Oregon State Rehabilitation Council

2021 Vocational Rehabilitation Annual Report



All scenic photography by Ed Ruttledge Cover photos: Cape Kiwanda Inside cover photo: Face rock – Bandon



Oregon State Rehabilitation Council

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SRC chair's message

December 2021

Dear Governor Brown,

As you are aware, 2021 has been a challenging year because of the pandemic. However, challenges often evoke creativity that transforms service delivery. This has truly been the case of the resilient leaders and staff of Vocational Rehabilitation (VR). These employees provide opportunities for people with disabilities to find and maintain competitive employment.

The Oregon State Rehabilitation Council (SRC) had multiple opportunities this year to partner with VR. We discussed and solved problems to navigate the complexities of an ever-changing crisis that affects everyone's employment, especially people with disabilities. I am hopeful the pandemic will resolve over the next year. I am also hopeful our state leaders will not forget the needs of people living with a disability who seek employment and VR services in order to succeed. I cannot think of a more resilient and determined group to help rebuild Oregon's economy than people who live with a disability and desire employment.

SRC's mission is to represent the collective voice of VR clients. The clear message of clients is "We want to be employed." This was quite evident in the SRC's 2021 Consumer Satisfaction Survey completed by 550 people in Oregon who received VR services.

This survey showed the need for a consistent, formal way for clients to give feedback about VR services. Survey results highlight what is going well and areas to grow and change.

SRC had multiple discussions about cultural awareness and cultural humility in employment. The SRC Legislative Workgroup drafted a document in response to your decisive 10-Point Economic Recovery Plan. This proposal supports the continuity of equity language to include people with disabilities.

People with disabilities are often forgotten in discussions about cultural inclusion. As disability rights advocates, we strongly believe this is the case. The SRC Legislative workgroup continues to meet with the Oregon Legislature. The committee is in process of exploring a disability caucus that will provide structure. The workgroup is in the process of educating legislators to bring awareness of the needs of those with disabilities.

The Comprehensive Statewide Needs Assessment (CSNA) has been completed. CSNA will provide foundational data for the upcoming State Plan. Recommendations from this assessment include:

- Joint training to ensure consistent and quality services.
- Coordinating with community partners to meet the basic needs of the consumer through the VR process.

- VR operationalize and expand successful practices of Employment First to support unserved and underserved individuals with disabilities.
- Advancing service coordinating for youth who take part in the VR program.
- Equitably supporting people who are part of underserved groups.
- Improving response time and customer service.

As we look towards 2022, we hope there will be more opportunities for human connection outside the limits of a virtual environment. The virtual environment has provided advantages for sharing and receiving information. However, it has not replaced the innate need in all of us to have an inperson connection. Thank you for your tireless efforts to keep Oregonians safe, aware and looking forward.

Sincerely,



Steve Paysinger, SRC Chair



VR director's message

Greetings everyone,

Thank you for taking the time to read the 2021 Vocational Rehabilitation (VR) and State Rehabilitation Council (SRC) annual report. This report highlights progress in assisting people with disabilities to achieve, maintain and advance employment and independence. I'm pleased to report these successes, despite the continual setbacks of the COVID-19 pandemic.

This past year, we focused to:

- Strengthen partnerships and develop new ones
- Create greater access to career pathways, and
- Respond proactively to client feedback around improvements to the program.

Equity and each client's unique needs are our North Star. However, we are aware of the challenges the pandemic brought to the people we serve.

VR is part of a broader network that supports people with disabilities. VR partners with:

- Employers
- Schools and universities, and
- Organizations that serve people with disabilities.

These partnerships are vital to helping VR's clients achieve their employment goals.

Oregon's Tribal Nations are important partners. Tribal VR programs need to continue to have funding. They can provide culturally appropriate services to their communities in ways we cannot. To ensure Tribal voices in decisions, Tribal partners were invited to:

- Workshops
- In-service meetings
- Workforce development boards
- Local leadership teams

Virtual service delivery and remote work have become the norm. Finding ways for greater access to these career pathways is a priority. A key driver is the Workforce Innovation and Opportunity Act (WIOA) that incorporates all workforce partners in Oregon. As part of this group, VR wants to make sure people with disabilities are part of planning that provides greater access to:

- Employment
- Education
- Training
- Support services

WIOA allows VR to connect with more businesses to give them tools and skills to hire people with disabilities. I am pleased to say that in Sept. 2021, VR was awarded \$18 million for Oregon's Inclusive Career Advancement Program (ICAP). ICAP will connect the supports and services of:

- All 17 community colleges around the state
- · Local employers, and
- WIOA workforce partners.

This will advance education and economic equity for people with disabilities. ICAP is being intentional to reach people who identify as Black, Indigenous and people of color.

In 2021, we evaluated the results of the 2020 Comprehensive Statewide Needs Assessment (CSNA) and Client Satisfaction Survey. In Spring 2022, we will use the recommendations and results from these surveys to develop the state plan. In the meantime, with the CSNA and survey recommendations in mind, adjustments and improvements will be made to VR programs such as:

- Youth Transition Services
- Client Assistance Program
- Social Security Administration
- Independent living programs.

None of this work, advocacy and collaboration would be possible without VR staff, partners and legislative support. VR staff work daily to help people with disabilities reach their employment potential. Our partners provide perspective and expertise to our decision-making and policies. Our federal and state legislators advocate for resources and funds to make sure people with disabilities are not left out in America's economy.

These past couple of years have taught us that by working together we can achieve better and more equitable outcomes. Thank you for journeying with us. We look forward to an even better 2022.

Sincerely,



hall

Keith Ozols **Director, Vocational Rehabilitation**



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Success stories

Focusing on ability

In these profiles, you will meet people who focus on their abilities – not their disabilities.

These remarkable people are determining their future as they work through challenges with help from the Vocational Rehabilitation program.

Be prepared to be amazed.



Trent excels in school and work with his can-do spirit

Since graduating from high school in 2017 at the top of his class, Trent had worked towards a job. He originally dreamt of being a veterinarian. So, he started towards that goal at Linn-Benton Community College. However, he quickly realized he would have to drive to do the kind of work he wanted to do. Due to his optic nerve hypoplasia that was not possible. So, he started to look for a new career path.

Trent spent a few months searching and discovering different types of job options. While talking with close relatives, he discovered his new passion. "After taking one computer science class, I knew this was what I wanted to do," Trent said.

Trent excelled in his computer

science coursework. He had transferred from Linn-Benton Community College to Western Oregon University. He quickly finished his transfer degree in the fall of 2019.

During his first year at Western, the COVID-19 pandemic hit, and many companies stopped hiring interns. "Without an internship, I knew this would make getting a job right out of college very hard," said Trent. However, Trent succeeded with the help of the Oregon Department of Human Services Vocational Rehabilitation (VR) who offered their support and services. These services included:

- Informational interviews
- Interview preparation
- Resume review

With this support, Trent could broaden his career network.

After graduation, Trent quickly secured a job at Capsa Healthcare in Portland, Oregon. This new job was another challenge Trent took on with gusto. He moved to Portland. He learned how to use public transportation and other non-car ways to get around. He then began his new career as a Software Development Engineer.

Trent's success was possible due to his willingness to ask for help when he needed it. Most importantly, it was possible because of his great attitude throughout the process. His journey has inspired the people around him.



Basin Transit Service and Vocational Rehabilitation partner to get the help Patricio needs

Patricio Lopez is a key staff member at Basin Transit Service (BTS) in Klamath Falls, Oregon. He cleans the inside and outside of buses, bus shelters, the maintenance shop and office spaces.

More than 100,000 people have ridden BTS since the COVID-19 pandemic began. Because of Patrico's work, there have been zero cases traced back to the Klamath public transportation system.

Patricio's cultural and ethnic background has also helped BTS connect with a broader community. However, in 2020, BTS leadership started to hear concerns about Patricio's work from coworkers. They said his mistakes increased and that he did not follow directions properly. He missed environmental cues and became more isolated at work. At first, his coworkers attributed these things to a language barrier since Patricio's first language is Spanish. Patricio met with his supervisor who is also Spanish speaking and has a medical background. His supervisor then realized that Mr. Lopez is hard of hearing.

This issue heightened during the pandemic since he had relied on reading lips. That is not possible when people wear masks. Fortunately, BTS knew about Vocational Rehabilitation (VR) services and reached out to the local branch office. VR Counselor, Betsy Miltimore, responded quickly. As a Spanish speaker herself, she knew she could help.

"I was surprised to learn there was a service like VR and how fast she (Betsy) was able to help me," Patricio said. "Everything was great." Betsy met in person with Patricio within hours of contact. Her Spanish and bicultural abilities led to earning Patricio's trust.

She connected him with auditory testing. His hearing loss was confirmed and recorded as a significant industrial health risk. With Betsy's help, Patricio could get hearing aids at no cost to him or BTS.

After he got his hearing aids, Patricio's performance quality dramatically increased. Staff who originally reported concerns praised his work.

Having hearing aids not only opened Patricio's world professionally but also personally. According to Patricio, "My life is better now that I can hear you and my family."





Andrew regains his confidence with a new career

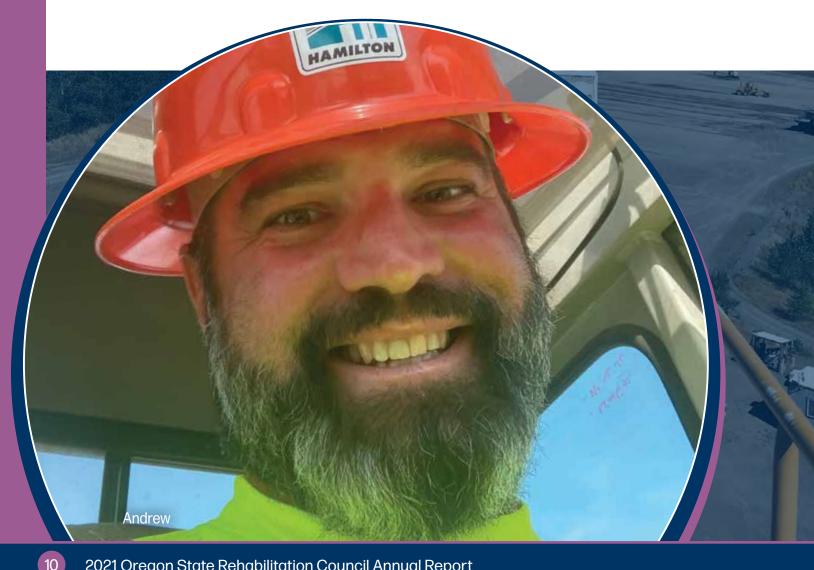
Andrew had been working for the U.S. Forest Service fighting wildfires when his life changed forever on New Year's Eve in 2016. As a result of a violent attack that evening, he sustained a brain injury that would take him years to recover from and leave him with apparent and hidden disabilities.

"I woke up in the hospital five days later not remembering my name," Andrew said. "I had to wear flipflops for a year because I had to relearn how to tie my shoes." The

attack had given Andrew a severe traumatic brain injury (TBI). Thus began the journey of an entirely new life for Andrew. In this life, he would spend every minute of every day trying to remember who he was and what happened to him, and relearning life skills.

So far, Andrew has visited more than 70 medical professionals to relearn everything from tying his shoes to eating cereal. With the help of his healthcare providers, family and friends, Andrew worked hard to get the right medications and learned how to live with his disabilities.

When he felt ready to get a job, he started working with the Oregon Department of Human Services Vocational Rehabilitation (VR) program. Andrew was able to get personal and professional development with the help of his VR counselor, Jeff Lichtenberg.



They worked together to:

- Figure out what Andrew liked and could do
- Create a development plan, and
- Talk through what he would need from a job that would work well with his disabilities.

Andrew completed a functional capacity assessment with the help of his physician, Dr. Fitzimons. Jeff and Andrew also talked with several community partners at WorkSource Oregon. For example, they spoke with business and employment specialists. They also spoke with a college and career success coach who works closely with Central Oregon Community College. Through this process, Jeff and Andrew decided he could operate equipment well with his disability since it was hands-on. However, it's not too physically demanding for his eyes and brain trauma. VR funded Andrew's training at West Coast Training to become a crane operator.

In August 2020, Mission Ridge Ski and Board Resort hired Andrew for his first job since his accident to run crane and equipment operations. Andrew later found a job with Hamilton Construction in Eugene. He is now working as a full-time crane operator for bridge construction.

VR's employment assistance helped Andrew build back the selfconfidence he had lost since the incident. "I feel like I'm creating a new version of myself," Andrew said. "VR was really patient helping me get back on my feet. They worked with me at my pace, kept reaching out to me and re-explaining things." His VR counselor, Jeff, and VR staff worked with Andrew to figure out what was best for him long-term.

When asked if he has any words of advice, Andrew says, "It's OK to ask for help. There are people out there who want to help including doctors, non-profits, and government agencies like VR. You don't have to do it alone."





Eric realizes his dream with the help of Vocational Rehabilitation

Fric Beins cares about older adults and helping them create healthy daily habits and relationships that lead to long life. So, in June 2020, Eric began his business called 2nd-Half.

Throughout his career, Eric has worked as a personal trainer, caregiver, carpenter and facilities manager. He is working on his National Academy of Sports Medicine certificate and other certifications in exercise, coaching and nutrition.

To make 2nd-Half a reality, Eric worked with the Oregon Department of Human Services Vocational Rehabilitation (VR) to achieve this dream. He first learned about VR while volunteering with Royal Family Kids, a summer camp for kids with parents in jail. One of the camp counselors shared information with Eric about VR and how it could help Eric get back on his feet after his workplace injury in November 2017. Eric's work accident resulted in an injured right hip and pain in his left hip, legs and back. Before this, he also had three concussions within a year and a half. These events caused him to struggle with staying focused at his previous job for long periods. After his job injury, Eric reflected on what to do next, who he was and how to move forward in a positive direction.

With the support of his wife and faith, Eric decided to try and achieve his dream to help others with healthy activity and connection. It was a positive action, rather than stay in a job that did not work with his disabilities. He worked with the Senior Professional Information Network (SPIN) to reach out to others with business experience for advice and resources. With the help of qualified business expert Scott Weaver of ARISE2 and VR, Eric was able to complete a feasibility study and develop a business plan for 2nd-Half.

"VR really helped me to be able to move my business plan forward and respond to the constantly changing economy," Eric said. For example, VR secured services from Access Technologies, Inc. (ATI). ATI provided 2nd-Half with the tools and technology for Eric to reach his clients online and work safely and quickly.

His VR counselor, Leslie Thomas, also really supported his balance of business and family life. His faith, wife, SPIN, ARISE2 and VR all contributed to the success of 2nd-Half. "I am indebted to Leslie and the vocational rehab program for my change of career and the tremendous help they have been through this process of starting a new program and business," says Eric. To learn more about Eric's business, go to www.2nd-Half.com.



Assistive technology helps Amy advance her career

A my came to the Oregon Department of Human Services (ODHS) Vocational Rehabilitation (VR) for help while she was working full-time as a certified prosthetist and orthotist.

Her job involved helping patients in need of prosthetics and orthotics. However, Amy is hard of hearing and was struggling in her loud workplace. To do her job well, Amy needed to be able to hear, interpret and communicate critical medical information. She needed to be able to communicate with patients, coworkers, physicians, physical therapists and manufacturers.

Amy's hearing aid magnets tightened and loosened on their own which caused significant headaches and loss of sound. Battery life had also degraded and no longer lasted a complete workday. This was problematic as Amy worked on-call and her hours were not always typical.

In addition, the charger did not provide a consistent charge. She needed to have reliable technology.

With the help of VR counselor, Mark Foster, Amy created a plan to replace her hearing aids. She worked with her cochlear implant company and insurance to have timely and adequate coverage to upgrade her hearing aids.

Mark also saw a need for assistive technology at work to help Amy improve her word recognition on the phone and increase her ability to communicate on her own.

Slowly, Amy grew confident in her professional and personal life with the use of the upgraded hearing aids and assistive technology. She reported spending more time on the phone in 48 hours than she had spent in five years. As a result, she pursued her dream job as a cranial clinical manager for a manufacturing company of orthotics and prosthetics. Amy was able to do this during the COVID-19 pandemic, a challenging time that required mask-wearing and physical distancing.

Amy's bravery to ask for help led her to be able to get new tools and technology. Those, in turn, helped her get a new job she enjoys and is passionate about.

When Amy accepted her new job, she wrote to Mark to express her gratitude. She stated,

"Your assistance and help have transformed my life. I would not have had that confidence to accept this new job without Oregon Vocational Rehabilitation's assistance and guidance to obtain improved technology to increase my communication effectiveness. Your role as my case manager was pivotal and I genuinely appreciate your consistent check-ins and notifications about updates to technology that might benefit me."







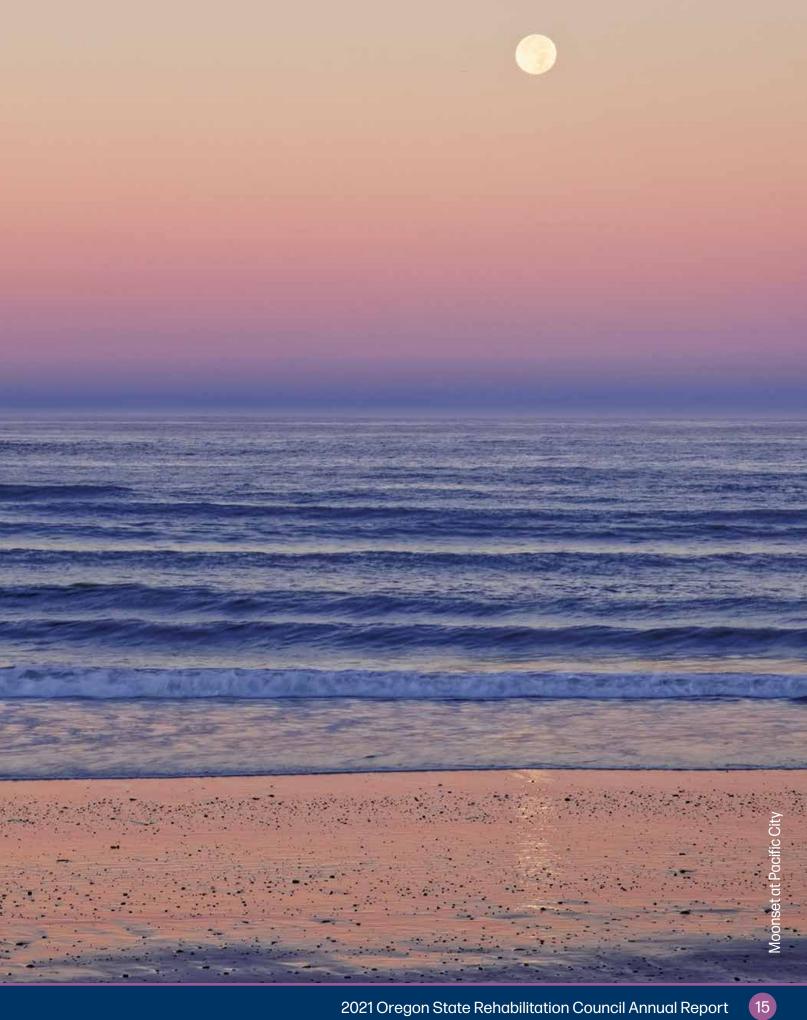
SRC new member profile: John DeRosa

My work for people with disabilities started with Project Search, which is a ninemonth internship that helps people with intellectual and developmental disabilities gain valuable job skills that can lead to gainful employment. Under my direction, Embassy Suites was one of the first businesses in the state of Oregon to participate in such a program in partnership with Albertina Kerr, Multnomah and Washington County

VR, the State and several other organizations. Since that time, we have graduated over 20 people, many of whom enjoy gainful employment in our community.

In addition, I am a board member for Association of People for Supported Employment (APSE). This is a new appointment, but my commitment is to help spread the word to employers in our community about ways to hire and support people with disabilities, plus add a business perspective to our board.

Aside from my board and committee work, I participate with many other supportive employment agencies in the state to show candidates what jobs are possible as they navigate their search. I am hoping that my experience working in the community can be an asset to the SRC.



Committee work groups

2021 brought some of the most innovative thinking due to continuing limitations from COVID-19. It also brought the need to re-examine how SRC and VR:

- Deliver services
- Satisfy clients, and
- Adapt policy and legislative efforts.

Virtual platforms allow people to collaborate with increased access for those who would not be able to attend some meetings under normal circumstances. However, virtual services can pose access challenges for those who have less connectivity. The Governor has promised to increase broadband and other Wi-Fi services throughout the state. We look forward to these efforts.

Here are some accomplishments the SRC subcommittee workgroups have put their energy into:

 Comprehensive Statewide Needs Assessment (CSNA) and **Consumer Satisfaction Survey.** This committee is client-focused and tasked with collaborating with VR to administer the **Consumer Satisfaction Survey and** help with the CSNA. Emily Purry is the chair of this committee. The **Consumer Satisfaction Survey** was developed and administered in 2020. The results were evaluated in early January 2021. The SRC coordinator collaborated with the Oregon Department of Human Services (ODHS) Office of Reporting, Research, Analytics and Implementation (ORRAI) team

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to analyze the collected data and write the report. Some key takeaways are on the following page. The summary report with details is on the <u>SRC website</u>.

With lessons learned and more funding to conduct this survey, the workgroup is collaborating with The Research Institute (TRI), Center on Evaluation, Technology & Research (CETR) at Western Oregon University (WOU). A contract will allow this team help with the next series of consumer satisfaction surveys to:

- » Redesign
- » Distribute
- » Evaluate
- » Report

SRC hopes to have the next survey ready for distribution in the Spring of 2022.

The CSNA was in starting phases in March 2020. However, state efforts were put on hold due to the COVID-19 pandemic. The VR policy team was able to get things moving again and the CSNA was completed in early Summer 2021. The results can be found online on the VR and SRC websites.

• The Evaluation and Recommendation Committee will review the results and recommendations of both surveys. A list of inputs and advisory statements will be compiled for VR. These will be included in the updates to the State Plan due in Spring 2022.

- SRC and VR Policy, Budget and Legislative Committee: This committee met twice a month. The committee worked to update policies and put new practices in place. There were policy updates around:
 - » Virtual service provisions
 - » Clients deemed high risk
 - » Vehicle modification process
 - » Electronic signatures
 - » Equity and support for underserved communities
 - » Authority to work in the United States
 - » Microenterprises

This committee also followed the active legislative bills. The list of policy accomplishments is on page 22.

In February and March 2021, the legislative advocacy workgroup met virtually with 15 legislators in the Oregon House and Senate to talk about:

- » The VR program
- » How funding works, and
- » What effects VR has on clients.

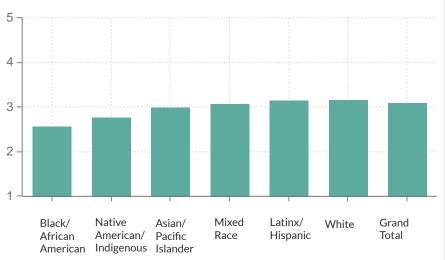
This workgroup also provided a detailed response to Governor Brown's 10 Point Economic Recovery Plan (https://www.oregon. gov/dhs/EMPLOYMENT/VR/SRC/ Documents/2021.07.02.letter-GovernorBrown.pdf) that explained:

» Effects of the pandemic on the disability community, and

Vocational Rehabilitation Customer Satisfaction

DRAFT 2020

Overall, the VR experience met my expectations (1-5)



Across all 9 questions asked on the customer satisfaction survey, Black/African American respondents reported the least satisfaction. For 8/9 questions, White respondents reported the highest levels of satisfaction.

	Doing Great	Could Use Improvement
Region 1	Serving customers with Psychosocial and Deafness or Hearing Loss disabilities	Serving customers with Physical, Orthopedic, Blindness or Vision Loss disabilities
Region 2	Asking customers what is most important to them about employment	Demonstrating to customers that their thoughts and feelings are important
Region 3	Serving customers who preferred not to disclose their disability.	Serving customers with Cognitive or Physical or Orthopedic disabilities

These recommendations draw from an analysis of average satisfaction broken down by specific question, region, and disability. More information is included in the addendum



Disability Type

Across all questions, folks with Psychosocial, Cognitive, and Physical or Orthopedic disabilities scored below average, while respondents with Blindness or Vision Loss or Deafness or Hearing loss scored above average

Regions

There was no significant difference in overall satisfaction between service regions, although average satisfaction was highest for those who did not identify a service county

Age

Satisfaction was highest for the 60+ age group, followed by the 15-19 age group.The 30-39 age group reported the lowest overall satisfaction

Gender

Satisfaction was highest for non-binary customers, and lowest for those who preferred not to share their gender.

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» Ways the disability community can be included in that plan.

The legislative advocacy workgroup met with an additional 12 law makers in September through November in hopes to create a bipartisan disability caucus to serve as a group of lawmakers who:

- » Know and understand the VR program
- Make sure the VR program is supported when funding decisions are being made, and
- » Elevate the voices of people with disabilities when creating any laws that could address barriers to employment, such as updates to:
 - Infrastructure
 - Emergency management
 - Transportation
 - Basic human services.

Although no official caucus was formed, the workgroup was invited to speak at the House Human Services committee in November and will continue to meet with legislators to educate about and advocate for people with disabilities to be included in economic recovery and other efforts.

- **Outreach:** This committee has three workgroups:
 - » The Regional Disability Employment Coalition (RDEC) workgroup
 - » The Youth Council Workgroup
 - » Membership Workgroup

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- a. RDEC: This workgroup created some changes to the awards SRC usually gives out to employers and employment partners. They have renamed the award the "Diversity, Equity, Inclusion and Access Award." They were able to expand the criteria of who can nominate and who can be nominated. Besides employment providers, nominees can now include employers who provide VR services or Pre-employment Transition Services (Pre-ETS). SRC continued to hold award ceremonies virtually in 2021 at quarterly meetings.
- b. The Youth Council Workgroup was created to bring youth voices and lived experience to SRC. Young people under 30 years old make up most clients in the VR program. This group is under-represented in SRC. The workgroup recruited five youth-aged VR participants to get this subcommittee started. The participants created a mission statement with the help of SRC supporting members. "To inform the SRC around youth services that support people with different abilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities." The workgroup is continuing recruitment efforts for youth-aged participants and looks forward to reconvening in 2022.
- c. The Membership Workgroup updated the recruiting materials, application and interviewing and onboarding process. The workgroup also talked with the Office of Equity and Inclusion about increasing diversity on the council. In November, training was offered to all council members and interested recruits. The training was on the Rehabilitation Act of 1973 and roles and responsibilities.
- Executive committee: This committee is made up of:
 - » Chair
 - » Vice-chair
 - » Committee chairs
 - » Co-chairs
 - » and the VR Director.

The committee is tasked with sharing high-level information to and from committees. The Executive Committee is the SRC governance body. This committee does the following:

- » Meet with the VR Director monthly
- » Provide input and recommendations to VR, and
- » Review final drafts of SRC projects before submitting to make sure the council body is represented.

Chairs and co-chairs of committees are appointed by the SRC Chair.

VR-SRC Policy Legislation and Budget Committee report

Policy updates and information about public hearings can be found at <u>https://www.oregon.gov/dhs/EMPLOYMENT/VR/Pages/Policies-Rules.aspx</u>.

For the 2021 calendar year, the SRC Policy Legislation & Budget Committee has reviewed the following policies, procedures and other transmittals and processes with Oregon Vocational Rehabilitation policy staff.

January 2021

- Opportunity DHS-5002-21 (VR Individual Placement and Support Services) contract
- VR-AR 20-11 Updated Interim policy on Clients identified with high-risk health conditions: Placement and Employment during the COVID-19 Pandemic (Dec. 28, 2020)
- VR PT-19-02 Updated Transportation-Mileage Reimbursement Rate to VR Client (Dec. 31, 2020 rev.)

February 2021

 H. R. 873 and S. 260 to help employers provide employment under special certificates issued under section 14(c) of the Fair Labor Standards Act of 1938 to transform their business and program models, to support individuals with disabilities to transition to competitive integrated employment, to phase out the use of such special certificates, and for other purposes. (Jan. 30, 2019)

- Draft Vehicle Purchase and Modification Process guidance
- DRAFT-Vehicle-Modification-Checklist
- DRAFT-VR IM on Vehicle Purchase or Modification
- Draft VR-PT 21-01 and VR-AR 21-01 Electronic signatures and Training PowerPoint on accepting Electronic Signatures
- Final VR-PT 21-01 Final VR-PT 21-01 and VR-AR 21-01 Approval for Electronic Signature Use in Vocational Rehabilitation and VR-AR 21-01 Electronic signatures (Feb. 5, 2021)
- Draft Equity Impact Protocols Office of Equity and Multicultural Services (OEMS)
- Federal Executive Order on Advancing Racial Equity and Support for Underserved Communities Through the Federal Government (Jan. 20, 2021)
- Vocational Rehabilitation listing of legislative bills tracked (Feb. 3, 2021, Feb. 5, 2021, Feb. 8, 2021, Feb. 11, 2021, Feb. 12, 2021, Feb. 22, 2021, Feb. 24, 2021)

March 2021

 Revised VR-PT 21-01 Final VR-PT 21-01 and VR-AR 21-01 Approval for Electronic Signature Use in Vocational Rehabilitation and VR-AR 21-01 Electronic signatures (Mar. 05, 2021)

- Vocational Rehabilitation listing of legislative bills tracked (Mar. 5, 2021, Mar. 8, 2021, Mar. 12, 2021)
- Vocational Rehabilitation listing of legislative bills tracked by action (Mar. 19, 2021, Mar. 29, 2021)
- Vocational Rehabilitation listing of legislative bills identified as continuing ("live") and not continuing ("dead") in the legislative session (Mar. 29, 2021)
- Oregon Vocational Rehabilitation Legislative Stakeholder meetings (Mar. 12, 2021, Mar. 26, 2021)

April 2021

- VR-PT 21-02 (rev. 1) Eligibility to Work in the United States (Mar.30, 2021)
- VR-PT 21-02 Authority to work and employment eligibility verification and response to questions
- Vocational Rehabilitation listing of legislative bills tracked by action (Apr. 5, 2021)
- Oregon Vocational Rehabilitation Legislative Stakeholder meetings (Apr. 9, 2021, Apr. 23, 2021)
- Listing of Vocational Rehabilitation tracked bills that did not make the Apr. 13, 2021 first chamber work session deadline in the Legislature
- Vocational Rehabilitation listing of remaining legislative bills tracked by action (Apr. 29, 2021)

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May 2021

 Vocational Rehabilitation listing of legislative bills tracked (May 11, 2021).

June 2021

- Vocational Rehabilitation budget and reallotment request update
- Review of the Microenterprise Guide
- Discuss response to Governor Brown's 10-point plan
- Vocational Rehabilitation listing of legislative bills that are still live (or have died) in session (June 8, 2021)
- Vocational Rehabilitation listing of legislative bills that have passed into law or are pending (June 16, 2021, June 18, 2021, June 23, 2021, June 30, 2021)

July 2021

- HB 2993 enrolled requires comment on racial equity and results for rule changes. Discussion of how to meet this requirement.
- Review draft VR-AR 21-03 Using Releases of information with client
- Legislation committee report: discussion of next steps from the meeting held July 9, 2021 by this committee

August 2021

 VR-AR 21-03 Release of information with client (final)

September 2021

- \$10 million reallotment money utilization plans
- Discussion about program contract rates for job development contracts
- Close out of federal grant for the program
- VR-IM 21-02 Microenterprise and Microenterprise Guide (Sept. 17, 2021)
- VR-IM 21-03 Executive Order (E0) 21-29 COVID-19 vaccine requirements (administrative; courtesy share) and discussion (Sept. 3, 2021)
- Temporary Administrative Rule: OAR 582-070-0025 Vehicle repair, modification and purchase update and clarification. Discussion about the process to make the rule permanent.
- Review the purpose of the meeting and how the agenda is set
- Senate bill 397 that allows expunging specific convictions for individuals
- HB 2992 passage and requirements
- The SRC Legislative committee members discussed:
 - Plans for a presentation to the Oregon House Human Services Committee in November 2021, and,
 - » Development of a caucus for persons with disabilities.

October 2021

- VR-PT 21-03 Vehicle purchase, insurance and modification (Oct. 1, 2021)
- Review and discussion of the 2021-23 Financial Statement and the ODHS Vocational Rehabilitation 2021-23 Financial Status Report (period ending July/August 2021)
- HB 2526 was passed by the 2021 Legislature. Oregon designates the second Monday in October of each year as Indigenous Peoples' Day.
- Follow up conversation on HB 2993. Report on efforts by rules coordinators to develop a consistent process to respond to a new racial equity question on rules documents. This starts in January 2022.
- Update from the Legislative Committee
 - » The Legislative work group met with over 30 legislators between Spring and Fall sessions to educate and gain the support of law makers around the needs in the disability community regarding economic recovery and access and inclusion. The work group presented to the House Human Services committee in November and continues to meet with House and Senate members regularly to elevate the voices of individuals with disabilities. Exploring other collaborations with coalitions who share similar missions is the ongoing goal of this work group.



2021 State Rehabilitation Council activities

- Welcomed two new potential appointees at the Feb Quarterly, Elizabeth Lortscher, a VR consumer from Coos County, and John DeRosa, an HR director for a national engineering company and member of several disability advocacy groups in OR.
- Legislative workgroup met with 15 members of the House and Senate during the spring legislative session to provide education and feedback about the VR program and how funding sources work, the impact on the communities, and asking for ongoing support for the VR program.
- Collaborated with the Office of Reporting, Research, and Analytics and Interpretation (ORRAI) to interpret the results of the SRC's first consumer satisfaction survey completed since 2007.
- Hosted the virtual ADA Celebration in July along with Oregon Disabilities Commission.
- Changed the Employment Partner Award to the Diversity, Equity, Inclusion, and Access Award and opened the nomination process to include more partners and ways in which businesses support VR consumers.

- The Youth Council created a mission statement and worked on recruiting efforts.
- Wrote a response to the Governor's 10 Point economic recovery plan to address the lack of language to be inclusive of people with disabilities.
- Started the contracting process with Western Oregon University to conduct the next consumer survey.
- Invited Jim Davis from Oregon Disabilities Commission to present on the efforts of the Coalition he is forming, Stop Aging and Disability Discrimination in Employment (SADDIE). The SRC has agreed to participate in this coalition.
- Welcomed 2 new potential appointees to the council at the August quarterly meeting. Elizabeth Jankowski from Oregon Department of Education, and Brian Sacre from Assistive Technology Inc.
- Held annual training for new members and experienced members as well as prospective members.
- Held a "Town Hall" style meeting with VR staff to discuss what information would be useful to see in the consumer survey.

- Met with 12 legislators from September to November to amplify the need for inclusion of language that encompasses people with disabilities in the economic recovery efforts as well as other legislation that effects people with disabilities statewide, encouraging law makers to consider the perspectives and needs of people with disabilities in all their work, and having a coalition or caucus to help keep the needs of people with disabilities in the conversations around legislative work.
- Invited David Oaks to present at the November Quarterly about the history and viability of careers in peer support work for VR clients.
- Presented to the House Human Services Committee in November to support people with disabilities being included in the economic recovery plan and advocate for VR to have increased funding for provider payment increases and regional workforce positions.
- Started working on the next consumer satisfaction survey with Western Oregon University.
- For a list of all Quarterly Meeting Minutes and previous Annual Reports, please go to <u>https://www.oregon.gov/dhs/</u> <u>EMPLOYMENT/VR/SRC/Pages/</u> <u>Reports.aspx</u>

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Award winners during the Quarterly meetings

This year, SRC has been working to stay in touch with VR staff and community partners through virtual meetings. The efforts the community put forth to help VR clients changed but they haven't gone away! The Outreach Committee looked for ways to receive nominations from more people. Also, for a way to make award winners feel more valued. SRC and VR want award winners to know that they have made a difference and show off their hard work.

SRC changed the name of the award from Employer Partner Award to the Diversity, Equity, Inclusion and Access award in May 2021. We updated the description to reflect the new intent and name.

SRC invited winners of the awards to attend virtual guarterly meetings. The enthusiastic and helpful team at the Pearl Buck Center shipped awards to the work or home of each winner. Desiree Berry, a pre-employment transition services coordinator with VR, has been serving ad hoc on the Outreach Committee. Desiree coordinated the award nominations and presented them during the quarterly meetings. It's the highlight of the day to celebrate the great work of these partners and show appreciation for them. For detailed information about the award winners and why they were chosen, please visit https://www.oregon.gov/dhs/ EMPLOYMENT/VR/SRC/Pages/ Meetings.aspx

February 2021

Portland State University (PSU) Career and Community Studies

PSU's Career and Community Studies has

Portland State

given VR clients who experience intellectual and developmental disabilities a diverse and inclusive college experience in on-campus work, coursework and social gatherings with faculty and the general student population.

Tara Aas, Amie's Community Care, LLC



Tara goes above and beyond to provide excellent customer service. She delivers

quick and extensive communication. Tara provides excellent reports and portfolios for the clients she serves.

Susan Mahony,

The Central Portland VR office had six VR counselors (VRC) come together to nominate Susan Mahony with 2nd Shift, LLC. Susan is winding down her business over the next year while still in high demand. She always leaves a powerfully positive impression on those she meets with VRCs, support staff and clients alike.

Susan Munoz, Employment Carving Services

Andrea Rogers from the Columbia River Gorge VR branch nominated Susan Munoz for this award. Her nomination was for the excellent, consistent and compassionate work she provides. Susan is an independent contractor of job placement services in Umatilla and Morrow counties.

May 2021 Eagle Cap Grill



VR counselor, Janie Radinovich-Brose, from the Baker City branch office nominated

Julie Myers, manager of the Eagle Cap Grill. Janie says that Julie is a wonderful community partner. She passes no judgment and welcomes all to apply for employment with her restaurant. She is understanding, helpful and communicates well. Julie has provided several VR participants with employment.

Rob and Tyler Mode, North Portland Grocery Outlet



Kia Swain, Youth Transition Program coordinator, nominates "with my whole heart,"

Rob and Tyler Mode, owners and managers of the North Portland Grocery Outlet. They gave many young people with disabilities an opportunity to be a part of a team, learn new skills, make mistakes and grow. Rob and Tyler go above and beyond to be accommodating.



August 2021 Marc Nethercote, Advocates for Life Skills & Opportunity (ALSO), Inc.



Amy Valdez from the Central Portland VR office nominated Marc Nethercote from

ALSO, Inc. Marc excels in providing services to clients with autism. Not all vendors can effectively serve this population. Every client and client's family members who have worked with him praise his professionalism, communication and use of best practices when working with autistic people.

Beth Coleman, Horizon Project



Susie Calhoun from the Umatilla Tribal 121 VR program nominated Beth

Coleman from the Horizon Project. Beth's nomination was for going above and beyond as an employer. She creates custom positions and reduces barriers to employment.

Melissa Robinson, Renaissance Vocational Services



Melissa is timely and supportive of Track 1 VR clients. She quickly finds

the clients employment due to her unique background as a VRC and Return to Work specialist.

Ed and Travis Cortez, Trendsitions



Ed and Travis work with local VR, Tribal VR (TVR) and Youth Transition Program

(YTP) students. Ed and Travis provide services and assessments to help these students gain employment.

Lynn Jones, <u>Sawyer's Ace</u> Hardware and Rental



Lynn is an outstanding manager. Lynn has given her time, commitment and

support to hire people with disabilities in the Columbia Gorge. Lynn has always gone above and beyond to support and teach her employees the job skills necessary to be successful.

Donna Jones, <u>The Dalles</u> High School

Donna is a YTP specialist at The Dalles High School. Donna goes above and beyond to serve all clients in job development, job coaching, training, Employment First and connect them to resources.

Susie Calhoun, Confederated Tribes of Umatilla

Andrea Rogers and Bambi Bevill nominated Susie Calhoun of the Confederated Tribes of the Umatilla Indian Reservations (CTUIR), Tribal 121 VR program manager. Susie is an outstanding employment partner, teaching through her actions and words. She is kind, compassionate and extremely knowledgeable about her program. Susie approaches every human with respect, working towards the best outcomes for clients.

Assumption Village

Assumption Village has hired at least one YTP participant. They arranged to hire a young person unable to complete nursing assistant training. However, they gave her a host position. They promised to train her to become a certified caregiver at no cost while she is employed.

November 2021

Wesley Kramer-Jones, Green Zebra

Wesley and his

GREEN ZERER

entire staff provided a work experience for two YTP youth during the summer of 2021. During the onboarding process Wesley showed patience, care, kindness and thoughtfulness. Therefore, both interns had a very successful sevenweek internship. They both moved on to permanent job placements due to this experience.

Jeff Holson, <u>Good-2-Go</u> <u>Oregon, West, Inc.</u>

Susan Furnari nominated Jeff Holson, director of Good-2-Go Oregon, West, Inc. for taking on challenging cases. He makes it work for the client and the VRC. Jeff and his team have proven to be flexible, creative and focused on serving the needs of our clients.



November 2021

Glen Kenny, Electric Castle's Wunderland Arcade at the Avalon Cinema

Glen provided informational interviews and tours for a client working through Discovery

in the summer of 2019. He later hired them in October 2019 for a created position. That employee has since been able to take on more and can now do all job tasks. Glen and his team have been welcoming and accommodating.



SRC new member profile: Elizabeth A. Jankowski, Ph.D.

WUNDERLAND

Dr. Jankowski has over 30 years of experience working in education — most of those years in the area of special education. She currently (and very recently) is employed by the Oregon Department of Education as an IDEA program specialist for school-age children. In this capacity she works with assigned counties and districts in their implementation of federal and state laws, regulations and rules related to special education, including transition.

Although this current work falls into more of the compliance area of special education, her passion has always resided in improving the outcomes of students with disabilities through implementation of effective, evidence-based practices.





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2021 Oregon State Rehabilitation Council Annual Report



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A PERSONAL STREET

121 Tribal VR



Congratulations to each of our SRC members, partners and especially to those we serve on their path to employment through all the different programs. Thank you for being resilient and having the courage to embrace change while staying safe and engaged during the COVID-19 pandemic.

We have all learned how to communicate creatively and provide services in a new and efficient manner. As we worked with so many in isolation, we were able to do more through welcomed wellness checks and resource sharing while staying fully engaged with our participants and each other during this past year.

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It has been a big learning curve for each of us. Everyone stepped up and has continued to be resourceful and creative following rule and regulations as we carry on in 2021.

Many have become Zoom meeting experts learning how to share screens and provide intakes and workshops virtually. We also switched to using e-signatures to keep our important programs in compliance. Never did it cross anyone's thoughts in 2019 that this would become a way of doing business.

The SRC also increased member opportunities to work on the different SRC committees. Committees continue to meet monthly, helping us be one voice in advocating for our participants and providing feedback to our State VR Director. Thank you for the great work each of you do.

Three of the five Oregon Tribal Vocational Rehabilitation (VR) Programs are in the 2021-2026 Federal 121 Grant Application Competition through the U.S. Department of Education, Office of Special Education and Rehabilitative Services, and Rehabilitation Service Administration. We hope to announce awardees early September 2021. Tribal VR is never guaranteed a grant award. We compete across 83 121 Programs every five years, making this a highly competitive grant. We hope to be successful and continue working with our communities for another five years. Currently the Confederated Tribes of the Warm Springs, Siletz and Umatilla are being funded through a Rehabilitation Service Administration continuation waiver that ends September 30,2021.

Tribal VR programs provide services to communities that do not have to come out of the State VR dollars. Millions of dollars of Oregon's VR program are saved each year through provision of culturally relevant VR services in our communities. We are partners to Oregon VR and welcome sharing many benefits through Tribal and State dual training, workshops, VR in service meetings, Region X meetings, Employment First teams, workforce and talent development boards, local leadership teams and with the many shared partners. The goal is to help participants, communities and dual clients achieve enriching and beneficial employment outcomes. This partnership is a win/win to Tribal Nations and Oregon VR. We look forward to our continued partnerships and work together.

It has been rewarding work being a part of the SRC as Vice Chair and Chair of the Policy, Legislative and Budget Committee this past year. I look forward to another productive and busy year.

Respectfully,



Susie Calhoun CTUIR Vocational Rehabilitation Program Manager





Youth Transition Services

Youth Transition Program

This year marksthe 31st year of Oregon Youth Transition Program (YTP). YTP is a nationally recognized collaborative partnership between VR, Oregon Department of Education and the University of Oregon. It has helped shape current policy requiring all state's VR agencies and school districts to collaborate to improve employment related outcomes for youth. YTP has two primary objectives:

- To improve post-school transition outcomes for youth with disabilities by preparing them for employment or career-related postsecondary education or training, and
- To increase capacity and create systems change in schools and other agencies that serve students with disabilities as they transition from school to work.

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YTP is considered a third-party cooperative arrangement, which is called an intergovernmental agreement in Oregon. It is funded one-third by General Fund dollars from school districts and two-thirds by Federal Funds. Services in such an arrangement must be new or modified, with an employment related focus. Oregon's YTP prepares youth for employment or careerrelated postsecondary options by addressing the entire continuum of youth transition services.

Pre-employment transition services (see pre-ETS section below):

- These are the earliest set of services for potentially eligible or eligible students with disabilities.
- They are short term in nature and help identify career interests.

• They include a specific set of five required activities provided directly to students with disabilities.

Transition services:

- These are available for eligible students with disabilities through an Individualized Plan for Employment (IPE).
- They help further develop and pursue career interests through post-secondary education, vocational training, job search, job placement, retention, follow-up and follow-along services.

Employment related services:

• These are typically provided once eligible students with disabilities have further identified, developed and pursued career interests discovered through transition services and are pursuing specific employment outcomes through an IPE.



 They assist in preparing for, securing, retaining, advancing in or regaining an employment outcome.

Oregon's YTP currently serves students in 66 sites across the state, representing over 200 public secondary schools. While there are essential features and program characteristics that keep the programming grounded in research, each site has the flexibility to use team strengths, local interests and regional needs to create their own unique YTP. YTP teams across the state work with young adults to customize services that support their employment and career-related goals.

During this past year, YTP teams across the state innovated to bring career exploration and work-based learning experiences to youth while partner schools adjusted to service restrictions and access to VR offices was limited.

In Malheur Education for Sustainable Development, the YTP team is using Paxton/Patterson Career Labs so students can explore a variety of potential career paths within their own community. These labs provide a ten-day snapshot of up to 72 career tracks including alternative energy, flight and drone technology and video production. This hands-on curriculum helps students answer the critical question, *"Is this pathway for me, and where do I go from here?"*

In La Grande, YTP students and their peers are earning credit toward graduation while learning employment readiness skills in a community-based coffee shop that serves the whole town. The team reports that it has



From left to right: Anita Stark, Jenn Susuki, Terry Falkenstern, Dannette Hackman, Joyce Douglas, Mary Jane Pierce, and Kirsten Ried (standing)

been fun to contribute to a positive community culture while building good resume experience.

These are just two examples of how YTP enhances typical school services to help youth explore career options and assess their interest beyond the theoretical. These types of experiences provide critical information which can be used to narrow down employment goals and determine the service needs VR can provide.

Program evaluation is a bedrock of the YTP system of services. While communities across Oregon faced uncertainty due to the pandemic, raging wildfires, a historic ice storm and many other factors, YTP teams kept services to youth at the forefront. As of the last benchmark of the 2019–



Paxton/Patterson video production career lab

2021 biennium, there were 721 new students with disabilities in urban and rural high schools throughout Oregon who had applied for VR services. Of the 235 who exited YTP, 141 youth were employed for an average of 29.7 hours a week at \$13.16 per hour. Now, just a few months into the new 2021–2023 biennium, YTP teams are hopeful for continued innovation, excited for the many new jobs that have become available and ready to support students safely in their employment related goals.

Pre-employment transition services

VR provides pre-employment transition services (Pre-ETS) coordinators to serve school districts without a YTP program, including charter, private and home schools. VR is obligated to set aside a minimum of 15 percent of their federal allotment budget to provide these services to students ages 14 to 21 with disabilities in Oregon. Pre-ETS are for students who are eligible or potentially eligible for VR services. This allows younger students to access pre-ETS without having to apply for substantial VR services. These services are provided by request and include these categories:

- Job exploration counseling
- Work-based learning experiences
- Workplace readiness training
- Instruction in self-advocacy, and
- Counseling on transition services and/or post-secondary education.

The VR Pre-ETS team consists of four Pre-ETS coordinators, a pre-ETS program coordinator and a pre-ETS data coordinator.



Other VR transition service programs and services

Oregon's VR, Office of Developmental **Disabilities Services and Department** of Education collaboratively issued a Request for Applications (RFA) to build capacity for summer work experiences for students with disabilities. The three agencies leveraged funds and recruited community-based organizations or schools to run these work-based learning experiences across the state. In summer 2021, 23 community providers served more than 350 students with disabilities. About 44 percent of those participating were students with intellectual and/ or developmental disabilities. All students in the work experiences are paid and work in competitive, integrated settings. In addition, each program covers at least three total pre-ETS categories. Many programs cover all five pre-ETS categories.

Camp Leadership Empowerment Advocacy Development (Camp LEAD) typically provides a week-

long overnight leadership academy from July through September. This biennium it facilitated a two-week daytime leadership and workexperience event. Twenty-four students with disabilities participated in this alternative program. The LEAD curriculum focuses on areas of Pre-ETS with an emphasis on the work-based learning experience.

Motivational Enhancement Group Intervention (MEGI) is an evidencebased practice and classroombased service to help students with disabilities explore employment dreams, goals, challenges and abilities. It is delivered in a collaborative, goal-oriented style called "motivational interviewing." Students are encouraged to lead discussions, express opinions and explore their own thoughts and feelings around employment. MEGI's goals include:

 Engaging students in conversations about work

- Increasing self-advocacy skills, and
- Exploring preferences, strengths and interests.

MEGI increased the number of facilitators to include Pre-ETS coordinators, YTP transition specialists, teachers, transition network facilitators (TNF), a TNF/ Pre-ETS support specialist and VR counselors. In 2020, 29 new MEGI interventionist were trained; however, due to COVID-19, many of the trainings with students were paused. For the new interventionists to be certified, they need to facilitate the curriculum with students and be coached on their new skills. Most are waiting to be able to work with students in person to finish the process. For 2021, a "train-thetrainer" model for new MEGI trainers will be used. This will increase capacity and the number of coaches to help new MEGI interventionists complete certification.



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SRC new member profile: Neal Narayan

Neal has been serving people with disabilities both professionally and as a volunteer since 2015. He recognizes this field as his calling. As a disabled individual who is of color and a member of the LGBT community, Neal believes Human Services is subject to constant change so strives to serve the whole identity of the client.

Neal enjoys taking on a lot of work as he can do the most good that way. He believes the work we do for people with disabilities should not be limited to the office. Disability Advocates have an obligation to serve the community wherever they go. Whatever little time he has left, Neal enjoys visiting small towns as he feels at home in those places.

Services to Deaf and hard-of-hearing Oregonians

During the State Fiscal Year (SFY), Oregon VR continued its work with the National Deaf Center-based transition programming to increase the scope of services available to students at the Oregon School for the Deaf who are transitioning from high school to adult life. VR continued to strengthen relationships with the Partnerships for Community Living (PCL) Deaf Services Program, which serves Oregonians who are Deaf and have Intellectual and Developmental Disabilities (IDD) and live in Marion and Polk counties.

Since March 2020, all services to VR clients have been provided remotely, with few exceptions. VR focused on ensuring all Oregonians with hearing loss have communication access and receive culturally appropriate VR service. VR worked to secure access to Zoom, as Microsoft Teams is inaccessible for those who require live captioning or ASL interpreters. We continue to advocate for accessibility features in virtual spaces for Deaf, DeafBlind and Hard of Hearing and non-English speakers. VR is co-leading a workgroup including Microsoft Accessibility engineers focused on advocating for and evaluating the effectiveness of new Microsoft Teams language access features.

Oregon VR's State Coordinator for Deaf and Hard of Hearing Services (SCD), Sheila Hoover, serves on the Oregon Deaf and Hard of Hearing Services Program Advisory Committee, representing VR and VR consumers' needs for services. She represents Oregon VR on the national level in the new Deaf Professionals Network (DPN) group established by Council of State Administrators of Vocational Rehabilitation (CSAVR) working to update CSAVR's Model State Plan for Deaf and Hard of Hearing Services. She will also be presenting about Oregon VR's Deaf and Hard of Hearing Services at the 2022 national conference for the American Deafness & Rehabilitation Association (ADARA).

VR works with the ODHS' Office of Equity and Multicultural Services (OEMS) to ensure effective communication access for Deaf American Sign Language (ASL) users within VR and across the department. There are presently 14 VR staff members who receive the bilingual pay differential for ASL. This group represents 56% of staff who receive the pay differential for language proficiency.

Due to staff turnover, at this time, there is only one VR office in the Portland Metro Area where the largest number of Deaf, Hard of Hearing and DeafBlind Oregonians reside with a fluent ASL user in a VR Counselor (VRC) role. This is a decrease from previous years when East Portland and Clackamas had ASL proficient staff available. Other areas in need of ASL-proficient staff in VRC roles include Bend, Medford and Grants Pass.

This past SFY, VR field staff served 891 Oregonians who reported some level of hearing loss as their disability. The most frequently provided services across all levels of hearing loss, from highest to lowest prevalence, included:

- 1. Rehabilitation Technology
- 2. Medical/Psychological
- 3. Job Placement Services Contract
- 4. Personal Assistant Services
- 5. Vocational Exploration
- 6. Transportation
- 7. Clothing
- 8. Other Goods and Services
- 9. Training
- 10. Group Services

Rehabilitation rates for clients with hearing loss continued to be some of the highest noted statewide.

Rehabilitation rates for clients with hearing loss

Federal Report Disability Groups	Rehabilitation Rate for SFY 2021
Deaf people using ASL for primary communication	51%
Hard of Hearing people using speech and ASL	90%
Deaf people using speech and captioning	75%
Hard of Hearing people using speech and captioning	80%
Combined rate statewide	77%

Oregonians with hearing loss had rehabilitation rates well above the general statewide average for all disabilities which was 45%. The combined rehabilitation rate shown in the above table reflects an increase of 7% over last year's performance.

Oregon Department of Education (ODE)

The Oregon Department of Education (ODE) fosters equity and excellence for every learner through collaboration with educators. partners, and communities. One of ODE's top priorities is graduating students that are College and Career Ready. With the Individuals with **Disabilities Education Act (IDEA)** we are "to ensure that all children with disabilities have available to them a free appropriate education that emphasizes special education and related services designed to meet their unique needs and prepare them for further Education. **Employment and Independent** Living." IDEA also requires schools to invite representatives of any other agencies that are likely to be responsible for providing or paying for transition services. Through partnerships with these agencies, we are able to determine student preferences for their future, and what needs or challenges are potential barriers to reaching student goals. This collaboration reflects the value of long-term, childcentered coordination and shared responsibility so we are confident in reaching the student's postsecondary goals.

Oregon Transition Conference

Since 2018, the Oregon Department of Education, Oregon Association of Vocational Support Needs Personnel, Oregon Vocational Rehabilitation, and Oregon Youth Transition Program have hosted the annual Oregon Statewide Transition Conference (OSTC). OSTC

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provides attendees an opportunity to learn, network, and share innovative approaches regarding transition practices in Oregon. The 2021, the OSTC conference was held virtually with about 650 attendees and more than 70 inclusive synchronous and asynchronous sessions. The 2022 OSTC Conference will be held March 30 to April 1, 2022, at the Graduate Hotel in Eugene. The conference will be held in person with both synchronous and asynchronous sessions available virtually as well. For more information, please visit Oregonstc.org.

Transition Technical Assistance Network (TTAN)

The Oregon Transition Technical Assistance Network, now in its seventh year, continues to help improve seamless transition services for students experiencing disabilities. The 2020-21 school year brought a completely new set of challenges because of the pandemic. The TTAN staff created a website with resources and information for education staff to use with students while teaching online. They made time to consult in monthly regional Communities of Practice (COPs) so education staff could discuss resources, share curriculum, and problem solve. These COPs continue to be attended, even after the return to full time in person school for the 2021-22 school year. COPs continue to provide students space to answer questions and receive support.

The team continues to provide virtual trainings on a variety of topics:

- Writing a high-quality transition Individualized Education Program (IEP) and Motivational Enhancement Group Intervention (MEGI)
- Teaching driver education manual review, and
- Providing guidance related to mock sheltered workshops.

The TNF team has also facilitated and developed:

- New regional Seamless
 Transition Meetings
- Pre-Employment Transition Services (Pre-ETS) to students
- Statewide job clubs
- Virtual industry tours
- Virtual parent nights, and
- Career fairs.

In the past seven years, Oregon's TTAN and TNFs focused on collaboration to improve service delivery and post-school outcomes for students experiencing disabilities.

National Technical Assistance Center on Transition: The Collaborative (NTACT:C)

Oregon has continued work with the National Technical Assistance Center on Transition for technical assistance to support Oregon's continued efforts to improve outcomes for youth with disabilities. The NTACT:C team consists of members from the Office of Developmental Disabilities Services (ODDS), Vocational Rehabilitation (VR) and ODE. Goals for the NTACT:C team this year include:

- Increase students' and families' knowledge of supported decision making.
- Analyze coordinated service delivery systems across agencies and develop guidance on how to provide equitable access to services for students and families.
- Increase parent and family member engagement in state planning.
- Develop a resource guide for schools interested in moving their transition services outside of their high school campus.
- Develop a framework and logic model to help students prepare for their careers by assisting educators integrate students with disabilities into their Career and Technical Education programs. These programs help prepare for post-secondary education and build career skills.

Post School Outcomes

Each year, data on what the student's experience was like after leaving high school is collected by Oregon school districts. Through the Individualized Education Program (IEP), districts are required to interview all students a year after leaving high school. Students are asked about:

- Postsecondary education
- Employment experiences
- Competitive employment, and
- Other training and employment experiences.

The most current data collected during the 2019-20 school year indicates a response rate of 57 percent, reflecting a 7 percent increase over the previous year's response rate of 50 percent. Of these students:

- 17 percent were enrolled in higher education one year after leaving school.
- 56 percent were enrolled in higher education or competitively employed within one year of leaving high school.
- 72 percent were either enrolled in higher education, or in some other postsecondary education or training program; or competitively employed or in some other employment.

Pertinent Legislation Supported Decision Making

In June 2021, Governor Brown signed Senate Bill (SB) 2105 Supported Decision Making. Starting January 1, 2022, schools must provide information, training, and resources to school personnel on supported decision-making at each IEP meeting when discussing post-secondary education goals and transition services. Schools must also educate individuals and families on supported decisionmaking and help create strategies for parents to remain engaged in their child's high school education and post-school outcomes.

High School Graduation Requirements and Options

ODE transition-age specialists are also part of a larger group working on SB 744 which requires ODE to review requirements for the high school diploma and to make recommendations related to current requirements. This work is currently in progress and takes a deep look into graduation options for students experiencing disability. Currently, Oregon has three options for students receiving special education services:

- 1. Standard Diploma
- 2. Modified Diploma
- 3. Extended Diploma



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Adult initiatives

State Independent **Living Council**

Oregon's State Independent Living Council (SILC) and other Independent Living Program entities have nurtured a working relationship with Vocational Rehabilitation program partners over the years. This includes having a liaison from the SILC serve on the State Rehabilitation Council (SRC). The liaison serves as a conduit between both client-focused councils. Working together allows both councils to address areas for improvement and growth without duplicating efforts. These councils help Oregonians with disabilities achieve sustainable employment and independent living goals.

The following meet regularly to share updates and improve coordination:

- VR
- Oregon's Centers for • Independent Living
- SILC
- Oregon Commission for the Blind's independent living program leadership

A cross-training project was put in place in 2020. The project provides staff with information and resources to enhance:

- Cross-referrals, and
- Coordination of services.

The Independent Living Network began a Positive Effective

Teaming project in 2021 to further collaboration across Oregon.

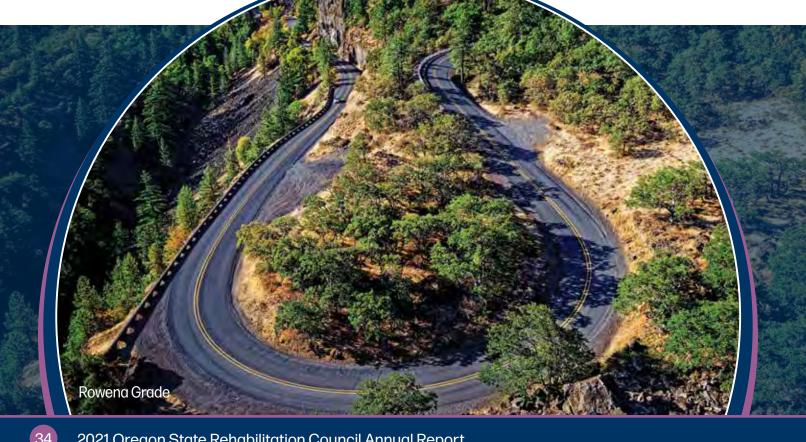
Coordination among the following improves client job retention and quality of life:

- Centers for Independent Living
- VR counselors, and
- Other vendors.

Cross collaboration enables holistic service delivery to create:

- More sustainable employment, and
- Better employment outcomes.

As directed by the State Plan for Independent Living, the VR program functions as the designated state entity. VR receives the Title VII



Independent Living program funds and ensures they are distributed and accounted for as directed. These funds support services provided by:

- Oregon's Centers for Independent Living, and
- Independent living services through Oregon Commission for the Blind.

In addition, Title I Rehabilitation Act funding was provided to support SILC's operational resources. Centers for Independent Living offer mentoring services for people with disabilities around the following core areas:

- Information and referral
- Independent living skills training
- Peer counseling
- Systems and individual advocacy
- Transition-related services to those:
 - » Wanting to move out of institutions
 - » At risk of entering an institution, and
 - » Youth with disabilities from high school.

Social Security programs

VR has operated under the traditional Cost Reimbursement Program offered by the Social Security Administration (SSA) since 1981. The program reimburses state VR agencies rehabilitation funds that go towards helping SSA beneficiaries who receive either or both of the following:

- Social Security Disability
 Insurance (SSDI or Title II)
- Supplemental Security Income (SSI or Title XVI)

State VR agencies only receive reimbursement if the person reaches wage levels that stop SSA disability cash payments for a certain period.

Oregon VR also participates in the SSA Ticket to Work (TTW) Program. Through TTW, SSA disability recipients choose an employment service provider to help maintain work or return to work. TTW offers VR agencies a different type of rewards payment system. We currently only operate under this reimbursement system for clients who receive mental health services from Oregon VR-approved agencies. Agencies receive a percentage of the TTW payments if they meet all contract requirements. We currently have 17 TTW contracts statewide.

Employment First

Employment First is a collaborative effort among the following:

- Vocational Rehabilitation (VR)
- The Office of Developmental Disabilities Services (ODDS)
- The Oregon Department of Education (ODE)
- Stakeholders
- Local teams

Employment First is for people in Oregon with intellectual and developmental disabilities (I/DD). Employment First makes sure these people have the supports and services needed to get a community job.

The website for Employment First is iworkwesucceed.org.

In 2020 and 2021, Employment First focused on helping providers maintain services during the COVID-19 pandemic. ODDS implemented rate increases. They published new ondemand training modules to support provider capacity.

Employment First also changed policy to allow for remote services during the COVID-19 pandemic, this includes:

- Job coaching, and
- Employment Path courses.

This year ODDS focused on how to build capacity post-COVID-19. ODDS has worked with providers to continue to build capacity. ODDS is looking at providing grants in late 2021 for providers.



Employment First, including ODDS and VR, continues to implement and meet the requirements of the <u>Lane, et al., v</u> <u>Brown, et. al, Settlement Agreement</u>.

Some Employment First efforts in 2020-2021:

- VR continues to support people with I/DD to get jobs in the community. In 2020, 749 people with I/DD completed VR services with jobs in the community.
- In January 2021, Employment First launched Impact Oregon, a new job board website.
 Developmental disabilities providers can post available I/DD workforce positions, such as:
 - » Job coaches
 - » Job developers, and
 - » Direct support professionals.

Vocational Rehabilitation and ODDS also post jobs on the website. There is a statewide marketing campaign aimed at reaching job seekers, that includes:

- » A general video, and
- » A <u>video highlighting the</u> work of direct support professionals.

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Oregon Supported Employment Annual Report to State Rehabilitation Council

Oregon Supported Education Center of Excellence (OSECE) Activities:

Prior to the pandemic the focus of OSECE included in person technical support to the 40 plus Individual Placement and Support (IPS) supported employment programs across Oregon, as well as in person annual fidelity reviews. Seven supported education programs also receive training and fidelity reviews.

Supplemental activities include:

- Data analysis
- Supported education material development
- Peer inclusion
- Occasional support to other states, and
- Participation with the IPS international learning community.

Once the pandemic arrived, OSECE switched focus to immediately support programs with:

- Meetings each week
- Suggested activities
- Extensive Zoom based trainings that include interactive components

OSECE continued with the quality assurance process developed in 2020 to support programs in maintaining a fidelity program as much as possible within the bounds of the COVID-19 pandemic. The quality assurance assessments continue to temporarily replace the state requirement for fidelity and allow programs to bill Medicaid for services provided. Common Ground, a recovery-oriented program with extensive resource libraries and online courses, has been implemented. Supported employment programs are encouraged to participate in the courses and use the numerous resources. Technical assistance calls have been held by OSECE to help with implementation. The annual OSECE conference was held virtually in 2021 due to COVID restrictions. OSECE was able to attract a diverse range of nationally known speakers who presented on a wide range of topics pertinent to employment.

Outcome Summary: Outcome data is incomplete because of the pause on data collection by the Oregon Health Authority in recognition of the challenges that programs have been experiencing related to the ongoing COVID-19 pandemic. Cumulatively through the first quarter of 2021, outcomes included:

- 11,386 new jobs
- 16,077 new referrals, and
- 3,949 program graduates employed.

As expected, the number of new jobs dropped in fourth quarter of 2020 and first quarter of 2021 since participants felt uncomfortable entering the workforce during the pandemic. New referrals dropped slightly in the first quarter of 2021, although the employment rate for those graduating the program held steady for the past four quarters.

Program Resilience: Since the COVID-10 pandemic, a great deal of variation appears to have occurred across the state with IPS program service delivery, and local regulation. Many programs quickly adopted telehealth practices, although some struggled to maintain contact with participants over time. Several IPS programs furloughed employees and had brought them back prior to this report. A couple of programs appear to have pulled IPS staff into other agency duties. Some programs are doing well and getting jobs, although the jobs appear to be more hospitality industry oriented than normal. Some programs can see clients face to face, develop job plans, and provide transportation while others cannot yet. Programs consistently report good ongoing collaboration with VR, and are able to access counselors, and provide shared services in this challenging environment.

Next steps:

- Continue work begun in previous years to address health inequities, in support of the Oregon Health Authority's goal of eliminating health disparities by 2030.
- Resume fidelity monitoring and transition away from Quality Assurance Assessments in Spring of 2022 if health and safety permits.

- Continue implementing Common Ground training.
- Partner with VR on contract and training.
- Further peer inclusion.
- Further support education.
- Conduct quality assurance review for performance during COVID-19 pandemic.
- Develop a longitudinal data study as part of the fidelity review.
- Explore ways to broaden the reach of supported employment services to those with primary diagnoses of substance abuse and those under jurisdiction of ORS 161.370 (Aid and Assist).





SRC new member profile: Brian Sacre

Five years ago, I was teaching at an elementary school in South Korea, my host country for over thirteen years. As I was preparing to return home to Oregon, I had to seriously consider my transferable strengths and values in a new career path. My job search ended when I found a nonprofit organization, Access Technologies, Inc., dedicated to using the power of

technology to improve people's lives. Our values and aims matched up well, and ATI brought me on staff as an Assistive Technology Specialist. I speak publicly, train individuals and groups, empathize and appreciate the process of meaningful work. When the opportunity to serve on the SRC became available, I was honored and eager to join. In my professional position, many clients had told me of their expectations and struggles with the process and I was only able to share the client's point of view to their counselor. Now, I can learn from more of the people involved in the process, and hopefully share ideas to help better serve people with disabilities. I look forward to serving among many esteemed individuals, all leaders in their fields.

Client Assistance Program (CAP)



The Client Assistance Program (CAP) at Disability Rights Oregon assists individuals seeking VR services in asserting their rights to services and in resolving disputes. The program serves participants of VR, Independent Living (IL) centers, the Oregon Commission for the Blind (OCB) and Tribal VR programs.

The CAP seeks to resolve disputes at the lowest level possible through technical assistance, investigations, monitoring, negotiation, mediation and representation at impartial fair hearings. We protect rights such as participants' right to:

- Have their eligibility determined within 60 days
- Be included in the development of an individualized plan for employment within 90 days, and
- Receive educational services, job development or other services outlined in that plan.

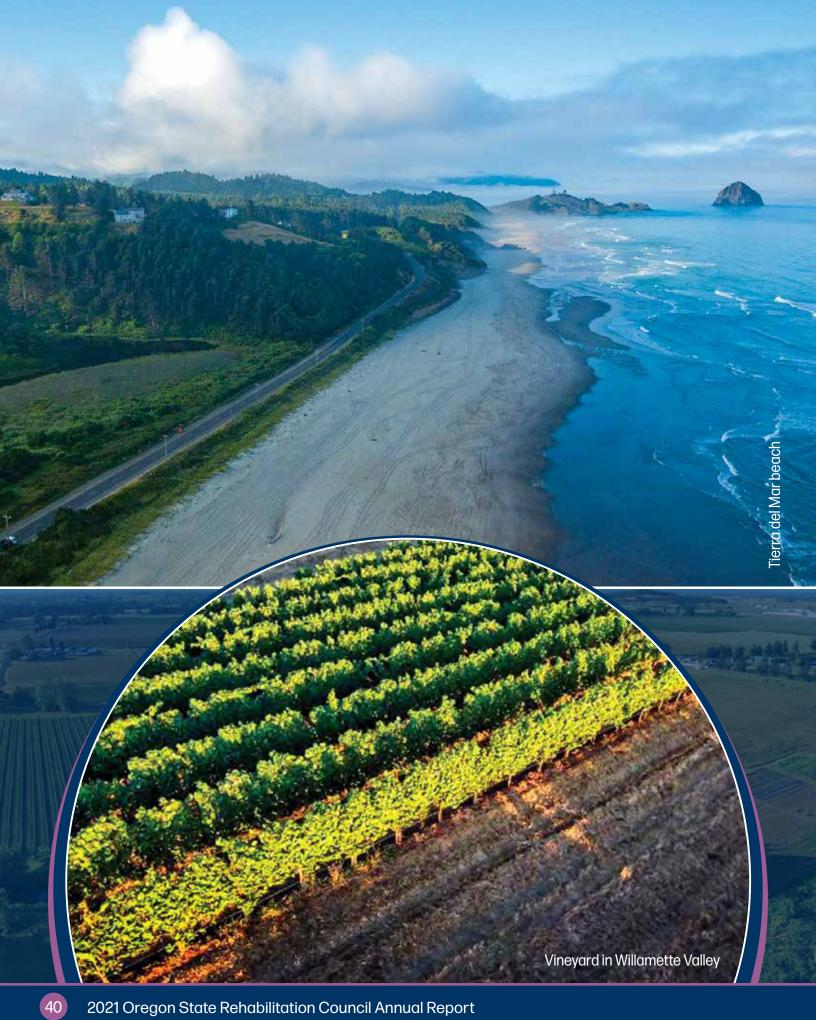
During the last year, the CAP has been involved in helping to shape several new policies through a collaborative effort with Oregon VR and the SRC. We provided feedback during development of the Comprehensive Statewide Needs Assessment (CSNA). The assessment helps determine the needs of VR clients and guide VR's future policies to meet those needs. We also provided valuable input on other policies in development related to vehicle modification, micro-enterprise and protecting the confidential information of VR participants. Through those efforts, the CAP aims to shape policies that are personcentered and reflect the rights of individual participants.

The CAP participated in several training and outreach activities to service providers, legislators and community members. In the spring, the CAP presented at the Oregon Statewide Transition Conference to inform young workers with disabilities of their employment-related rights as they enter the workforce. We attended the Oregon Commission for the Blind (OCB) Blind Vendor Program in-service in November, where we educated blind vendors about the scope of services available through

Disability Rights Oregon's different programs, including the CAP. We participated in the Oregon Supported **Employment Center for Excellence** (OSECE) virtual annual conference, which brought together supported employment service providers to learn and share their experiences with the Individual Placement and Support (IPS) model. We assisted in the development of a presentation on the VR hearing process for the National Disability Rights Network's annual conference. As a member of the SRC, the CAP also participated in educational meetings that informed state legislators about the key roles that the SRC and VR play in achieving competitive integrated employment for persons with disabilities.

Despite the challenges of an ongoing pandemic, the CAP has continued to provide quality dispute resolution and individual advocacy to VR participants. We look forward to continuing to be a productive partner in shaping policy and assisting VR agencies as the state contemplates plans for reopening more in-person services.





VR client outcomes, measures and demographic graphs

State fiscal year (SFY) performance



Number entering plan

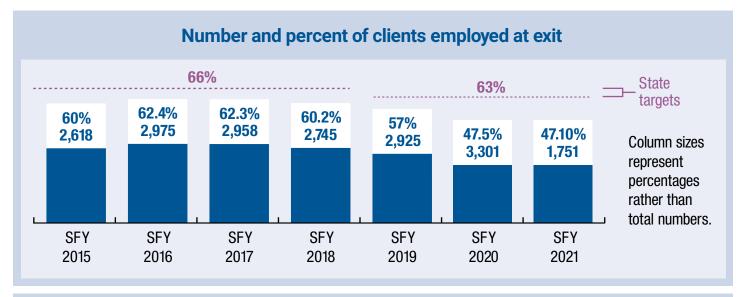


Number and percent of clients served by primary disabling condition



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State fiscal year (SFY) performance

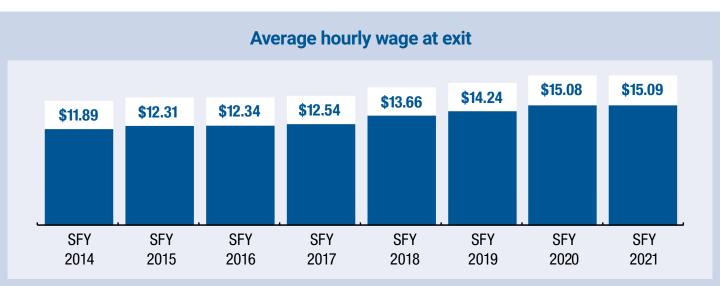


Rates of retention in employment*, second and fourth quarters after exit





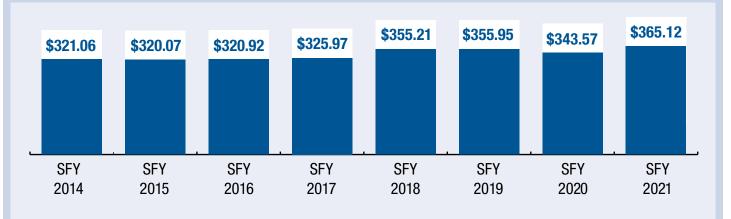




State fiscal year (SFY) performance

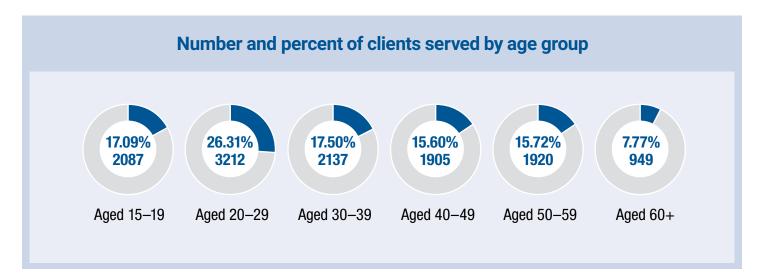


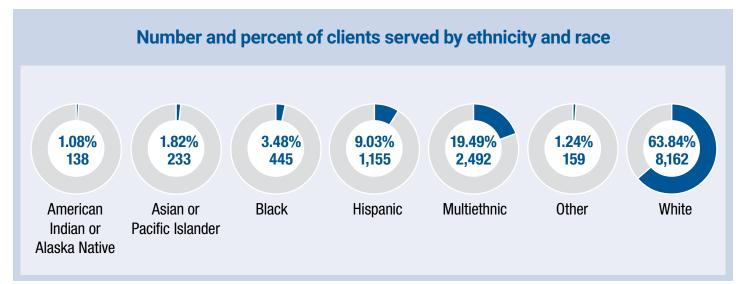






State fiscal year (SFY) 2021 performance







SRC new member profile: Ed Cortez

I've been working in this field for 30 years and it never ceases to bring me joy! Working with people with every kind of capability is something I feel truly passionate about. Advocating for those same people is an important part of my work, and I have long admired these same efforts at the state level as performed by the SRC! It's an amazing honor to now be a part of such a prestigious assembly where I can contribute to this incredible ongoing dialogue. It's

an honor to be a part of the system that improves the lives of Oregonians, including my wonderful clients. I'm ecstatic to think that I am a facet of such a fantastic group of people!

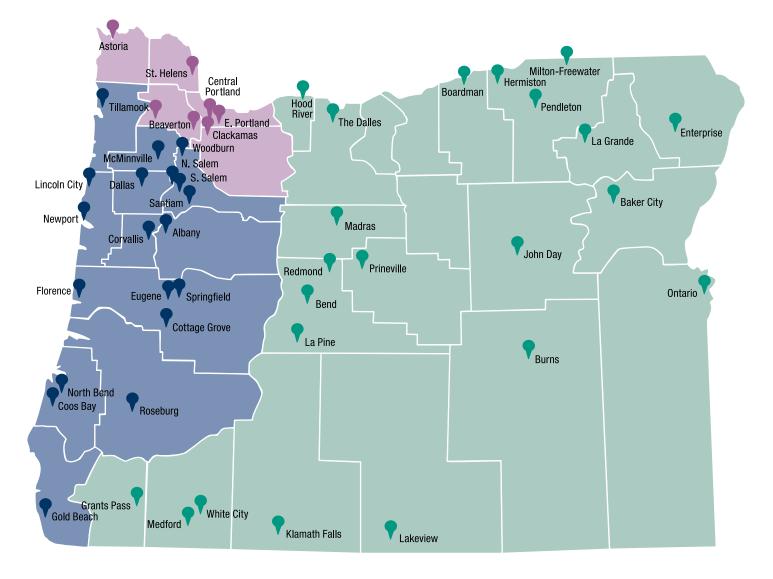
Ed Cortez, Program Director, Trendsitions Incorporated

VR offices and regional managers, 2021

Regional managers

Region 1: Kadie Ross	Region 2: Nathan Tierney	Region 3: Bambi Bevill
Includes ODHS districts	Includes ODHS districts	Includes ODHS districts
1, 2, 15, 16	3, 4, 5, 6, 7	8, 9, 10, 11, 12, 13, 14

VR office locations



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Howard Fulk, Policy and Training Program Manager Cell: 971-332-0646 Fax: 503-947-5025

Bryan Campbell, Business Operations Program Manager Salem: 503-945-6217 Fax: 503-947-5025

Sheri Boyd, Workforce and Youth Program Manager Salem: 503-945-5679 Fax: 503-947-5025

Emily Armstrong, Strategic Development and Innovation Officer Salem: 503-602-8259 Fax: 503-947-5025

Kadie Ross, Region 1 Manager Office: 971-673-5858 Cell: 971-201-9385

Nathan Tierney, Region 2 Manager Office: 503-945-6695 Cell: 971-209-5797

Bambi Bevill, Region 3 Manager Bend: 541-956-2912 Cell: 971-719-1396



Introduction and History of State Vocational Rehabilitation Councils



When the Rehabilitation Act Amendments were being considered by the 102nd Congress in 1992, disability rights activism had increased and recommended changes to the Rehabilitation Act that included persons with disabilities be at the table. As a result. Revisions to the act included individual dignity, self-determination, inclusion and full participation of persons with disabilities. In addition, this included the establishment of a State Rehabilitation Advisory Council with a majority of the members (51%) being persons with disabilities.

By the 1998 Amendments, SRC's role and empowerment were recognized and strengthened. The name and role of the body of advocates was changed from the State Rehabilitation Advisory Council to the State Rehabilitation Council. The role changed from being advisory, to

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being involved in developing policies, planning activities, evaluating program effectiveness and carrying out other functions related to the vocational rehabilitation program. This also included that the SRC, in conjunction with the VR agency, jointly conduct the comprehensive needs assessment of individuals with disabilities in the state, develop (and agree to) the State's annual goals and priorities, and evaluate VR performance toward the goals annually. The role of the SRC changed from advisory to working in partnership with the State VR agency.

Section 105 of the Rehabilitation Act of 1973 (as amended) requires consumers, advocates, and other representatives of individuals with disabilities to participate in the administration and oversight of a state's VR program. The SRC fulfills this mandate in all states and territories. This is required in order for Vocational Rehabilitation programs to be eligible for and maintain federal VR funds. The SRC must consist of at least fifteen (15) members. They cannot have less unless they are a commission. There is not a maximum number of members unless Council Bylaws note otherwise. Members are appointed by the Governor, representing a variety of perspectives from the VR program and disability community as outlined in the legislation.

This excerpt is from the National Coalition of State Rehabilitation Councils (NCSRC) (2019). Guidebook for SRC Chairpersons, Members and Administrators-<u>www.NCSRC.net</u>.

For more information about the Oregon State Rehabilitation Council, go to <u>https://www.oregon.gov/DHS/</u> <u>EMPLOYMENT/VR/SRC/Pages/</u> <u>index.aspx</u>.

State Rehabilitation Council members



Susie Calhoun Vice-chair 121 Tribal VR



Ed Cortez Business, Industry and Labor



Bridget Dazey Workforce and Talent Development Board Clackamas Worksource



Brenda Dennis Supported Employment



Toni DePeel VR Pre-Employment Transition Coordinator



John DeRosa Business, Industry and Labor







Cecilia Fiorillo Advocate and Former VR Consumer



Mike Franklin Oregon Department of Education



Anais Keenon Business Representative and Advocate



Elizabeth Lortscher VR Consumer



Jorge Martinez Community Rehabilitation Provider



Sunil (Neal) Narayan VR Consumer and Advocate



Steve Paysinger Former VR Consumer (Chair)



Kim Poage Advocate, Rehabilitation Counseling Educator



Emily Purry Business, Industry and Labor



Christy Reese Parent Training Information



Charles Richards State Independent Living Council



Matthew Serres Oregon Client Assistance Program



Acknowledgements

The Council would like to thank the following:

- Steve Paysinger for his dedicated leadership as Chair during the continuation of the most unprecedented two years of social, environmental, programmatic and health challenges we have seen yet. And a huge thanks for his willingness to remain chair of the SRC for another year. Congratulations on your retirement and best of luck with the new TBI Independent Living adventure!
- Susie Calhoun for being a voice of reason and empathy and never being afraid to step up and speak her mind, even if it is unpopular opinion. Your continued counsel on diversity, inclusion and the "Great State of Eastern Oregon" is invaluable. Thank you for being the vice chair another year!
- The SRC would like to recognize Clayton Rees, who parted ways with his earthly being this year. Thank you for being an amazing advocate for so many people over such a beautiful lifetime. Your words, experiences, stories and jokes will stay with us forever. Your kindness is unmatched.
- There were many personal losses this year for council members. Some COVID-19 related and some otherwise. Council members' continued dedication to their roles during these very difficult times is greatly appreciated. Our

greatest condolences to the members and their families.

- All VR admin representatives and staff that are a part of SRC committees and work groups. With your participation, we can do more and stretch farther in our mission. Special thanks for Desiree Berry of the Outreach Committee for helping to organize and announce the SRC award winners at the quarterly meetings.
- The entire VR staff for being so flexible and adaptable during the ongoing challenges of the COVID-19 pandemic. Your ability to stay the course, problem solve, be adaptable and push for your clients' and your own safety during this time is courageous. The SRC sees you working so hard and appreciates your efforts immensely.
- VR consumers that shared their challenges and successes, as well as the ones that shared their fears, concerns and complaints. We can't improve things without also hearing the difficult sides of all stories, successful or otherwise. Thank you for being brave.
- Community partners who are willing to show up and engage with the consumers, VR, the SRC and each other to support the common goals of supporting employment for Oregonians with disabilities.

- The guest speakers at the SRC quarterly meetings:
 - » Jim Davis, chair of the Oregon Disabilities Commission
 - » Carol Salter, CEO of Easterseals, and
 - » David Oaks, founder of Aciu! Institute, LLC.

These speakers gave impressive presentations about advocacy and legislative history, service delivery and ways to partner with VR and the SRC.

- All employers who support VR services, especially the award winners who have gone above and beyond to be collaborative and provide opportunities for people to be successful and self reliant.
- All the vendors that support the SRC and VR to get the jobs done, including, but not limited to, Archer Captioning Services, Pearl Buck Center and Garten. It is a pleasure working with you all.
- Ed Ruttledge for donating his professional photography services.
- Steven Hernandez, Susan Stigers, Kristen Voyles, Fiona Bai, and the many VR administrative staff that contributed to this year's annual report.





SRC members

With so much uncertainty about the nature of in-person meetings, the SRC has pledged to always offer virtual attendance as an option. You can check with the SRC website for a list of meetings scheduled and where they will be if they are in person as things develop in 2022. Thanks for your understanding

2021 quarterly meetings

Feb 4, 2022 May 6, 2022 August 5, 2022 November 4, 2022

Future meetings will be announced as they are planned. All meetings will continue to be available via Zoom. For more information, please visit the SRC website: https://www.oregon.gov/dhs/employment/vr/src/pages/index.aspx

Public Law 101-166, Section 511, Steven's Amendment

SEC.511. When issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all grantees receiving Federal funds, including but not limited to State and local governments, shall clearly state (1) the percentage of the total costs of the program or project which will be financed with Federal money, (2) the dollar amount of Federal funds for the project or program, and (3) the percentage and dollar amount of the total costs of the project or program that will be financed by nongovernmental sources.

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Oregon Department of Human Services

To request additional copies of this report or for more information, please contact:

Oregon State

Rehabilitation Council 500 Summer St. N.E., E87 Salem, OR 97301-1120 503-945-6256 1-877-277-0513 Fax: 503-945-8991 www.orsrc.org

Those who are Deaf, Hard-of-Hearing or speech-impaired may contact the VR and SRC staff by relay.

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon State Rehabilitation Council at 1-877-277-0513. We accept all relay calls or you can dial 711.

VR is funded by a combination of federal funds received under the Rehabilitation Act of 1973, as amended (78.7%), and non-federal funds (21.3%) included in VR's legislatively approved budget.