wide spread of events, webinars, trainings, conferences, and attend other Delaware disability boards.

The SRC includes members of:

- State Independent Living Council;
- Parent Information Center;
- Client Assistance Program;
- Community rehabilitation service providers;
- State Workforce Investment Board;
- Department of Education;
- representatives of business, industry and labor;
- representatives of disability advocacy groups;
- current or former participant(s) of vocational rehabilitation services;
- Vocational Rehabilitation counselor(s);
- Director of DVR (serving as ex officio, non-voting member).

We continued to learn new things, to partner with DVR, and to reach our goals in FY19.

State Rehabilitation Council Committees

Executive Committee

The Executive Committee is responsible for developing the agenda for full Council meetings. The committee addresses management issues relating to the function of the Council and provides oversight for the duties and responsibilities of the Council and its committees and project teams as governed by the Workforce Innovation and Opportunity Act.

Membership Committee

The Membership Committee is responsible for recruitment of new SRC members to meet its representative requirements. SRC members represent people with disabilities, advocates and family members, employers, rehabilitation and education professionals. The Chair of the Council serves as the Chair of the Membership Committee.

Recruitment efforts included maintaining a presence at area conferences, including the LIFE conference, and making presentations before disability-related advocacy groups such as Partners in Policymaking.

Policy, Procedure, and Performance Committee

The State Rehabilitation Council has several members who participate on the DVR Policy Committee which develops policy and procedures for DVR participant services. These SRC members are part of the Policy, Procedure, and Performance Committee. In addition to sharing information with the entire SRC such as the development of DVR policies and procedures, this committee brings the SRC perspective to the Policy Committee.

Government Relations Committee

The Government Relations Committee is responsible for maintaining awareness of issues and activities of the councils and committees around the state that address disability-related issues and monitoring legislative initiatives. The committee reports on noteworthy activities of other councils and the State legislature and facilitates the SRC's advocacy on issues of concern. The committee also coordinates the SRC participation in the DVR budgeting and funding process.

Participant Satisfaction Committee

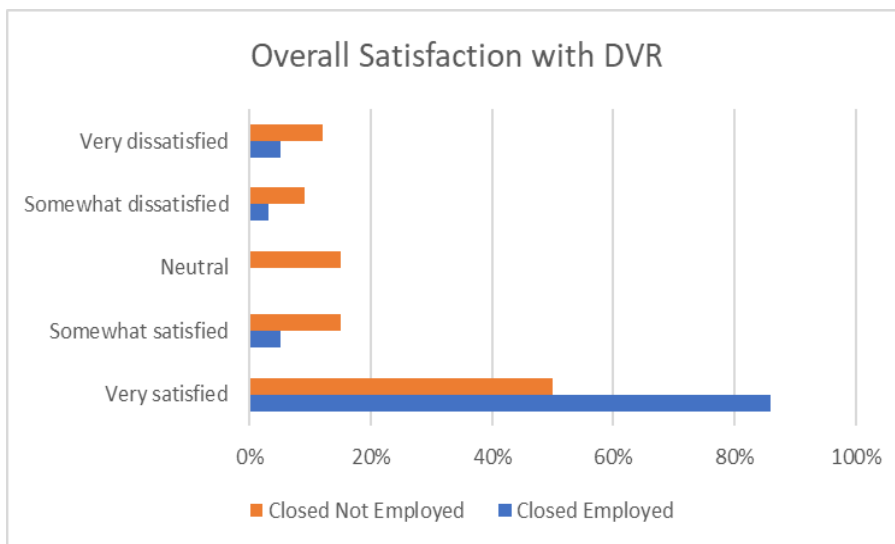
The Participant Satisfaction Committee is responsible for reviewing the participant satisfaction process including the survey instrument used to obtain feedback from all participants. The committee revised the survey questions and survey format to streamline the surveying process. The updated process has been implemented and is currently collecting participant satisfaction data.

CSNA Committee

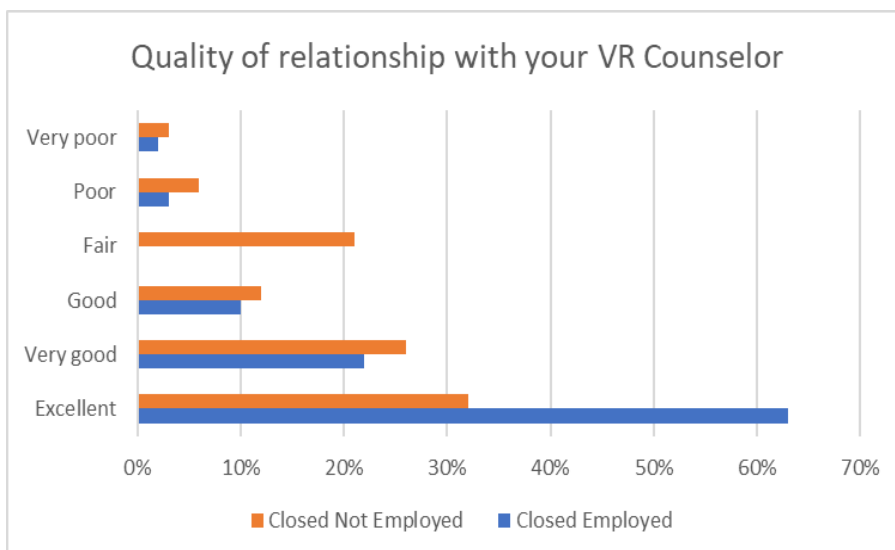
On a triennial basis, the DVR and the SRC are required to complete a Comprehensive Statewide Needs Assessment (CSNA). The CSNA Committee takes an active role in determining the way the assessment will be conducted, designing the assessment questions, assisting in the implementation, and reviewing the results.

Participant Satisfaction Results

In 2019, the participant satisfaction survey was sent to every individual who exited the vocational rehabilitation program after receiving a service, whether the individual was employed or not at exit. The survey, along with a postage paid envelope, was included with the closure letter to the individual. Ninety-five surveys were returned, 61 from among the individuals who were employed at exit and 34 from among those not employed at exit. The geographic distribution among respondents is Wilmington Office (40%), Newark Office (39%), Dover Office (13%), and Georgetown Office (8%). With each satisfaction measure, the ratings were positive overall and more positive among those who had exited with employment than among those who exited without employment.



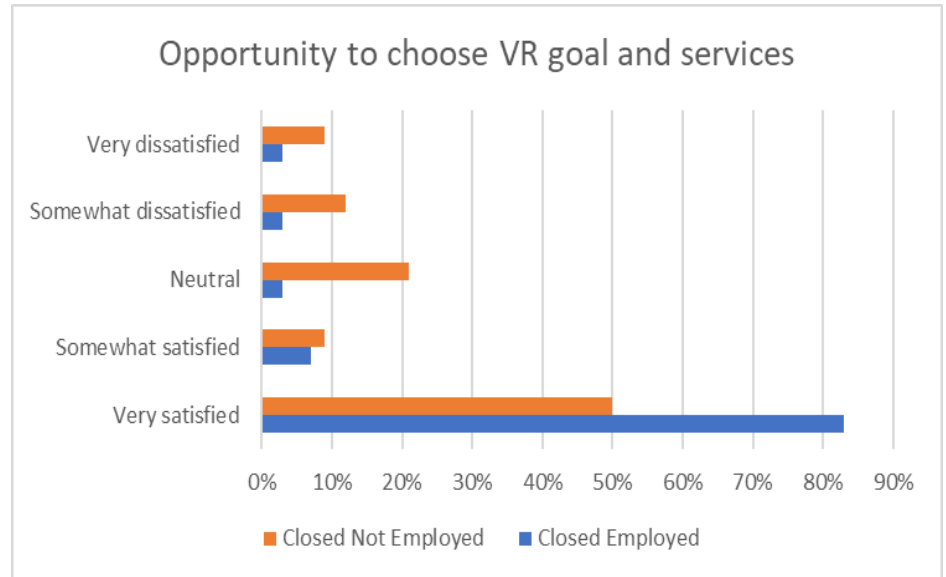
The Overall Satisfaction rating was greater among individuals who were employed at closure with 91% indicating that they were very or somewhat satisfied and 8% indicating that they were somewhat or very dissatisfied. Among those not employed at closure, 65% indicated that they were very or somewhat satisfied while 21% indicated that they were somewhat or very dissatisfied. 15% were neutral.



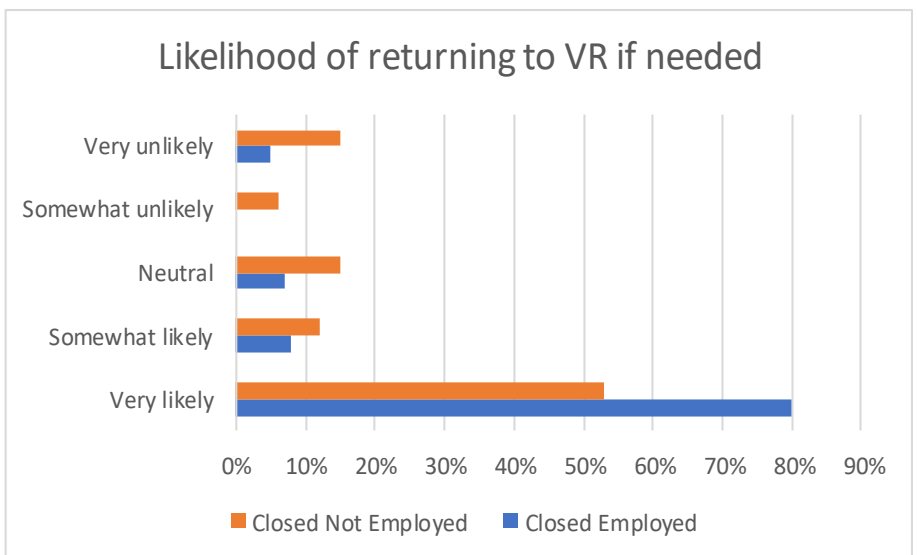
Among individuals who exited with employment, 85% indicated that their relationship with their VR counselor was either excellent or very good, 10% indicated good or fair relationships, and 5% indicated either poor or very poor relationships. Among individuals who exited without employment, 58% indicated either excellent or very good relationships with their DVR counselor, 33% indicated good or fair relationships, and 9% indicated poor or very poor relationships.

Participant Satisfaction Results Continued

A core tenant of the vocational rehabilitation program is allowing participants to make informed choices about the employment goals they set and services that they receive. The survey asked participants to rate their satisfaction with their perceived ability to choose goals and services. Among individuals who were employed at closure, 90% were very satisfied or somewhat satisfied compared to 59% among those who were not employed at closure. Among employed participants, 6% were either somewhat or very dissatisfied while that number was 21% among not employed participants. Among employed participants, 3% were neutral while 21% of the individuals who were not employed were neutral.



Survey participants were asked about their likelihood of returning to DVR if they needed additional employment services in the future. Among those who exited with employment, 88% said that they were very or somewhat likely to return, 7% were neutral, and 5% were very unlikely. Among those who exited without employment, 65% said that they were very or somewhat likely to return, 15% were neutral, and 21% said that they were somewhat or very unlikely to return.

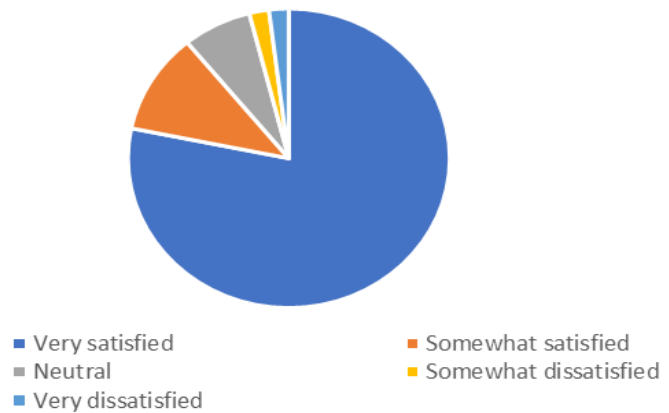


Participant Satisfaction Results Continued

The surveys sent to those who exited with employment and to those who exited without employment differed by one question.

Individuals who were employed at closure were asked about their level of job satisfaction. Ninety percent indicated that they were very or somewhat satisfied with their employment while 7% were neutral and 4% were either somewhat or very dissatisfied.

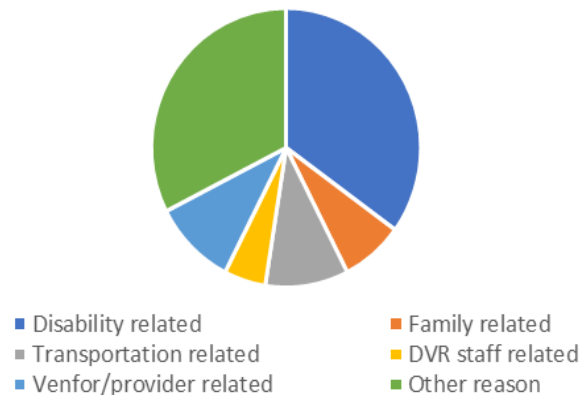
Job Satisfaction among those who employed at exit



Individuals who exited DVR services prior to obtaining employment were asked to identify reasons for leaving. They were able to identify multiple reasons.

The following are the responses: Disability-related (42%), Transportation-related (12%), Vendor/service provider-related (12%), Family-related (9%), DVR staff-related (6%), and other (39%).

Reason for leaving VR services prior to employment for those not employed at exit



DVR/SRC Recognition Awards Luncheon

On Monday, October 7, 2019, the Division of Vocational Rehabilitation and the State Rehabilitation Council held their Annual Workplace Inclusion Recognition Awards Luncheon at the Dover Downs Conference Center. Formerly held in December, it was decided that the luncheon would be moved to October in celebration of National Disability Employment Awareness Month. The event recognizes the contributions made by the staff of organizations and agencies and the participants in the successful vocational rehabilitation of people with disabilities.

The event began with words of welcome from DVR Director, Andrea Guest, followed by a brief talk by the SRC Chairperson, Monica Edgar. Ms. Edgar thanked the many members and staff who contribute to the work of the SRC.

DVR Deputy Director, Jocelyn Langrehr, facilitated the presentation of the recognition awards. Awards were presented to the following Outstanding Employees and Outstanding Businesses:

Outstanding Employees

- Rebecca Short
- Dennis Vickery
- Anne Dunlap
- Kimberly Kosiorowski

Outstanding Businesses

- Kenny Family Shoprite Stores
- Wawa Store #855
- Haggar Clothing, Inc
- Season's Hospice Company

DVR Self-Employment Participant Presenters

Prior to the presenting of the recognition awards, several DVR self-employment participants made presentations. They spoke of their journeys through DVR services and highlighted their businesses, which they've worked tirelessly to build with the assistance of Tamara Varella, Chief Manifest Officer of Manifest Business Consultants. Three of the participants are artisans or performers who also hosted exhibitor booths to highlight their businesses.



Don Bloom

Guitarist, Writer, & Singer; contracts with nursing homes & assisted living facilities for performances.



Bob Robinson

Handcrafts many types of wooden items; flags, signs, tackle boxes, and creates customized items to order.



Kevin Norman

Medical supply provider; Provides supplies via insurance company medical providers.



Jane Baskins

Handcrafts trees of wire and other items such as metals, pearls, beads, etc. Creates custom pieces to order.

State Rehabilitation Council Awardees



Rebecca Short worked with DVR supports to obtain a position that met her needs despite multiple obstacles and set-backs. She was working multiple part-time jobs, but neither provided the hours, pay, or benefits she needed. With DVR support, she completed an associate degree from Delaware Technical & Community College in Culinary Arts, Dover Campus, which required a significant commute from Seaford. Rebecca continued to work with her DVR Counselor and her DVR Business Relations Specialist to seek employment that matched her Career Pathway.

Through an informational interview with a former school district Nutritional Services Manager, Rebecca received industry specific input into her job search, and shortly

afterward, in August 2018, obtained her current position. She ultimately obtained a nutrition service position with the Woodbridge School System with supervisory career pathway potential that accommodated her physical needs and provided an income and benefits to support herself independently. In her position she works 37 hours per week and enjoys a stable position with benefits.

Throughout the many year process of assessment, educational efforts, and her many efforts to obtain suitable employment, Rebecca remained committed to her Career Pathway and was able to achieve it with DVR services supports. She has remained employed since August 8/27/18, received a promotion to manage a school-based Dinner Program. She states that her immediate supervisor acknowledges her leadership abilities and is working with her on the development of a management track.

Dennis Vickery was receiving services from the Limen House and was doing very well with their program. The Limen House then referred Dennis to the Division of Vocational Rehabilitation (DVR) to partner with us for employment services. Dennis received DVR support to help him to obtain physical restoration of Limen house counseling and dental treatment needed to be able to interact more confidently with the general public. Once his dental treatment was completed, Dennis worked with a DVR Business Relations Specialist for job placement services who was able to assist him in obtaining employment with Shop Rite.

Dennis started working in Shop Rite's produce department for 20 hours a week as an associate. He quickly enrolled into Shop Rite's Computer-Generated Ordering Training (CGO) and in their Department Managers' Training Program. He passed the CGO computer class and successfully completed the Department Managers Training program, where he learned leadership and managerial skills.

After only 2 months of working with Shop Rite, Dennis was moved to the night shift, and became the second shift lead worker. He was then promoted to the Produce Manager for the 2nd shift.

Dennis is very happy and appreciative of his new position and of the opportunities afforded to him at Shop Rite. He works full-time hours and has medical, dental and vision benefits. Additionally, Dennis has obtained his drivers' license and has recently purchased a new car and has also taken on a supervisory role as a resident assistant at the Limen House program.





Anne Dunlap came to DVR as a survivor of a Traumatic Brain Injury resulting from a motor vehicle accident. This injury has left Anne with many physical and emotional challenges that she has fought long and hard to learn how to cope with and overcome. Anne's relentless determination and strong work ethic has helped her to obtain several groundbreaking opportunities within the community. One such opportunity included a volunteering position on the University of Delaware's STAR campus as part of the Go Baby Go program, where she utilized a specially designed harness system to serve customers at a café kiosk. In this volunteering position, Anne was able to continuously improve her motor skills, as well as work on other employment related soft skills such as her customer service. Anne enjoyed this experience, as she met and interacted with many wonderful people during her

time there, but paid employment continued to remain her goal.

With the assistance of her amazing job coach from St. John's Community Services, Anne was connected to a part time opportunity at the Western YMCA. Using her well-developed customer service skills, she greets YMCA customers as they enter the facility, and scans their membership cards, ensuring their account is in good standing. Anne has shown tremendous growth and improvement during her time at the YMCA, and she is very well liked among her customers and coworkers there. The YMCA gave Anne a chance to show what she could accomplish, and the wonderful staff there have become a part of Anne's natural support system.

Kimberly Kosiorowski came to VR seeking employment in December 2018. Back in 2004 she obtained assistance from Anna Nordberg and at that time became employed at an assisted living facility as a dietary assistant and had been there since Nov 2018. She enjoyed her job and socializing with residents and they highly regarded her as well. Through circumstances beyond her control, she had to leave that job. Returning to DVR, Kimberly requested to start to work with Anna again and almost immediately was hired at Hampton Inn- Hilton as a housekeeper. Just prior to closing her case this time as successfully employed, Kimberly had already received an Employee of the Month Award on the job. Recently Kimberly was acknowledged twice for perfect attendance.



The Kenny Family Shoprite stores were founded in 1946. They operate throughout our region in the Mid-Atlantic. They have received numerous grocer retailer of the year awards as being one of the best places to work in the area. Shoprite is very committed to a diverse workforce, and they offer a barrier-free employment process. They are supportive of their employees, especially those with disabilities. They go out of their way to provide accommodations including a varied work schedule. They offer interpreting services for their employees who are deaf. They have special ergonomically correct chairs for those individuals with back and neck issues for departments that require them. They have a multitude of carts, racks, pallet jacks, and equipment to move both food and non-food items that they receive daily.

Shoprite requires all their employees to attend a yearly certification in disability and diversity awareness. They also require that their new employees are paired with a senior associate in whatever department they are assigned to. Senior associates work in tandem with the new associate and progress at the speed of the new associate because they recognize that everyone learns at a different pace.



The HR manager and his staff contact the DVR Business Relations Specialists when there is an employment opening before broadcasting it to the general public. They strongly believe in the benefits of employing people with disabilities. They have employed DVR clients in customer service, food service, stocking, and management positions within their company. There are many successful examples of employees with disabilities who have advanced within their company and have attained very successful careers.



The **Wawa** store chain is very well known throughout the state of Delaware, and has locations in Pennsylvania, New Jersey, Maryland, Virginia, Florida, and Washington D.C. **Wawa #855** in Dover, DE is committed to hiring and maintaining a diverse workforce and offers a barrier-free employment process for individuals that require an accommodation during this time. They are supportive of their employees, especially those with disabilities and have provided modified work schedules, assistive technology equipment, training, and interpreting

services. Wawa has a deaf employee who has been employed there for over ten years and was a DVR client when she started. She works in the Food & Beverage department as a Snack and Beverage Coordinator.

The client has taught her manager a lot, including communication with her using sign language. She was taught some of the Wawa terms so it's easier for her and she trains new employees in that Department with basic signs. She is one of their best employees. Keith Cooley is the store manager and raves about this employee. It's always a pleasure to deal with Keith and his employees, so DVR Business Relations Specialists look forward to continuing their partnership. The management staff is always very receptive at providing feedback regarding applicants that the Business Relations Specialist has referred to them.

Wawa is actively involved in the community and participates in 3-5 recruitment fairs a month at various colleges and through the Department of Labor. The hiring managers are easily accessible to DVR and the Business Relations Specialists. They always provide applicants with any necessary accommodations they need. Wawa plans on opening a new location in Camden, DE and will hire 40-50 employees, so they've partnered with DVR and the Business Relations Specialists to recruit applicants and assist them with a qualified candidate pool.

Haggar Clothing, Inc. was founded in 1926 by Joseph Haggar Sr. Haggar® started as a Dallas-based menswear brand sold in the United States, Canada, and Mexico. For over one hundred years the company has gone through several successful changes to produce apparel and accessories for men, women and children. The company brings these products to market through all channels of distribution, worldwide. As a leading global fashion supplier, Mr. Tony Peterson, store manager of the Haggar Outlet in Rehoboth Beach, DE. has developed a professional working relationship with one of DVR's Business Services Representatives that spans 6 years. He has helped



Haggar Outlets to maintain an atmosphere of acceptance and works to ensure that all employees are seen and treated equally. He has maintained an atmosphere of acceptance and works to ensure that all employees are seen and treated equally. Hiring employees with disabilities has proven no different. He works with all individuals according to their strengths and needs including those individuals with disabilities. Tony works with his team to ensure that everyone is successful, thinking outside the box when needed to see his employees prosper. He has opened his business to DVR as a venue for Community Based Assessments and provided our job seekers with internship opportunities at the store. As we have created a talent pipeline of individuals interested a retail setting, Tony has hired multiple DVR clients on as employees.



The **Season's Hospice Company** opened in Delaware in 1997. The vision of Season's Hospice is to recognize that individuals and families are the true experts in their own care. Their management and staff find creative solutions which add to their patient's quality of life. They strive for excellence beyond accepted standards and increase the community's awareness of hospice as part of the continuum of care. Season's Hospice provides in-patient support, spiritual support, and psychosocial support for their patients who are facing end-of-life situations. They are based in Newark, DE and have locations throughout the United States.

Season's Hospice is very committed to a diverse workforce, and they offer a barrier free employment process as well. They are very supportive of their employees, especially those with disabilities. Season's Hospice focuses on creating a deep sense of belonging where they value employees' ideas and inherent value to create a culture of inclusion. They provide accommodations for their employees if needed, including a modified work schedule, as well as modified equipment, changing tests, training materials, and interpreting services for their employees who are deaf. They provide accessible and assistive technologies as well.

Season's Hospice offers yearly training for all their staff. The training includes certification in disability and diversity awareness. Season's Hospice also allows for new staff to be matched with mentors in their department for a smooth learning and adapting process, keeping in consideration that everyone learns at a different speed.

The Business manager is easily accessible to the DVR Business Relations Specialist for follow along with employees with disabilities that have been hired to work at Season's Hospice, and they strongly believe in the benefits of employing people with disabilities. They have employed DVR clients in a range of support care positions such as hospice aides, LPN and RN nursing positions within their company.

Additional Kudos

Aramark at the University of Delaware consistently reaches out to DVR to increase their talent pool with qualified team members. They are dedicated to developing and fostering a diverse and inclusive work environment that is a supportive teamwork environment from frontline staff to management. Aramark has hired numerous DVR Participants over recent years. After Participant's initial interview, the management team meets to review his/her skills and determine the best fit of position and work area to ensure his/her success with Aramark. Some of the accommodations provided by Aramark include providing interpreters, varying schedules to accommodate transportation needs and medical appointments, and offering training in various methods to match newly hired Participant's learning styles.

Walmart has placed many DVR Participants, over the years, into a variety of jobs. Fred in Human Resources has been very accommodating and his patience and commitment to providing support from all aspects of the hiring process is greatly appreciated. Throughout the entire job development process, beginning with initial communications with Business Relations Specialists, through completing the online application and assessment, scheduling interviews, orientation and training for the hired position, Fred makes himself available.

DVR downstate has been working with **Lowes Home Improvement** with the result of several clients with disabilities obtaining employment at multiple locations throughout Sussex County for over 3 years. Staff has consistently been willing to work flexibly with our clients. Some positions have been seasonal due to the nature of Lowes business model; however, DVR clients continue to apply for other positions within the stores and enjoy promotions. Lowes' HR policy embraces diversity and inclusion. On numerous occasions, they have contacted DVR when positions become available, and we have been able to accommodate them, further fulfilling our mission for our clients. If a client does not seem to be a good fit for the original position hired, they have been willing to move them to another department in the store to see if it is a better fit. The commitment from Lowes further demonstrates their ability to accommodate employees with disabilities and see them prosper and thrive as valuable members of the team.

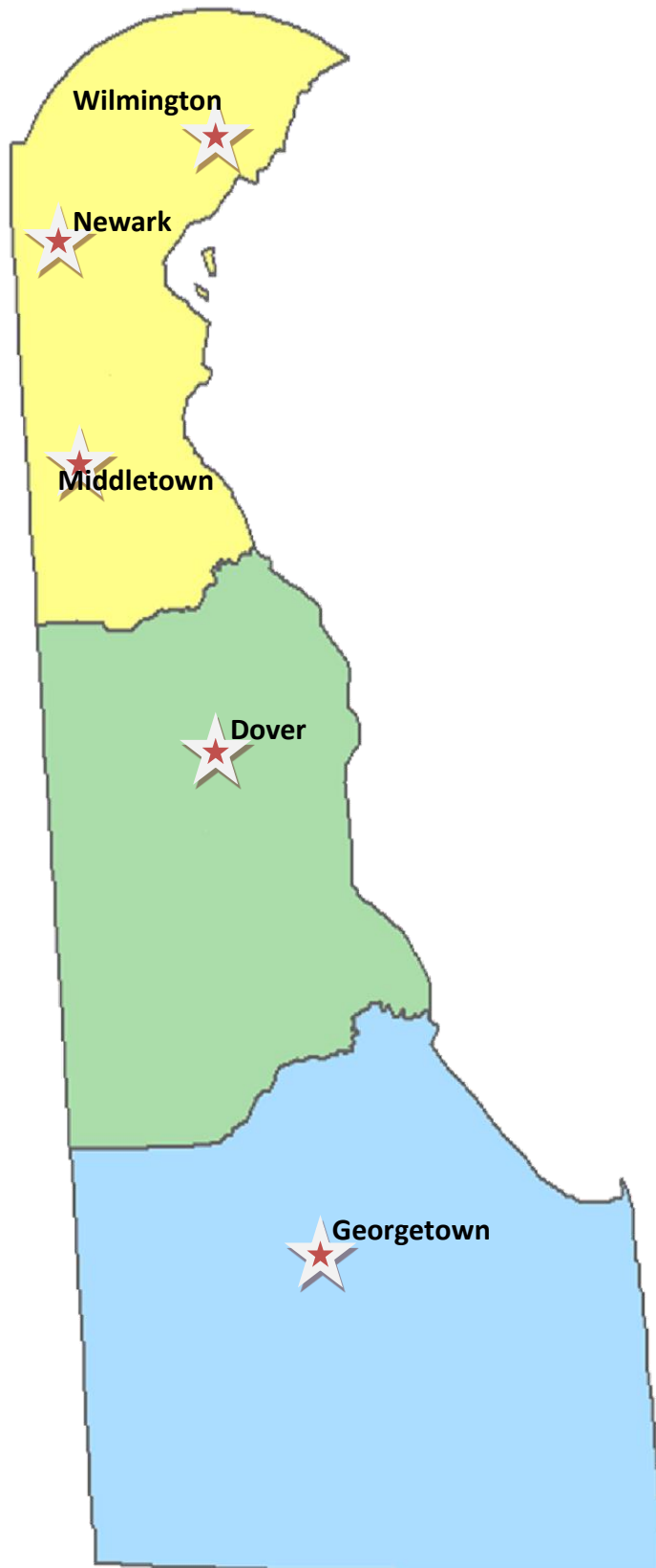
Natalie worked with a DVR counselor in Newark to overcome her mental health challenges around employment. Ms. Hartsy, Natalie's counselor, encouraged her to work with a Peer Specialist with DSAMH. Natalie then became a Peer Specialist and now works for the Mental Health Association of Delaware and recently was part of a panel presentation at the MHA annual conference at Wilmington's Chase Center of the Riverfront in early November.

Delaware Division of Vocational Rehabilitation

2019 Performance Report

Successful Rehabilitations:	900	
Most Significantly Disabilities	359 (40%)	} 95%
Significant Disabilities	499 (55%)	
Transition Youth Rehabilitated	332	
Total Participants Served:	6,032	
Clients with Most Significant Disabilities	1,676 (43%)	} 91%
Clients with Significant Disabilities	1,841 (48%)	
New Applicants in FY 2019	1,843	
Determined Eligible	1,420	
Acceptance Rate	94%	
New Transition Students	561	
Transition Students/Youth Served	2129	
Average Hourly Wage for FY 2017 closures		
All closures	\$12.19	
Transition	\$10.92	
Supported Employment	\$9.68	
Adults (not TR or SE)	\$13.62	
Individuals in Delayed Status at the end of FY 2019	555	

DVR OFFICE LOCATIONS



New Castle County

Wilmington

P: 302-761-8275

F: 302-761-4829

Newark

P: 302-368-6980

F: 302-368-6988

Middletown

P: 302-696-3180

F: 302-696-3181

Kent County

Dover

P: 302-739-5478

F: 302-739-6874

Sussex County

Georgetown

P: 302-856-5730

F: 302-856-5486