STATE REHABILITATION COUNCIL OF TENNESSEE

SRC

2013

Partnering with Vocational Rehabilitation to build a bridge to employment for people with disabilities

VOCATIONAL REHABILITATION (VR) AND SRC

2013 ANNUAL REPORT

"A PARTNERSHIP TO INCREASE EMPLOYMENT FOR TENNESSEANS WITH DISABILITIES"

TENNESSEE DEPARTMENT OF HUMAN SERVICES

Helping shape Tennessee lives.

Tennessee Division of Rehabilitation Services

Tennessee Department of Human Services

"Customer Focused...Employment Driven"

State Rehabilitation Council of Tennessee

2013 Annual Report

Division of Rehabilitation Services
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State Capital, Nashville

TO THE HONORABLE GOVERNOR BILL HASLAM AND JANET LABRECK, REHABILITATION SERVICES ADMINISTRATION (RSA) COMMISSIONER AND THE CITIZENS OF TENNESSEE:

December 2013

On behalf of the State Rehabilitation Council of Tennessee, it is my privilege to present the 2013 Annual Report.

I have enjoyed the honor of being chair of the SRC this past year. The SRC and Division of Rehabilitation Services (DRS) have had a strong partnership this past year. The partnership has been “collaboration in action”, and the SRC looks forward to the continued dedication of the DRS to involve the SRC in the coming years to benefit all Tennesseans.

During this past year, the members of the SRC demonstrated leadership and strong partnerships working closely with the DRS to ensure Tennesseans with disabilities were able to obtain and maintain employment. The SRC has four standing committees that continued to advise and work with the DRS on policy, procedures, and program accountability. The four standing committees provided feedback to the State Plan; and partnered on development and implementation of consumer satisfaction surveys, needs assessments, and focus groups. The Outreach, Public Relations, and Awareness Committee focused on identifying strategies to increase public awareness and employment partnerships with underserved communities in the State.

The SRC appreciates the training initiative that DRS has implemented to educate and inform the new and current Vocational Rehabilitation Counselors on policy, procedures, and program accountability. Training initiatives help enable DRS to train employees in a way that maximizes their skills to the fullest, promotes innovations, and enables greater productivity.

The SRC is proud to announce that in the past year, DRS has opened the Priority Category 3 waiting list for the first time since Order of Selection has been implemented in 2001. This is a monumental step in the right direction for persons with disabilities in Tennessee.

The State Rehabilitation Council shares an open invitation to join us for a SRC meeting. The meetings are open to the public and information on the SRC can be found on the DRS website. The members of the State Rehabilitation Council are honored to provide leadership and work in partnership with the Division of Rehabilitation Services.

Respectfully,

Rozann Downing

Rozann Downing
SRC Chair

MESSAGE FROM CHERRELL CAMPBELL-STREET, ASSISTANT COMMISSIONER TENNESSEE DIVISION OF REHABILITATION SERVICES

Greetings from the Tennessee Division of Rehabilitation Services.

If there is one word that describes the theme for this year's annual report, it would be Partnership.

The Tennessee Vocational Rehabilitation Program has been very fortunate to have had many opportunities to work with stakeholders, sister agencies, the State Rehabilitation Council, and the community to improve employment outcomes for people with disabilities. Several projects and initiatives were launched this year that will have a positive, long lasting impact on workforce development, transitioning from school to work, and job placement.

One of the largest initiatives was the revamping of the program's Letters of Understanding (LOU) and contract process. Working closely with our vendors and service providers, the VR program developed a process that will ensure services to our consumers are of high quality and have accountability measures in place.

The program is very excited about the possibilities of expanding services to more priorities under its Order of Selection. By doing so, the Tennessee Vocational Rehabilitation Program is redefining the future for success and increasing the number of Tennesseans with disabilities in the workforce.

Respectfully,

Cherrell Campbell-Street
Assistant Commissioner
Tennessee Division of Rehabilitation Services

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SRC Mission

Serving all citizens of Tennessee, the mission of the State Rehabilitation Council of Tennessee is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

SRC Vision

The State Rehabilitation Council of Tennessee envisions a statewide workforce that values disability and diversity and is committed to full participation of its citizens.

SRC Responsibilities and Functions

The SRC of Tennessee works in partnership with DRS to maximize employment and independent living for Tennesseans with disabilities. The SRC advocates for the VR program as well as advises DRS on issues facing consumers of the VR program. The SRC acts as the voice of the consumer and other stakeholders in the VR program.

The SRC's responsibilities and functions include:

- Review, analyze, and advise DRS regarding responsibilities related to eligibility, including order of selection, effectiveness of services provided, and functions performed by State agencies that affect the employment of individuals with disabilities.
- Partner with DRS to develop, agree to, and review VR goals and priorities. DRS and the SRC evaluate the effectiveness of the VR program and submit reports of progress to the RSA commissioner.
- Advise DRS regarding activities carried out and assist in the preparation of the State plan and amendments to the plan, applications, reports, needs assessments, and evaluations. The SRC is responsible for Attachment 4.2(c) of the State Plan which contains recommendations from the annual report, review and analysis of consumer satisfaction, other council reports, DRS responses to the comments and recommendations, and explanations for DRS's rejection of input or recommendations.
- Conduct a review and analysis of the effectiveness and consumer satisfaction with DRS, VR services provided, the employment outcomes achieved by eligible individuals.
- Prepare and submit an annual report to the Governor and the RSA commissioner on the status of VR programs in the State. This report highlights the goals and achievements of the VR program, the Councils accomplishments for the year, VR program statistics, and VR client success stories.
- Coordinate activities with other councils to avoid duplication of efforts and enhance the number of individuals served.
- Coordinate and establish working relationships between DRS and the Statewide Independent Living Council (SILC) and centers for independent living within Tennessee.
- Perform other functions consistent with VR services deemed appropriate by the SRC.

A State having a SRC is established in Title I, Section 101(a) (21) of the Rehabilitation Act of 1973 and in Title 34 Part 361.16 of the Code of Federal Regulations (CFR).

SRC Membership

Council members are appointed by the Governor to serve a term of three years and may not serve more than two consecutive terms. When making appointments, the Governor must consider individuals representing a broad range of individuals with disabilities and organizations interested in individuals with disabilities. The Governor, to the extent possible, must consider that minority populations are represented on the Council. The majority of members must be individuals with disabilities not employed by DRS.

CFR Title 34 Part 361.17 contains details on membership, appointments, terms, and electing of a chairperson.

Officers For FY2013

Rozann Downing

SRC Chair
Business, Industry and Labor

From: Big Sandy
Senate District: 24
State Senator: Sen. John Stevens
House District: 75
State Representative: Rep. Tim Wirgau
VR Region: 8

Mark Montgomery

SRC Vice-Chair
Statewide Independent Living Council

From: Nashville
Senate District: 20
State Senator: Sen. Steven Dickerson
House District: 60
State Representative: Rep. Darren Jernigan
VR Region: 5

Marianne Dale

SRC Secretary
Disability Advocacy Group

From: Henry
Senate District: 24
State Senator: Sen. John Stevens
House District: 75
State Representative: Rep. Tim Wirgau
VR Region: 8

Upcoming FY2014 Officers

Chair – Rozann Downing
Vice-Chair – Michael McGrath
Secretary – Marianne Dale

FY2013 runs from October 1, 2012 – September 30, 2013

FY2014 runs from October 1, 2013 – September 30, 2014

Welcome New Members

The SRC would like to welcome our new and incoming members.

- Cherrell Campbell-Street
- Derek Flake
- Bob Leonard
- Samantha Moreno
- Yolanda Shields

Outgoing Member

- Mark Montgomery

Members For FY2013

Norris Branick
Former VR Recipient

From: Jackson
Senate District: 27
State Senator: Sen. Lowe Finney
House District: 80
State Representative: Rep. Johnny Shaw
VR Region: 7

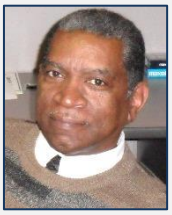
Sharon Bryant
Community Rehabilitation Program

From: Ooltewah
Senate District: 11
State Senator: Sen. Bo Watson
House District: 29
State Representative: Rep. Mike Carter
VR Region: 3

Cherrell Campbell-Street
DRS Assistant Commissioner

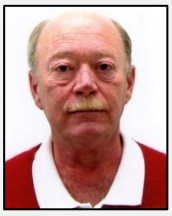
From: Nashville
Senate District: 18
State Senator: Sen. Ferrell Haile
House District: 45
State Representative: Rep. Courtney Rogers
VR Region: Statewide

Samuel Cole
DHS Liaison



From: Nashville
Senate District: 20
State Senator: Sen. Steven Dickerson
House District: 53
State Representative: Rep. Jason Powell
VR Region: Statewide

Tom Depauw
Business, Industry and Labor



From: Brentwood
Senate District: 20
State Senator: Sen. Steven Dickerson
House District: 56
State Representative: Rep. Beth Harwell
VR Region: 5

Derek Flake
Parent Training & Information Center

From: Memphis
Senate District: 31
State Senator: Sen. Brian Kelsey
House District: 96
State Representative: Rep. Steve McManus
VR Region: 9

Tricia Griggs
Client Assistant Program

From: Nashville
Senate District: 19
State Senator: Sen. Thelma Harper
House District: 59
State Representative: Rep. Sherry Jones
VR Region: 5

John Harris
Disability Advocacy Group

From: Murfreesboro
Senate District: 13
State Senator: Sen. Bill Ketron
House District: 48
State Representative: Rep. Joe Carr
VR Region: 6

Bob Leonard
Statewide Independent Living Council

From: Paris
Senate District: 24
State Senator: Sen. John Stevens
House District: 75
State Representative: Rep. Tim Wirgau
VR Region: 8

Mary Little
VR Counselor

From: Greenville
Senate District: 1
State Senator: Sen. Steve Southerland
House District: 5
State Representative: Rep. David Hawk
VR Region: 1

Michael McGrath
Business, Industry and Labor

From: Knoxville
Senate District: 6
State Senator: Sen. Becky Duncan Massey
House District: 14
State Representative: Rep. Ryan Haynes
VR Region: 2

Samantha Moreno
Current VR Recipient

From: Knoxville
Senate District: 6
State Senator: Sen. Becky Duncan Massey
House District: 14
State Representative: Rep. Ryan Haynes
VR Region: 2

Jean Saulsberry
Business, Industry and Labor

From: Memphis
Senate District: 32
State Senator: Sen. Mark Norris
House District: 88
State Representative: Rep. Larry Miller
VR Region: 9

Yolanda Shields
Workforce Investment Board

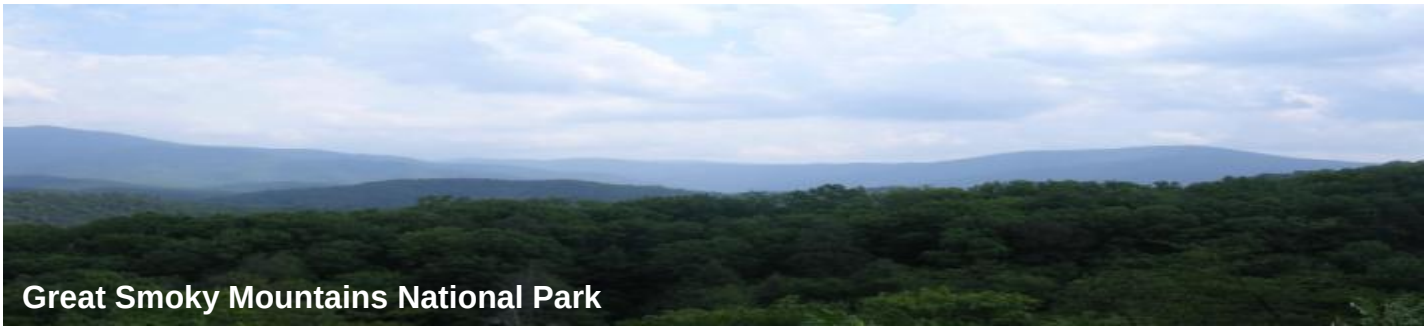
From: Spring Hill
Senate District: 23
State Senator: Sen. Jack Johnson
House District: 65
State Representative: Rep. Jeremy Durham
VR Region: 6

Steve Sparks
State Education Agency

From: Nashville
Senate District: 19
State Senator: Sen. Thelma Harper
House District: 52
State Representative: Rep. Mike Stewart
VR Region: 5

The council must be comprised of at least 15 members from the following groups/organizations:

SILC, Parent Training and Information Center, Client Assistance Program (CAP), VR counselor (ex officio, non-voting member if Department of Human Services (DHS) employee), community program service providers, business, industry, and labor representatives (at least 4), disability groups, current or former VR recipients, State educational agency, State workforce investment board, and the DRS Assistant Commissioner (ex officio, non-voting member).



Great Smoky Mountains National Park

SRC Committees

The SRC in Tennessee has adopted a committee structure. The Council has a lot of responsibilities throughout the year. The committee structure allows the Council to divide up the work into smaller focused segments so the committees can address issues in-depth. Committees can do work outside of formal meetings and report back to the whole group. The SRC chair can appoint additional committees as necessary to carry out the purpose of the Council. All SRC members must serve on at least one committee.

Executive Committee

The Executive Committee is a standing committee that consists of the chair from each of the other committees and all officers of the SRC, including past SRC chairs, if approved by the current chair.

Chair: Rozann Downing

Members: Mark Montgomery, Marianne Dale, Mary Little, Tricia Griggs, and Michael McGrath

Accomplishments:

- Distributed council appointment information and received increased consumer/public participation in the SRC nomination process.
- Attended meetings with the DRS Assistant Commissioner and other DRS staff.
- Created agendas for all meetings and trainings.
- Transmitted communications to all SRC members and worked with DRS to announce meetings.
- Prepared the FY 2014 Resource Plan.

Consumer Satisfaction and Needs Assessment Committee (CSNAC)

CSNAC is a standing committee that fulfills the requirements of the law and gathers reliable data to shape policy, procedures, and program accountability.

Chair: Mary Little

Members: Tricia Griggs, Mark Montgomery, Jean Saulsberry, Steve Sparks, Tom Depauw, John Harris, Sharon Bryant, Michael McGrath, Rozann Downing, and Marianne Dale

Accomplishments:

- Reviewed Statewide Needs Assessment with DRS to access the results that established the goals for the State Plan 2014.
- Organized focus groups in Memphis, Jackson, Paris, Johnson City, Knoxville, Chattanooga, and Nashville to collect data for the FY2013 needs assessment.
- Collaborated with DRS on collecting data and writing the FY2013 Statewide Needs Assessment.
- Collaborated with DRS on the consumer satisfaction surveys.

April 3, 2013 SRC meeting

State Plan and Annual Report Committee (SPARC)

SPARC is a standing committee that in collaboration with DRS, prepares the State Plan and Annual Report.

Chair: Tricia Griggs

Members: Rozann Downing, Marianne Dale, Mark Montgomery, Michael McGrath, John Harris, and Sharon Bryant

Accomplishments:

- The SRC collaborated with the Division of Rehabilitation Services (DRS) to complete and submit the approved FY 2014 Title I, Part B State Plan.
- Prepared FY 2013 Annual Report with DRS.

Outreach Public Relation and Awareness Committee (OPRA)

OPRA is a standing committee that acts as the bridge between SRC/VR to the community and stakeholders with the primary purpose to gather and distribute information that impacts successful client employment outcomes.

Chair: Michael McGrath

Members: Norris Branick, Mark Montgomery, Tom Depauw, Marianne Dale, and Rozann Downing

- Continue to improve the SRC website accessibility through the DHS.
- Created an SRC logo and slogan to give the council a brand.
- Developed and created an SRC brochure.
- Developed strategic plan to provide more outreach and awareness of the SRC, VR programs, and the importance of hiring individuals with disabilities.

New Member Profile: Derek Flake

The SRC would like to welcome new member Derek Flake from Memphis. Derek is our Parent Training and Information Representative.

Derek is the West Tennessee Regional Coordinator for Support and Training for Exceptional Parents (STEP). He has been married for 18 years with 19, 16, and 12 year old daughters.

Derek joined the SRC because he is passionate about post-secondary transition and wants to assist in making sure students and parents get educated on services offered by VR.

Derek wants to better understand VR and Tennessee specific data as it relates to Independent Living, Employment, and Education that impacts people with disabilities.

Derek is an ordained minister and has helped his 19 year-old daughter set up appropriate academic accommodations in her first year of college through the Student with Disabilities Office.

SRC Accomplishments

- Four (4) quarterly SRC meetings were held and appropriate public notices given.
- The SRC, with Assistant Commissioner Campbell-Street and DRS staff, attended all FY 2014 Title I, Part B State Plan public hearings at neutral sites.

SRC chair Rozann Downing, vice-chair Mark Montgomery, member Bob Leonard, and DHS Liaison Samuel Cole attending a Public Hearing regarding the State Plan

Assistant Commissioner Cherrell Campbell-Street attending a public hearing regarding the State Plan

- Held the Middle Tennessee State Plan public hearing during the annual Tennessee Disability Mega Conference.
- The SRC and DRS submitted nominations for SRC members to the Governor and appointments are being made.
- The SRC and DRS worked to open the the Priority Category 3 waiting list.
- The SRC attended the VR retreat in Gatlinburg.

SRC secretary Marianne Dale and member Michael McGrath working on SRC business at the VR retreat

- SRC secretary Marianne Dale attended the TRC Smyrna Winter Graduation. SRC member Steve Sparks attended the TRC Smyrna Summer Graduation.

TRC Smyrna Winter Graduation December 14, 2012

- The SRC reviewed and commented on DRS policy changes.
- SRC members attended public hearings in Knoxville, Chattanooga, Nashville, and Memphis regarding VR policy changes.
- SRC members observed and assisted DRS in holding focus groups in Memphis, Jackson, Paris, Johnson City, Knoxville, Chattanooga, and Nashville to collect data for the FY2013 needs assessment.

Focus group at the TARP Center for Independent Living in Paris

- The SRC held its annual in-service training on April 3-4, 2013 at the Doubletree Hotel in Murfreesboro.
- The SRC examined the feasibility and pros and cons of making the SRC a 501(c)(3) organization.
- The SRC bylaws were changed to be in line with federal regulations.
- The SRC made suggestions to VR on how to spend carry over dollars and Social Security reimbursement money.
- SRC chair Rozann Downing attended the fall Council of State Administrators of Vocational Rehabilitation (CSAVR) Conference during FY 2013.
- SRC chair Rozann Downing and member Sharon Bryant attended the National State Rehabilitation Council Forum sponsored by RSA and George Washington University National Technical Assistant Partnership in July.
- SRC members provided outreach at the Training, Advocacy, Referral, Peer Support (TARP) Center for Independent Living Americans with Disabilities Act (ADA) Celebration, to veterans in Henry County, the Irish Festival in Erin, the Soybean Festival in Martin, Rivers and Spires Festival in Clarksville, Go!Fest in Chattanooga, and in Nashville at Disability Days on the Hill.

SRC members Bob Leonard, secretary Marianne Dale, and chair Rozann Downing with DHS Liaison Samuel Cole providing outreach at the TARP Center for Independent Living ADA Celebration in Paris

SRC member Michael McGrath providing outreach at Go!Fest in Chattanooga

SRC Priorities for FY2014

- Become a 501(c)(3) organization.
- Attend meetings regarding changes to LOU's.
- Work with DHS webmaster to improve current SRC website or to create a new SRC website.
- Work on implementing the strategic plan for outreach.
- Print and distribute brochures regarding the SRC, VR, and importance of hiring individuals with disabilities.
- Become members of the National Rehabilitation Association (NRA) and National Coalition of State Rehabilitation Councils (NCSRC).
- Collaborate with SILC to develop a statewide leadership institute to help prepare Tennesseans to serve on councils and committees such as the SRC and SILC.
- Invite client successes to quarterly SRC meetings and/or recognize the case of the quarter.
- Collaborate with DRS on a retreat for writing the FY2015 Title I, Part B State Plan.
- For the Executive Committee to conduct regularly scheduled meetings with DRS to strengthen collaboration.
- Combine Executive Committee and SPARC Committee.
- Create Transition School to Work Committee.
- Continue to work with DRS in reviewing and analyzing the opening of both Priority Category 3 and Priority Category 4.

New Member Profile: Yolanda Shields

The SRC would like to welcome new member Yolanda Shields from Spring Hill. Yolanda is our Workforce Investment Representative.

Yolanda is CEO of Let's Go Innovate. She is an Author, Speaker, Business Strategist Consultant, Trainer and Coach. She is also Vice President of the Adassa Adumori Foundation (USA) which does community development work in the continent of Africa and other 3rd World Countries. She has traveled extensively throughout the United States, France and Africa.

Yolanda joined the SRC to assist with the relationship and communication with workforce development and to support the work of the SRC. She wants to help lead positive change that will impact those served or supported through the work of the SRC.

Yolanda has assisted over 20 corporations in the areas of professional development training, fund development, strategic planning, education and curriculum development, business operations and celebrity charity management. She has worked with such celebrities as CeCe Winans, Darrell Green, Art Monk, Tony Boselli, and many others. Yolanda's first book was released in September 2013 "Letters to Our Sons". To learn more go to www.lettertoursons.com.

Graduation Ceremony: Tennessee Rehabilitation Center (TRC) Smyrna

On August 30, 2013, a graduation ceremony, honoring students who had finished their training programs, was held on the campus of the TRC Smyrna.

Making the day special by providing opening remarks and speeches were the Superintendent of the TRC, Karen Carothers, Assistant Commissioner of Tennessee DRS, Cherrell-Campbell Street, Pro Charging Systems, LLC guest speaker Kelly Savage, and most notably, student speaker Justin Woods, a member of the graduating class. Mr. Woods provided the audience with a touching summary of his learning experiences at TRC and how these would serve to broaden his future opportunities.

Following the speakers came the most important part of the ceremony, the awarding of certificates to approximately 70 graduating students. Certificates were presented individually by area of study and included: Vocational Training, Job Objectives/Behavioral Services, Physical Rehabilitation Services, Transitional Living Skills, Traumatic Brain Injury Program, and Vision Impairment Services. Student Council Awards were also presented.

Also included as part of the recognition of graduates was the wearing of gold honor cords with caps and gowns, by students who had exhibited exemplary behavior.

The atmosphere for the entire morning was upbeat, positive, and optimistic. At the close of the ceremony a reception, hosted by TRC, for graduates, their families, and guests provided a final time of fellowship, congratulations, and of course much picture taking.

It should be noted that this ceremony provides graduates with much deserved public recognition of their accomplishments and serves to showcase the many training opportunities of the Tennessee Rehabilitation Center.

-Steve Sparks, SRC Member

New Member Profile: Samantha Moreno

The SRC would like to welcome new member Samantha Moreno from Knoxville. Samantha is our Current VR Recipient Representative.

Samantha currently does contract work for the disABILITY Resource Center and the Memphis Center for Independent Living on the Money Follows the Person project. She also volunteers for the Ms. Wheelchair Tennessee Organization as State Coordinator and McGrath Solutions, Inc. as the Director of Volunteer and Employment Services.

Samantha joined the SRC because she sees the potential for greatness in the Division of Rehabilitation Services in the State of Tennessee. Samantha wants to represent the voice of VR clients to help improve the VR program.

Samantha is originally from Oklahoma, but has lived in Knoxville for three years. She was introduced to the Vocational Rehabilitation process when she graduated high school. Her experience in Oklahoma was positive and this is what helped her to pursue a career in rehabilitation counseling. In 2012, Samantha received her Certificate of Rehabilitation Counseling (CRC) and a Master of Science in Rehabilitation Counseling.

The State Plan: Collaboration in Action

During FY2013, the SRC collaborated with DRS to write the FY 2014 Title I, Part B State Plan. The SRC not only worked on Attachment 4.2(c), but on every attachment of the State Plan. The SRC held a two-day training with DRS regarding the State Plan, and DRS kept the Council informed of feedback received from RSA. This was the second year in a row the SRC has been fully included in the writing of the entire State Plan.

The SRC commends DRS for collaborating with the SRC in the process of writing the State Plan. The SRC commends Assistant Commissioner Campbell-Street for coordinating this effort and placing importance and value on SRC involvement. The voice of the consumer was truly included in the FY 2014 Title I, Part B State Plan.

The SRC commends DRS on conducting the Public Hearings at neutral sites, providing adequate publicizing/ notification of Public Hearings, and being prepared to answer questions from the public.

We look forward to continuing this collaboration which benefits all Tennesseans.

SRC Recommendations

The following is a summary of the recommendations made by the SRC in Attachment 4.2(c) of the FY2014 State Plan. DRS responses are included under each recommendation. The State Plan is the contract between the Federal Government Department of Education RSA and the State of Tennessee. The Plan is necessary to receive federal funds for the VR program (CFR Title 34 Part 361.2). The Plan describes how the VR services will be provided in accordance to laws and regulations. It essentially acts as the blueprint for the State's VR program.

Attachment 4.2(c) of the State Plan (CFR Title 34 Part 361.16(b)(2)(C)(v)) contains recommendations from the annual report, review and analysis of consumer satisfaction, other council reports, DRS responses to the comments and recommendations, and explanations for DRS's rejection of input or recommendations.

- The SRC commends Assistant Commissioner Cherrell Campbell-Street for her ongoing commitment to providing an open system of communication with the SRC. The SRC commends the Division for opening Priority Category 02 during FY 2013. The SRC recommends DRS consider evaluating and making recommendations on opening Priority Categories 03 and 04 for FY2014.

  DRS RESPONSE: The Division is reviewing the effect of opening Priority Category 2 on the budget. In addition, the Division is estimating the number of referrals that may happen with the opening of all priority categories. The Division must ensure that there is capacity to serve all individuals not only in budget but in personnel.

- The SRC recommends DRS hire a new position for a Director of Deaf and Hard of Hearing Services. The SRC feels that Deaf and Hard of Hearing Services and Blind and Visually Impaired Services should not be combined into one department. Each of these services is unique and need separate Directors to oversee their services.

  DRS RESPONSE: The Division continues to research the structure and organization of Services for the Deaf and Hard of Hearing. The Division agrees that these services are unique and need separate supervision in order to best meet the needs of our consumers.

- In order for the SRC to make informed decisions and recommendations on the State VR program, the SRC recommends DRS continue to improve the process of providing reports to the SRC with adequate time to review and provide input/feedback.

  DRS RESPONSE: The Division will continue its efforts to work with the SRC to meet both internal and external deadlines. The Division would like to express its appreciation to the council for providing feedback and hopes it too will be mindful of providing information to the Division in a timely manner.

Legislative Plaza, Nashville

- The SRC recommends DRS implement a procedure to develop a student's Individualized Plan for Employment (IPE) shortly after priority category placement to provide career exploration and job placement services earlier in the student's high school career. We appreciate the willingness of DRS to consider writing IPE's earlier and providing work experiences to transition aged youth.

  DRS RESPONSE: The Division is currently re-assessing the current structure of the transitional services being provided to our consumers under this arrangement. This re-assessment includes types of services, delivery of services, IPE timeline and the provision of appropriate work experiences for our consumers.

- The SRC recommends DRS develop incentives and provide comparable salaries once a counselor receives their Master's degree to encourage counselor retention.

  DRS RESPONSE: The Division is researching and gathering information to assess the salaries of ALL positions within the VR program and compare them to those of other states. By doing so, the Division will be able to make a recommendation to the Department for consideration.

- The SRC recommends the DRS policy regarding post-secondary education should be more in line with other funding sources.

  DRS RESPONSE: The Division is currently re-assessing the policy related to post-secondary financial support. The SRC will be consulted and updated during this re-assessment process.

The State Plan contains the model for achieving goals and priorities and is used to evaluate the State's performance over time. The goals and priorities are created by the results of the needs assessment, performance on program standards and indicators (indicated in the Rehabilitation Act of 1973, Title I, Section 106), results of consumer satisfaction surveys, and input from State Plan meetings and hearings. The Rehabilitation Act of 1973, Title I, Section 101(a) and CFR Title 34 Part 361.29 layout the requirements of the State Plan.

- The SRC recommends DRS provide additional staff training on self-employment services for VR clients and encourage their staff to work with VR clients who strive to become self-employed. The SRC believes that self-employment is a viable alternative for individuals who have difficulty functioning in a traditional workplace.

  DRS RESPONSE: The Division is reviewing the current self-employment policies. The Division is planning on providing self-employment training to all staff.

New Member Profile: Bob Leonard

The SRC would like to welcome new member Bob Leonard from Paris. Bob is our Statewide Independent Living Council representative.

Bob was happy to accept the appointment by the Governor to serve on the SRC. He is a former Priority Category 1 VR Client who has been successfully employed due to the assistance of the VR Program since 2005. His first person perspective, willingness to give back, and the desire to help others with disabilities is the reason he became an SRC member.

Bob has immersed himself in the disability community by serving on various councils, boards, and committees.

Bob is one of the original founders of the newest Center for Independent Living in Tennessee, Training, Advocacy, Referral, Peer Support (TARP), and currently serves as the Executive Director of TARP. He served two terms on the Equal and Fair Employment Opportunity Committee, served as the Center for Independent Living Directors Representative on the Statewide Independent Living Council, is currently serving a second term as Chair of the Statewide Independent Living Council and was recently appointed as a member of the Tennessee Family Support Council. He is a member of the Northwest Area Aging and Disability Advisory Council, serves on the board of REAL Hope Youth Center as the HR Chairman and ADA Compliance Officer, on the TN MegaConference Stipend Committee, and is a member of the Tennessee Disability Coalition, National Council on Independent Living (NCIL), and Associated Programs for Rural Independent Living (APRIL). He is a former Volunteer Fire Fighter and First Responder.

National State Rehabilitation Council Forum

Rozann Downing, SRC Chair and Sharon M. Bryant, SRC member represented Tennessee at the RSA National SRC Forum June 24th-25th, 2013 at the Hyatt Regency Crystal City Hotel in Arlington, VA. This forum was sponsored by RSA and George Washington University National Technical Assistant Partnership (NTAP).

This forum targets members of State Rehabilitation Councils who are willing to take the information and experiences of the training and share with other SRC members, encouraging empowerment of Councils and partnerships with State Vocational Rehabilitation Agencies.

The workshops that we attended were:

- RSA Website: Guidance and Technical Assistance
- VR Program Financial Management
- SRC Participation in Comprehensive Statewide Needs Assessments;
- Developing Effective State Goals and Priorities
- SRC Participation in Policy Development
- Applying the pieces to empower your State Rehabilitation Council.

Access the National SRC Forum materials at http://rsa.ed.gov/display.cfm?pageid=431. RSA developed a special page containing other information and resources useful to new and continuing SRC members at http://rsa.ed.gov/choose.cfm?menu=src_resources.

NCSRC National Coalition of State Rehabilitation Councils

www.ncsrc.net

- Sharon M. Bryant, SRC Member

Statewide Comprehensive Needs Assessment

Every three years, the SRC collaborates with DRS to determine the rehabilitation and vocational needs of Tennesseans with disabilities. The Needs Assessment focuses on individuals with the most significant disabilities, underserved individuals with disabilities that are minorities, individuals with disabilities served through other components of the statewide workforce investment system, and assess the need to establish, develop, or improve community rehabilitation programs. The assessment is used to formulate the goals and priorities in the State Plan.

The Rehabilitation Act of 1973, Title I, Section 101(a)(15)(A) and CFR Title 34 Part 361.29(a) layout the requirements and purpose of the Needs Assessment.

In November 2012, Kevin Walker, DHS Performance Management Unit (PMU), came to the SRC to get input on what questions should be asked and from whom. The SRC and Kevin agreed to get feedback from counselors, clients, and other stakeholders of the VR program.

The CSNAC committee, chaired by Mary Little, containing SRC members Tricia Griggs, Mark Montgomery, Jean Saulsberry, Steve Sparks, Tom Depauw, John Harris, Sharon Bryant, Michael McGrath, Rozann Downing, and Marianne Dale, worked with the PMU on the needs assessment instrument.

The SRC worked with the PMU to develop focus group questions and to hold focus groups throughout the State at the CILs. One focus group was focused on VR clients and the other on VR staff. Special thanks to LaTamera Woodley from the PMU for moderating the focus groups.

LaTamera Woodley leading a focus group at the TARP Center for Independent Living in Paris

The SRC worked with the PMU to develop survey questions for VR clients, VR staff, and VR stakeholders, and Community Rehabilitation Providers (CRP's). These surveys were mailed, placed on the Internet using Survey Monkey, and conducted over the phone.

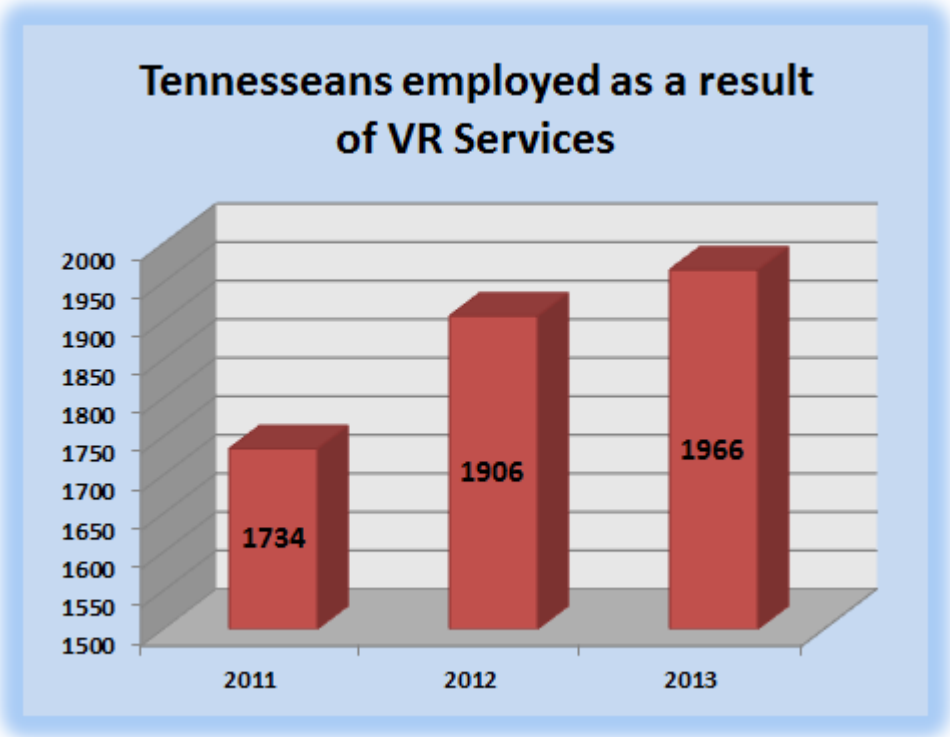
The needs assessment questions focused on such topics as job placement, benefits planning, transition services, and other support services.

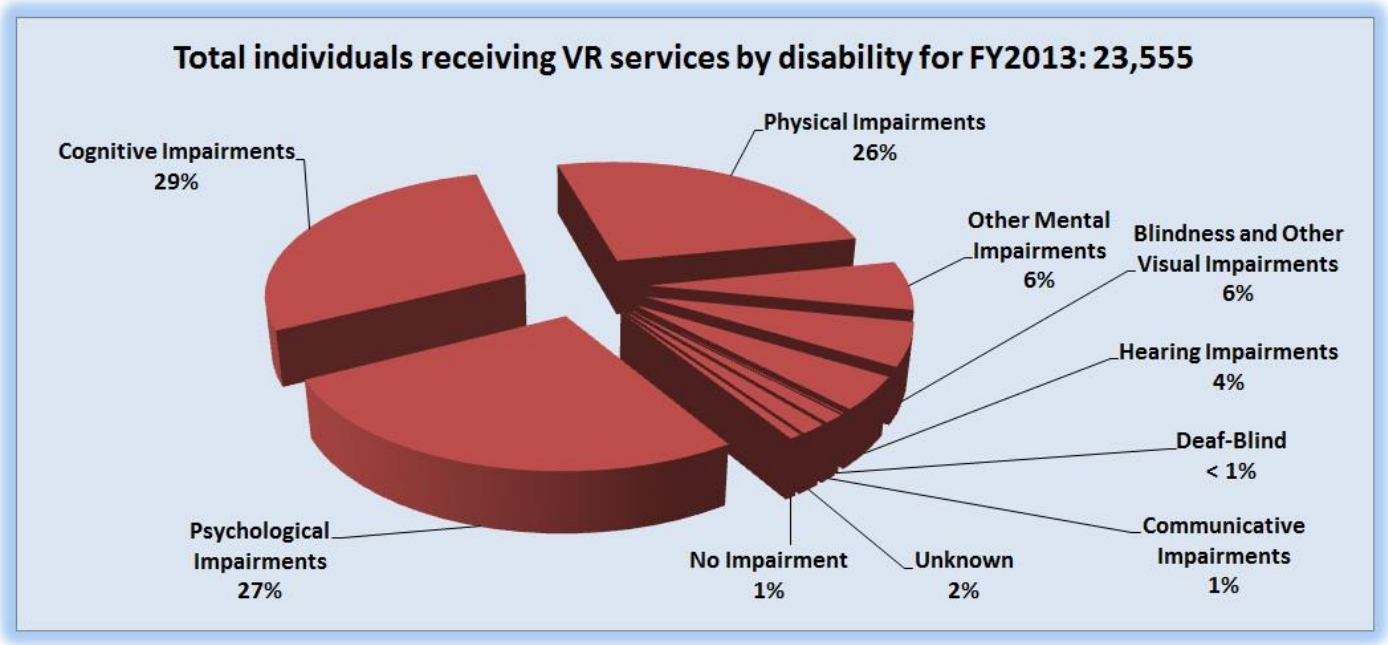
> *I would like to express thanks on behalf of the SRC CSNAC committee for the work the Performance Management Unit put into planning, data collection, data analysis and document preparation. It was a short time frame and we appreciate the work that went into completing the report despite the time challenges. Thank you!*
>
> ***-Mary Little, CSNAC Chair***

The SRC reviewed the draft Needs Assessment and provided comments. The Needs Assessment has been submitted to RSA and is pending approval.

WHAT IS VOCATIONAL REHABILITATION?

Vocational Rehabilitation is a federal and State program that helps people with disabilities enter, maintain, or return to employment. VR services can include training through Community Tennessee Rehabilitation Centers (CTRC) and providing assistance that would increase an individual's ability to work. This could be through rehabilitation technology, auxiliary aids, job placement, and post-employment services. Clients receive counseling and guidance to help determine and achieve their employment goals. In the State of Tennessee, VR is run by the Tennessee Department of Human Services (DHS), Division of Rehabilitation Services (DRS).





Understanding Order of Selection (OOS)

DRS operates on an OOS. When a state does not have the funding to serve every individual that has been determined eligible for services. Individuals receive services based on an OOS. Under the OOS, those persons with the most significant disabilities are served first. In Tennessee the OOS contains four priority levels with 1 being the most significant and 4 being the least significant. To be considered Priority Category 1, a client must have limitations in two of seven areas (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills). Clients also need multiple vocational rehabilitation services for 6-months or more. Currently, Tennessee services all Priority Category 1 and Priority Category 2 cases and continues to review and analyze the opening of both Priority Category 3 and Priority Category 4.

Meet the Tennessee Vocational Rehabilitation Program Director

Yovancha received a Master's of Science degree in Rehabilitation Counseling from Fort Valley State University. She was employed by the State of Georgia for fifteen years. In those years, she worked for the Department of Corrections, the Department of Human Resources, and the Department of Labor. Ms. Lewis-Brown began her Rehabilitation career with the Georgia VR Program as a Counselor Intern in the Milledgeville Hub Office in December 1999.

After completing graduate school in July 2000, Yovancha became a Counselor Associate within the VR Program. Her primary duties included assisting in a special project between the VR program and the Department of Family and Children Services Temporary Aid for Needy Families (TANF) Program. After obtaining her CRC in October 2000, she was promoted to a VR Counselor for the Blind and Visually Impaired.

In May 2002, she became a member of the Vocational Rehabilitation Support Services Team (VRSST) in the Assessment and Evaluation Unit. In that capacity, she managed two multimillion-dollar contracts as well as developing, monitoring, evaluating and training VR staff on the use and administration of career exploration instruments.

In 2004, Yovancha was promoted to Unit Manager of the Brunswick/Hinesville VR team in Southeast Georgia. She managed two large vocational rehabilitation units and assisted in the development of a case management training program for all new VR counselors and managers.

In 2009, Yovancha became the Regional Director for the Coastal Savannah Region. At that time, she also served as Director for the Southern portion of the State from the Atlantic Ocean to Alabama border.

In June 2012, Mrs. Lewis-Brown moved to Nashville, Tennessee where she began working for the Tennessee Department Human Services, Vocational Rehabilitation Program. She is a member of the National Rehabilitation Association and serves in a leadership capacity on several statewide initiatives with partner agencies and community stakeholders. Yovancha has received several awards for her work in improving the lives of persons with disabilities through employment services.

Division of Rehabilitation Services Goals and Priorities for FY2014

The following are the goals and priorities developed and agreed to by DRS and the SRC for FY2014.

Goal 1: Continue Increasing Successful Employment Outcomes

- Increase the number of successful closures by 10% or more.
  - Develop marketing initiatives for use in local areas for community outreach.
  - Develop strategies for increasing referrals of transition school to work clients through local education agencies.
- Establish a stronger focus on employment related activities including:
  - Staffing the Agency's Business Services Unit for regional and statewide responsibility for employment activities;
  - Building a comprehensive network of employment resources across the State;
  - Implementing services to employers promoting the value of DRS and the hiring of people with disabilities;
  - Implementing new service provider agreements with CRP's and providing training for both VR staff and new vendors;
  - Continuing the current CRP monitoring process to ensure effectiveness and efficiency;
  - Work collaboratively with Tennessee's Alliance for Full Participation (AFP); and
  - Continue to work collaboratively with and provide greater technical assistance to the Workforce Investment System. DRS will continue to have counselors co-located in each of the State's Local Workforce Investment Areas' comprehensive career centers and to provide itinerant counselors to serve all satellite career centers.
- Monitor expenditures and available funding to determine if there is sufficient funding to schedule releases of Priority Category 3 and 4 cases for services or open Priority Category 3 for services.

Goal 2: Improve Efficiency and Effectiveness in Client Services Delivery System

- Meet or exceed the Federal rehabilitation success rate of 55.8%.
- Meet or exceed the Federal ratio of the average hourly wage of individuals who achieved competitive employment to the average hourly wage of all employed individuals in the State of 0.520.
- Ensure adherence to quality services leading to employment and quality case management practices by:
  - Achieving an 80% or higher satisfaction rating for the vocational rehabilitation program as reported by the consumer satisfaction survey program for successful outcome closures.
  - Continuing with improvements to the Division's electronic case management system (Tennessee Rehabilitation Information and Management System, TRIMS) to enhance efficiency and accuracy.
- Ensure access to VR documents, materials and training for clients and staff:
  - Ensure that all documents and materials are available in alternate formats, as needed and requested.
  - Ensure that timely requests are made when qualified interpreters are needed or requested.

Status of the Vocational Rehabilitation Program

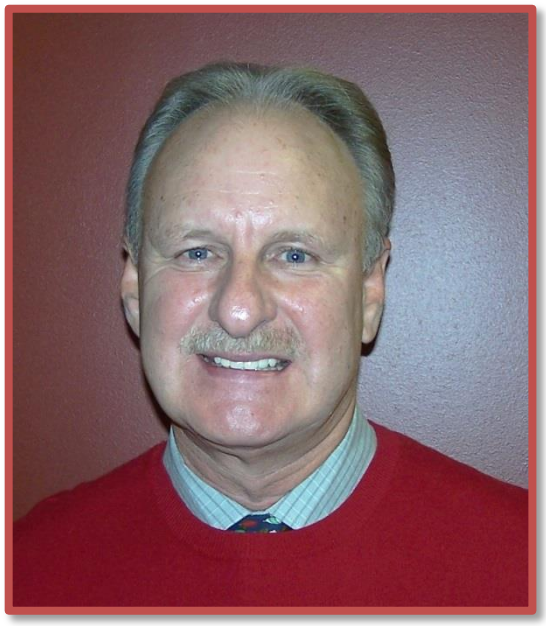
The status of the VR program examines statistics so see the changes from the previous fiscal year. The performance indicators determine how successful the program is. There have been several success stories and several advances in various VR programs throughout the year.

VR Program Statistics

Statistic	FY2011	FY2012	FY2013
New Applications	7,590	7,257	7,279
Total number of people with disabilities served	25,957	24,430	23,555
Number of persons obtaining employment/closed successfully	1,734	1,906	1,966
Annualized earnings before rehabilitation	$3,467,412	$66,336.70	$75,587.58
Annualized earnings after rehabilitation	$26,135,092	$541,557.00	$535,230.98
Net earnings increase	$22,667,680	$475,220.30	$459,643.40
*Success rate	42.11%	46.18%	59.44%

* The success rate is the number of successfully closed cases divided by the total number of closed cases (both successful and unsuccessful).

Meet the New Director of Tennessee Business Enterprises (TBE)



We are pleased to announce the promotion of Mr. Gary Weaver to Director of Tennessee Business Enterprises. Mr. Weaver came to TBE in 2011 as an accomplished retailer and sales manager. Upon joining TBE, he not only increased sales 28% in his first year as a Consultant with the Blind Vendors within his Region, but he also increased their gross profit with a double digit net profit gain for two years running. He has been instrumental in developing training and providing instruction for all vendors. Gary is originally from Johnson City and is a graduate of East Tennessee State University (ETSU). He also spent four years in the US Air Force with tours in both Brindisi, Italy and Da Nang, South Viet Nam. His 25 years work in the retail business was associated with World Kitchens, Orrick, Big Lots, and Pearl Vision Center. We welcome him as the Director of the Tennessee Business Enterprise program!

The TBE program operates 141 vending facilities and continues to generate millions in sales. TBE provides high quality products and customer service while maximizing employment and economic opportunities for legally blind individuals in vending/food service operations.

Performance Indicators

The performance indicators determine how the State VR program is performing. The State VR program must meet or exceed 4 of the 6 Standard 1 indicators, and at least 2 of the 3 primary indicators and standard 2 must be met or exceeded.

Indicator	RSA Minimum Performance Level	FY 2013
1.1: How many more or fewer individuals achieved employment?	Greater than or equal to prior year	+60 Met
1.2: Of the individuals whose cases were closed after receiving services, what percentage achieved employment?	55.80%	59.44% Met
1.3: (Primary Indicator) Of the individuals who achieved employment, what percentage achieved competitive employment?	72.60%	93.81% Met
1.4: (Primary Indicator) Of the individuals who achieved competitive employment, what percentage had a significant disability?	62.40%	95.56% Met
1.5: (Primary Indicator) What is the ratio of the average hourly wage of individuals who achieved competitive employment to the average hourly wage of all employed individuals in the state?	0.520	0.470 Not Met
1.6: What was the increase or decrease in the percentage of individuals who achieved competitive employment who had their own income as a primary source of support at closure compared to the percentage who had their own income as a primary source of support when they applied for VR services?	53.00%	55.40% Met
2.1: What was the ratio of the minority population served by the VR program compared to the ratio of the nonminority population served by the VR program?	0.800	0.790 Not Met
Number of Indicators in Standard 1 that Passed	4	5 Met
Number of Primary Indicators in Standard 1 that Passed (1.3 – 1.5)	2	2 Met

The Rehabilitation Act of 1973, Title I, Section 106, requires RSA to establish evaluation standards and performance indicators for the VR program that include outcome and related measures of program performance. The standards are published in CFR Part 361.

VR ACCOMPLISHMENTS FOR FY2013

- The number of successful closures was 1966 which is an increase of 3.12% from the previous year.
- Released from the waiting list in Priority Category 3.
- 95.56% of individuals served and closed with successful employment outcomes were individuals with significant disabilities.
- Based upon the consumer satisfaction survey statistics provided by the University of Memphis, DRS received an 85.8% satisfaction rating from Successful 26 Closures (971 responses). This information is based upon FY 2010-2011 statistics as the FY 2012-2013 statistics will not be available until after January 2014.
- Increased employment opportunities for people with disabilities by building a comprehensive network of employment resources across the state and continuing to develop and provide services to employers promoting the value of the Division and the hiring of people with disabilities through ongoing employer relationship development, maintenance with existing VR Employment Counselors, and through our contract with the University of Tennessee Knoxville (UTK) DRS Corporate Connections.
- Made changes to the Policies and Procedures (SPD's) to better follow the federal regulations. There were training and public hearings on the changes.
- There were several staffing changes in FY2013 including:
    - Yovancha Lewis-Brown was promoted to VR Program Director.
    - Kenneth Arnold was promoted to State CTRC's Director.
    - Gary Weaver is the new Director for the Tennessee Business Enterprise Program.
    - Hired 21 new counselors, all with Master's Degrees.
- VR is partnering with the Department of Mental Health and Substance Abuse to provide Individualized Placement Services (IPS) to consumers with severe mental health diagnosis in the Knoxville area.
- DRS is developing new agreements with CRP's in order to expand services. Training is being provided to staff and vendors. DRS has a contract with UTK DRS Corporate Connections to provide vendor training.

Parthenon, Nashville

Client Success Stories

Edward Mitchell – Region 7

Edward Mitchell graduated from North Side High School in Jackson, Tennessee in the spring of 2005 and participated in VR's Transition School to Work Program. Edward's story of his disability, the challenges he has faced, and the successes he has made are remarkable.

In March 2003, at the age of 16, Edward was struck by a hit and run driver and left paralyzed from the waist down. However, he did not give up, but rather became an advocate for other individuals with disabilities.

Edward received the following assistance from VR: appropriate assessment, counseling and guidance, tuition and maintenance support, skilled nursing and therapy services, adaptive equipment, vehicle modifications, job readiness training, and job search assistance.

Edward obtained a Bachelor of Science degree from Lane College in 2009 and an MBA from Union University in December 2012. He has become successfully employed at Lane College as the Dean of Students/Academic Monitor.

Edward has received the honor of a commemorative day for his efforts to continue to identify and address the challenges and struggles faced by individuals with disabilities.

Ebony Mays was Edward's VR Counselor. Congratulations to Edward Mitchell!

1,966 Tennesseans with disabilities in the VR program achieved gainful employment in FY2013.

Mitchell Cole – Region 7

Mitchell Cole graduated from Jackson Christian School in Jackson, Tennessee in the spring of 2010 and participated in VR's Transition School to Work program. Mitchell has diagnoses of a Specific Learning Disability, Attention-Deficit Hyperactivity Disorder, and a hearing impairment. Mitchell faced difficulty with his reading skills, dyslexia, impulsivity, distractibility, and anxiety throughout his high school years.

Mitchell received the following VR services: appropriate assessment, counseling and guidance, tuition support, job readiness training, and job placement services. In the summer of 2012, Mitchell graduated from the Tennessee Technology Center in Jackson, Tennessee with a certification in General and Architectural Drafting.

Due to the collaborative efforts of Mitchell, his parents, his VR Counselor Ebony Mays, and DRS Corporate Connections, Mitchell was successfully able to find full time employment in January 2013. He works in the warehouse making orders and delivering company products for Smith's Floor Covering in Jackson, Tennessee.

Mitchell states that he loves his job. Congratulations to Mitchell Cole!

Gatlin McPherson – Region 2

Gatlin McPherson was determined eligible for VR services in August 2010 with substantial limitations due to Cerebral Palsy. As a result of his disability, he faced many challenges in pursuing employment. He requires the assistance of a personal care attendant due to activities of daily living (ADL's). He is also non-verbal and in order to communicate he uses eye-gaze technology to operate his communication board. Due to coordination problems and limited use of hands and arms, assistive technology devises are needed. He utilizes an electric wheelchair because of mobility issues; which he is able to operate with the assistance of a joystick.

Gatlin was always focused at each meeting on completing his goal and obtaining employment. His vocational goal was to become a web designer. DRS assisted him in attending Pellissippi State Community College where he majored in Web Technologies. East Tennessee Technology Access Center also assisted him throughout the VR process by providing him with assistive technology tools for training.

Following graduation, Gatlin received supported employment services from the Cerebral Palsy Center and remained optimistic throughout the whole process. He successfully obtained employment in February 2013 with East Tennessee Public Broadcast System in Knoxville, Tennessee. He works 15 hours per week as a software developer.

Gatlin's case was closed May 23, 2013; however, he remains in Post-Employment Status in order to continue to receive technology assistance to help him maintain employment.

DF – Region 6

DF was determined eligible for VR services in Priority Category 1 in June 2010; based on a diagnosis of a Learning Disability. He had the following limitations: communication, self-care, self-direction, and work skills.

DF, a Shelbyville High School student at the time, was referred to the CTRC in Shelbyville, Tennessee for a vocational evaluation and a situational assessment. After completion, he was referred to the Employee Development Program which he successfully completed while finishing high school. He graduated from high school in May 2011 with a Special Education diploma.

After High School, DF went to TRC Smyrna. He completed a two-week vocational evaluation and then was accepted into the Commercial Cleaning Training Program in November 2011. He successfully completed the Commercial Cleaning Program along with the Transitional Living Skills Program with honors.

Once DF graduated from TRC Smyrna, he returned back to Shelbyville, Tennessee and was referred to job placement. Utilizing assistance with On-the-Job training, he was able to obtain employment as a Janitor with the Bedford County Board of Education in September 2012.

DF is still employed with the Bedford County Board of Education and is doing great. Utilizing VR services, he was able to gain the proper training needed for the employment outcome he desired. The services he received from the CTRC Shelbyville Employee Development Program and the TRC Smyrna Commercial Cleaning Program assisted DF greatly by empowering him and giving him the knowledge needed for community employment.

Success Story from Camden CTRC – Region 8

This client came to VR with a diagnosis of paraplegia. He was 41 years of age. He came into the Work Adjustment Training Program. Although he was in a wheelchair, there was not anything that he could not do inside the shop.

He worked well with the younger clients and shared with them his vast amount of knowledge. He spoke with the Benton County Youth Leadership Group about how he thought he basically owned the world because he was working and doing well. He told them that he thought as long as he had his arms that he would be all right. He told them that he never thought about his legs. He really had a positive impact on those young people.

Our move towards job placement was difficult because employers only focused on the wheelchair. We tried to break through those barriers in our small community; after hitting brick walls everywhere, we turned to a new avenue. Our client is an avid hunter, fisherman, and knife thrower. In talking with a well-known knife maker in the northeast, we began focusing on this avenue. Our client had thrown knives for years; so with the assistance of VR to purchase the necessary equipment, he began making knives. His knives are excellent, and his business is growing. Often times, he has more orders than knives.

Our client is doing well and is happy with his career.

Joey Evangelisti – Region 9

Joey Evangelisti was an open case with VR for 7 years. As a young man with Autism, Joey had limited social skills along with some inappropriate behaviors. His parents were concerned throughout Joey's high school years about what he would do once he graduated.

Joey has a great artistic talent doing abstract type work. Ken Paxton of Magnolia Services began supported employment services with Joey during his last semester of high school. During that time, Joey also moved into community living with a personal assistant.

Ken was able to place Joey at the Olive Garden Restaurant rolling silverware. Joey works 12-15 hours a week on Friday through Sunday. The management loves him. His assistant accompanies him to work and there have been no behavior issues on the job.

Joey's VR Counselor was Jamie Perry. His case has been closed in status 26 (successful).

VR Programs and Initiatives

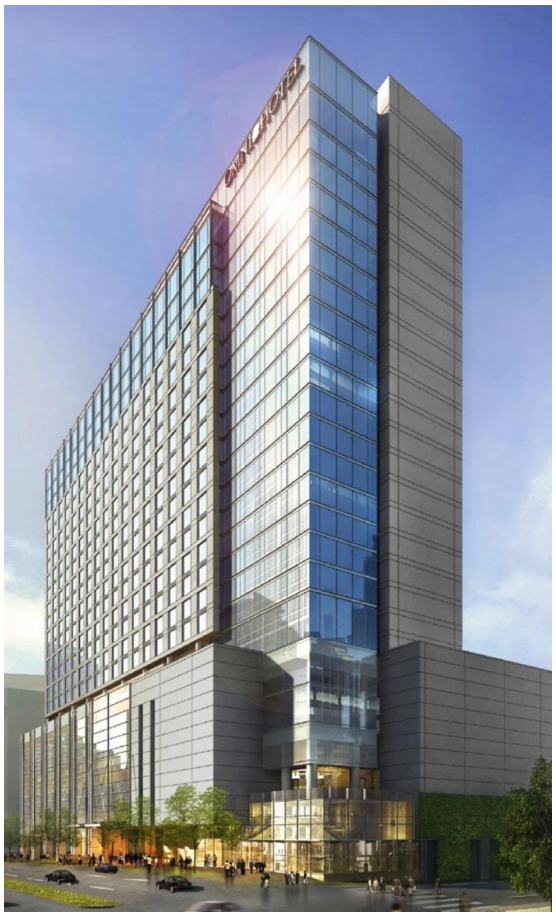
Walgreens Project REDI

VR is partnering with the Knoxville Area Employment Consortium and Walgreens to provide consumers with employment opportunities in the Walgreens' Retail Employees with Disabilities Initiative (REDI) Program. Staff of VR participated in a tour of the Anderson, South Carolina Walgreens distribution center. The distribution center has a staff of 500 employees and 40% of them are individuals with disabilities.

AutoZone

AutoZone approached VR to partner in the staffing of their distribution centers in Lexington (located in House District 72 Rep. Steve McDaniel and Senate District 26 Sen. Dolores Gresham) and Memphis (located in House District 90 Rep. John DeBerry and Senate District 29 Sen. Ophelia Ford). Consumers have been placed within both centers.

Omni Hotel and Loews Vanderbilt Hotel



VR is partnering with the Omni Hotel (located in House District 20 Rep. Michael Turner and Senate District 19 Sen. Thelma Harper) and Loews Vanderbilt Hotel (located in House District 55 Rep. Gary Odom and Senate District 21 Sen. Douglas Henry) to provide consumers with employment opportunities for their new properties in Nashville. The new Music City Convention Center and hotels built to accommodate its visitors have reached out to staffing agencies for assistance in employing persons with disabilities.

Helpful Websites

- **Client Assistance Program** - www.dlactn.org/cap.html - helps individuals who have concerns or difficulties when applying for or receiving rehabilitation services funded under the Rehabilitation Act.

- **Code of Federal Regulations** - www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR - The US Government Printing Office contains the Code of Federal Regulations. Title 34 Part 361 refers to the SRC.

- **Community Tennessee Rehabilitation Centers (CTRC)** – www.tn.gov/humanserv/rehab/ctrc.html - A CTRC provides services that lead to employment and are designed to meet individual needs.

- **eRehab** – www.erehab.org – online training series used by SRC members to get a better understanding of the VR program, the SRC's roles and responsibilities, and the State Plan.

- **National Coalition of State Rehabilitation Councils (NCSRC)** – www.ncsrc.net - on behalf of people with disabilities, the NCSRC advocates for and works in partnership with the national public vocational rehabilitation system's continual quest for excellence.

- **National Rehabilitation Association (NRA)** – www.nationalrehab.org - the Nation's most established and respected membership association for rehabilitation professionals. NRA members work to eliminate barriers and increase employment opportunities for people with disabilities.

- **Rehabilitation Act of 1973** - www2.ed.gov/policy/speced/reg/narrative.html - contains all articles of the Rehabilitation Act of 1973, as amended. Title I covers the VR program and SRC.

- **Rehabilitation Services Administration (RSA)** – rsa.ed.gov – contains information about the federal Rehabilitation Services Administration and includes various reports and VR statistics for each State (includes the State Plans).

- **Rehabilitation Services Features** - www.tn.gov/humanserv/rehab/rehab_main.html - contains information on rehabilitation services such as the CTRC, Deaf and Hard of Hearing Services, and the Tennessee Technology Access Program (TTAP).

- **State Rehabilitation Council** - www.tn.gov/humanserv/rehab/cc1.html - provides information on the SRC and contains last year's annual report.

- **Statewide Independent Living Council (SILC) of Tennessee** – www.tennsilc.org - promotes independent living in Tennessee.

- **Tennessee Business Enterprises (TBE)** – www.tnvend.org – provide high quality products and customer service while maximizing employment and economic opportunities for legally blind individuals in vending/food service operations.

- **Tennessee Rehabilitation Center Smyrna** – www.tn.gov/humanserv/rehab/trc.html - TRC Smyrna is a comprehensive residential rehabilitation facility that offers specialized programs and services within a campus environment.

- **Vocational Rehabilitation Services** - www.tn.gov/humanserv/rehab/vrs.html - provides information on the Tennessee Division of Rehabilitation Services including client eligibility and local offices.

FY2014 SRC Quarterly Meeting Schedule

Starting in FY2014, the SRC has decided to hold quarterly meetings throughout the State. Exact locations are to be determined. Dates are subject to change.

- October 3, 2013 in Chattanooga
- January 9, 2014 in Nashville
- April 3, 2014 in Cool Springs / Franklin
- August 7, 2014 in Knoxville

Join the SRC

If you are a person with a disability or someone interested in having input regarding employment services to individuals with disabilities, the State Rehabilitation Council of Tennessee may be for you. If you are interested in learning more about this unique opportunity to serve, please contact Rozann Downing, SRC Chair, at (731) 307-6602 or rozann2463@gmail.com.

STATE REHABILITATION COUNCIL OF TENNESSEE

SRC

Partnering with Vocational Rehabilitation to build a bridge to employment for people with disabilities

Common Acronyms

ADA	Americans with Disabilities Act
ADL	Activities of Daily Living
AFP	Alliance for Full Participation
APRIL	Associated Programs for Rural Independent Living
CAP	Client Assistance Program
CFR	Code of Federal Regulations
CRC	Certified Rehabilitation Counselor
CRP	Community Rehabilitation Provider
CSNAC	Consumer Satisfaction and Needs Assessment Committee
CSAVR	Council of State Administrators of Vocational Rehabilitation
CTRC	Community Tennessee Rehabilitation Center
DHS	Department of Human Services
DRS	Division of Rehabilitation Services
ED	Department of Education
ETSU	East Tennessee State University
FY	Fiscal Year (runs from October 1 – September 30)
IPE	Individualized Plan for Employment
IPS	Individualized Placement Services
JOBS	Job Objectives and Behavioral Services
LOU	Letters of Understanding
NCIL	National Council on Independent Living
NCSRC	National Coalition of State Rehabilitation Councils
NRA	National Rehabilitation Association
NTAP	National Technical Assistant Partnership
OPRA	Outreach Public Relation and Awareness Committee
OOS	Order of Selection
PMU	Performance Management Unit
REDI	Retail Employees with Disabilities Initiative
RSA	Rehabilitation Services Administration
SETHRA	South East Tennessee Human Resources Agency
SILC	Statewide Independent Living Council
SPARC	State Plan and Report Committee
SRC	State Rehabilitation Council
TANF	Temporary Aid for Needy Families
TARP	Training, Advocacy, Referral, Peer Support
TBE	Tennessee Business Enterprises
TBI	Traumatic Brain Injury
TRIMS	Tennessee Rehabilitation Information and Management System
TTAP	Tennessee Technology Access Program
UTK	University of Tennessee Knoxville
VIS	Vision Impairment Services
VR	Vocational Rehabilitation
VRSST	Vocational Rehabilitation Support Services Team

VOCATIONAL REHABILITATION REGIONS

The Tennessee Division of Rehabilitation Services is divided into 11 regions. The map shows the regions and the cities containing the regional offices. Region 10 contains services for the Blind and Visually Impaired for the entire State. Region 11 contains services for the Deaf and Hard of Hearing for the entire State.

Tennessee Division of Rehabilitation Services Regions

Each region contains a regional office, district office(s), and some regions contain CTRC's. The following pages break down the regions and contain contact information for the regional office, district offices, and CTRC's.

TRC Smyrna, located in region 6, is a comprehensive residential rehabilitation facility that offers specialized programs and services within a campus environment. TRC Smyrna assists individuals with disabilities in achieving their goals of employment and independent living. The TRC is located 25 miles south of Nashville in the town of Smyrna and serves clients of DRS from all 95 counties of the state. Programs of service are offered in seven primary areas:

- Comprehensive Vocational Evaluation
- Job Objectives and Behavioral Services (JOBS)
- Vocational Training
- Physical Rehabilitation Services
- Traumatic Brain Injury Program (TBI)
- Vision Impairment Services (VIS)
- Transitional Living Skills Training

A CTRC provides services that lead to employment and are designed to meet individual needs. There are currently 17 CTRC's throughout the State of Tennessee. Programs of service include:

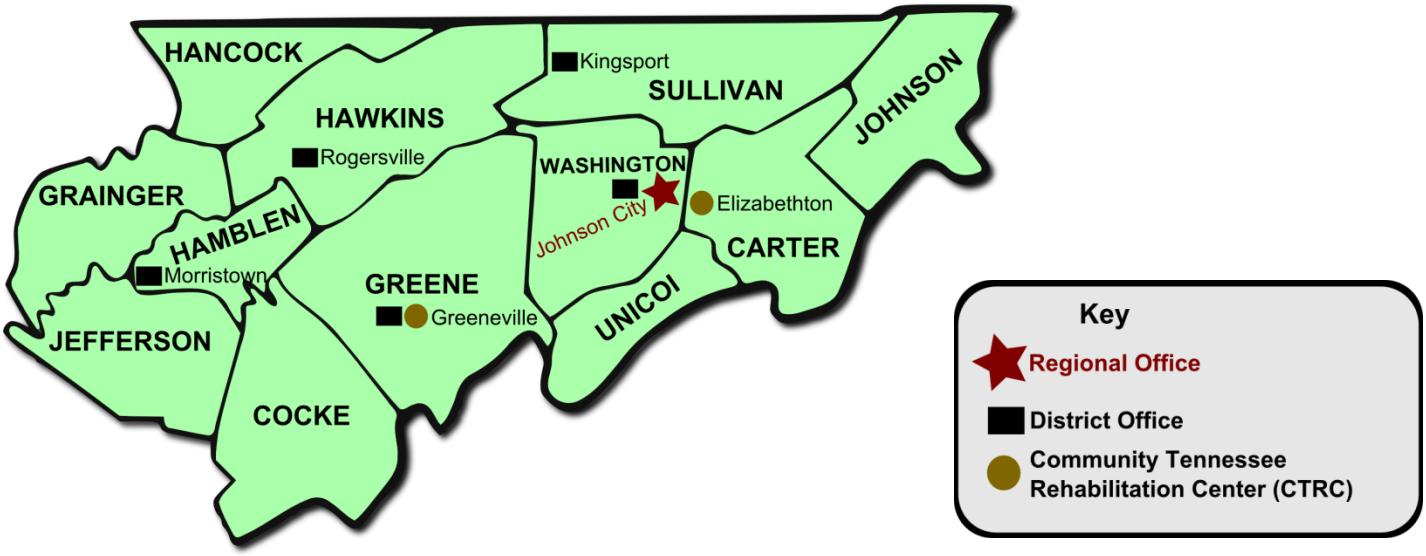
- Comprehensive Vocational Evaluation Services include determining work interest and abilities and career exploration and planning.
- Employee Development Services include performing actual work for area businesses, building physical work tolerance, learning work skills, and gaining work experience.
- Job Development and Employment Assistance include job readiness instruction, resume development, and job search assistance.

Region 1 – Johnson City

Regional Supervisor: Gracene Hensley

Counties Served: Carter, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, Washington

Vocational Rehabilitation Regional Office
905 Buffalo Street
Johnson City, Tennessee 37604-6719
Phone: (423) 434-6934
TTY: (423) 434-6899
Fax: (423) 434-6963



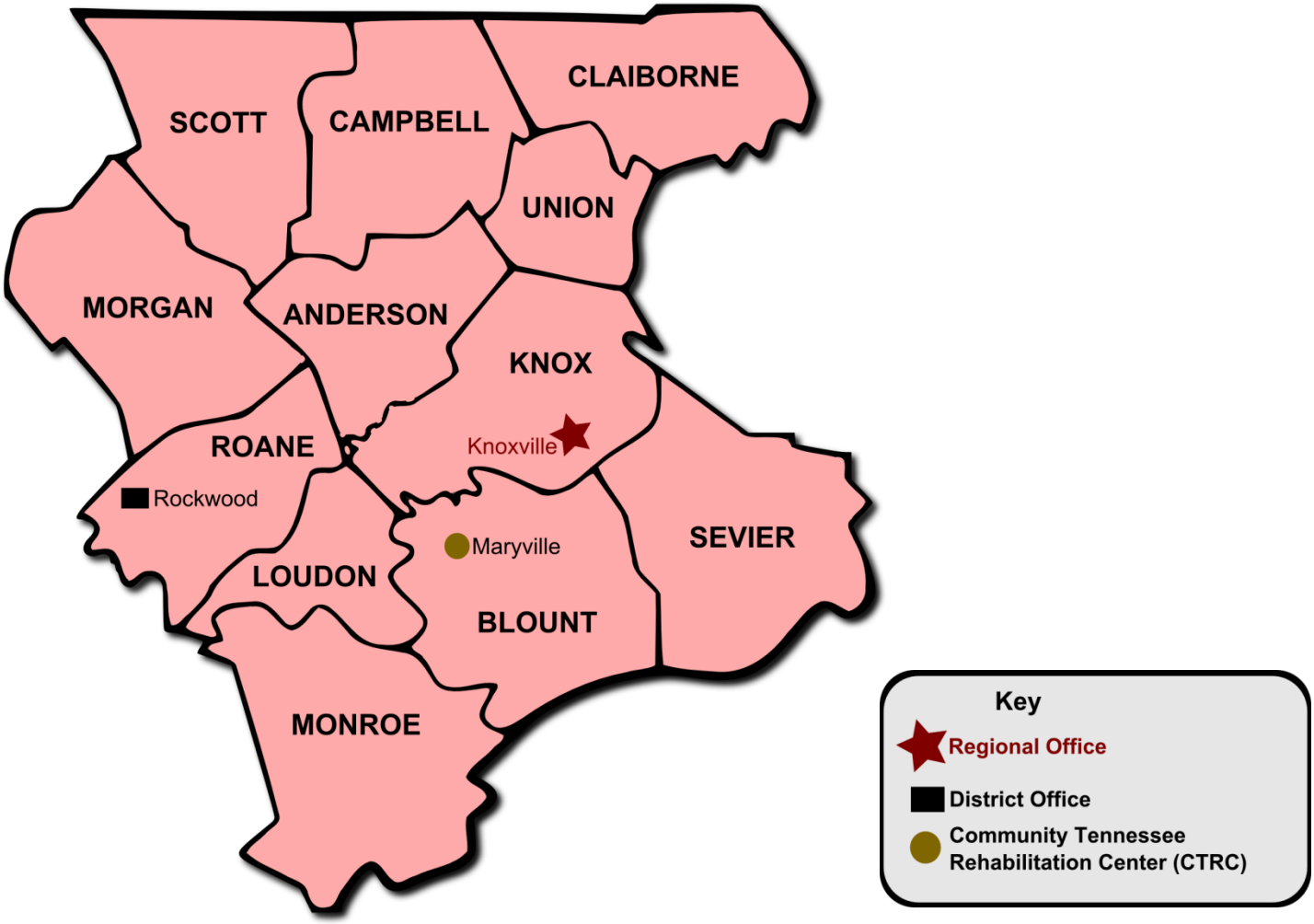
Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
Greeneville 241 Baileyton Road Greeneville, TN 37745-3303 Phone/TTY: (423) 639-5148 Fax: (423) 639-1084	**Elizabethton** 407 Cherokee Park Drive Elizabethton, TN 37643 Phone: (423) 542-4159 TTY: (423) 542-3294 Fax: (423) 542-3568
Johnson City 103 Walnut St. East Johnson City, TN 37601-6847 Phone: (423) 926-3178 and TTY: (423) 434-6697 Fax: (423) 434-6616	**Greeneville** 241 Baileyton Road Greeneville, TN 37745-3305 Phone: (423) 639-5148 Fax: (423) 639-1084
Kingsport 1060 Wilcox Court Kingsport, TN 37660-5381 Phone: (423) 245-4278 and TTY: (423) 224-1961 Fax: (423) 224-1965	
Morristown 2812 West Andrew Johnson Hwy. Morristown, TN 37814 Phone: (423) 587-7007 and TTY: (423) 587-2388 Fax: (423) 587-7071	
Rogersville 4017 Hwy. 66 Rogersville, TN 37857 Phone: (423) 272-2606	

REGION 2 – KNOXVILLE

Regional Supervisor: Amy Rader

Counties Served: Anderson, Blount, Campbell, Claiborne, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union

Vocational Rehabilitation Regional Office
Langley Building
520 West Summit Hill Drive, Suite 301
Knoxville, Tennessee 37902
Phone/TTY: (865) 594-6060
Fax: (865) 523-7852 or (865) 594-6535



Vocational Rehabilitation District Office	Community Tennessee Rehabilitation Center
Rockwood 1088 North Gateway Avenue Rockwood, TN 37854 Phone/TTY: (865) 354-1039 Fax: (865) 354-9919	**Maryville** 1749 Triangle Park Drive Maryville, Tennessee 37801-3705 Phone/TTY: (865) 981-2382 Fax: (865) 981-1573

REGION 3 – CHATTANOOGA

Regional Supervisor: Andy Bible

Counties Served: Bledsoe, Bradley, Coffee, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Moore, Polk, Rhea, Sequatchie

Vocational Rehabilitation Regional Office
311 East Martin Luther King Boulevard, Suite 301
Chattanooga, Tennessee 37403-4126
Phone: (423) 634-6700
Fax: (423) 634-6712

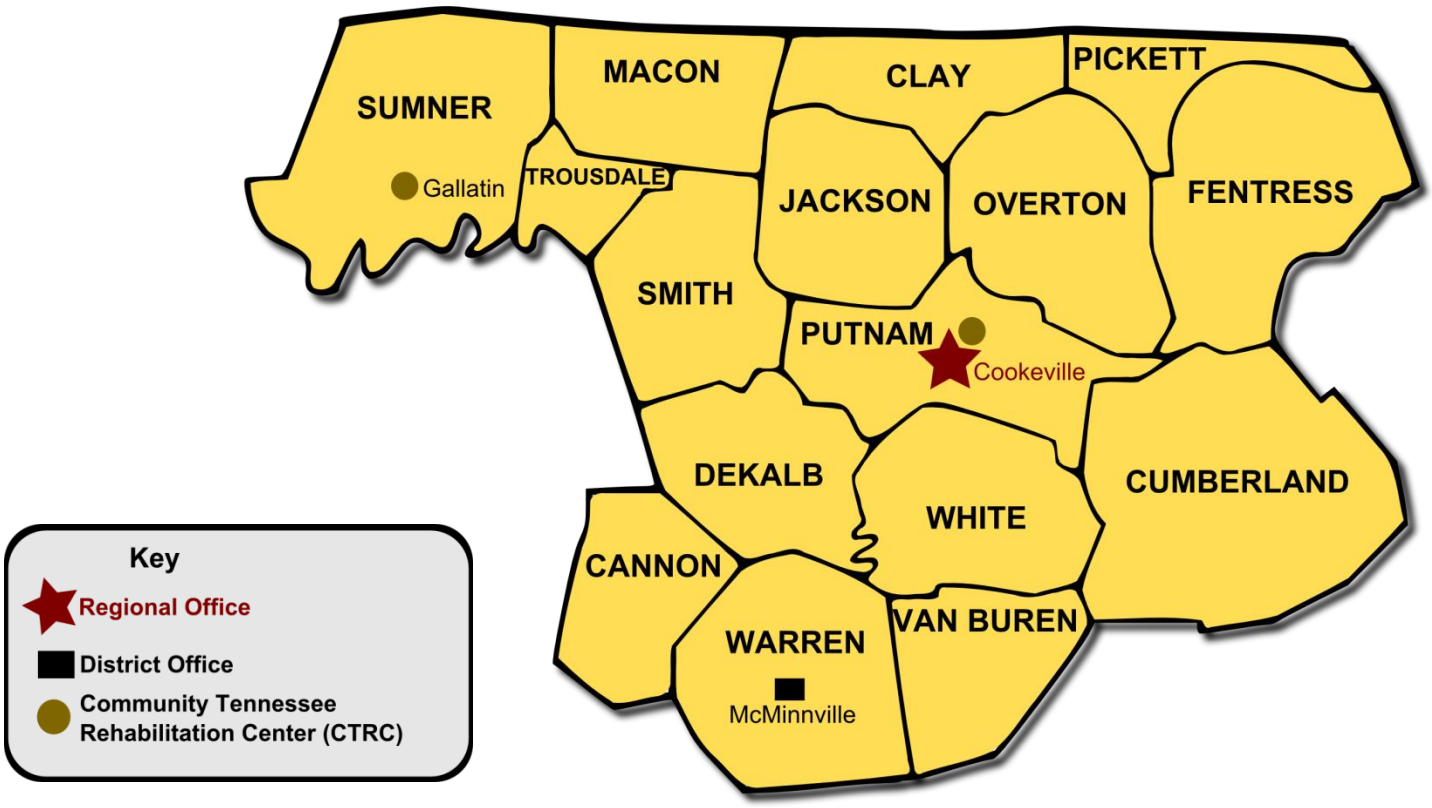
Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
Cleveland 3069 Overlook Drive, NE, Suite A Cleveland, TN 37312 Phone: (423) 478-0330 and TTY: (423) 478-0431 Fax: (423) 559-4994	**Cleveland** 3069 Overlook Drive, NE, Suite B Cleveland, TN 37312 Phone: (423) 478-0330 and TTY: (423) 478-0431 Fax: (423) 559-3158
Dayton Tennessee Career Centers Dayton 200 Fourth Avenue, Room 106 Dayton, TN 37321 Phone: (423) 775-3435 Fax: (423) 775-9122	**Manchester** 91 Volunteer Parkway Manchester, TN 37355 Phone: (931) 723-5070 Fax: (931) 723-5085
Jasper SETHRA 300 Ridley Drive Jasper, TN 37347 Phone: (423) 942-1800 Fax: (423) 942-5642	**Winchester** 135 Baxter Lane Winchester, TN 37398 Phone/TTY: (931) 962-1162 Fax: (931) 962-1169

REGION 4 – COOKEVILLE

Regional Supervisor: Mary Jane Ware

Counties Served: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Sumner, Trousdale, Van Buren, Warren, White

Vocational Rehabilitation Regional Office
955 E. 20th Street
Cookeville, Tennessee 38501-2472
Phone: (931) 526-9783
TTY: (931) 525-6622
Fax: (931) 525-1614



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
McMinnville 1200 Belmont Drive McMinnville, TN 37110 Phone: (931) 473-4667 Fax: (931) 473-0987	**Cookeville** 955 E. 20th Street Cookeville, TN 38501-2472 Phone: (931) 526-4721 and TTY: (931) 525-6622 Fax: (931) 526-4705
	Gallatin 1019 Union School Road Gallatin, TN 37066 Phone: (615) 451-5826 and TTY: (615) 451-5885 Fax: (615) 451-5883

Region 5 – Nashville

Regional Supervisor: Diedra Sawyer

Counties Served: Davidson and Robertson

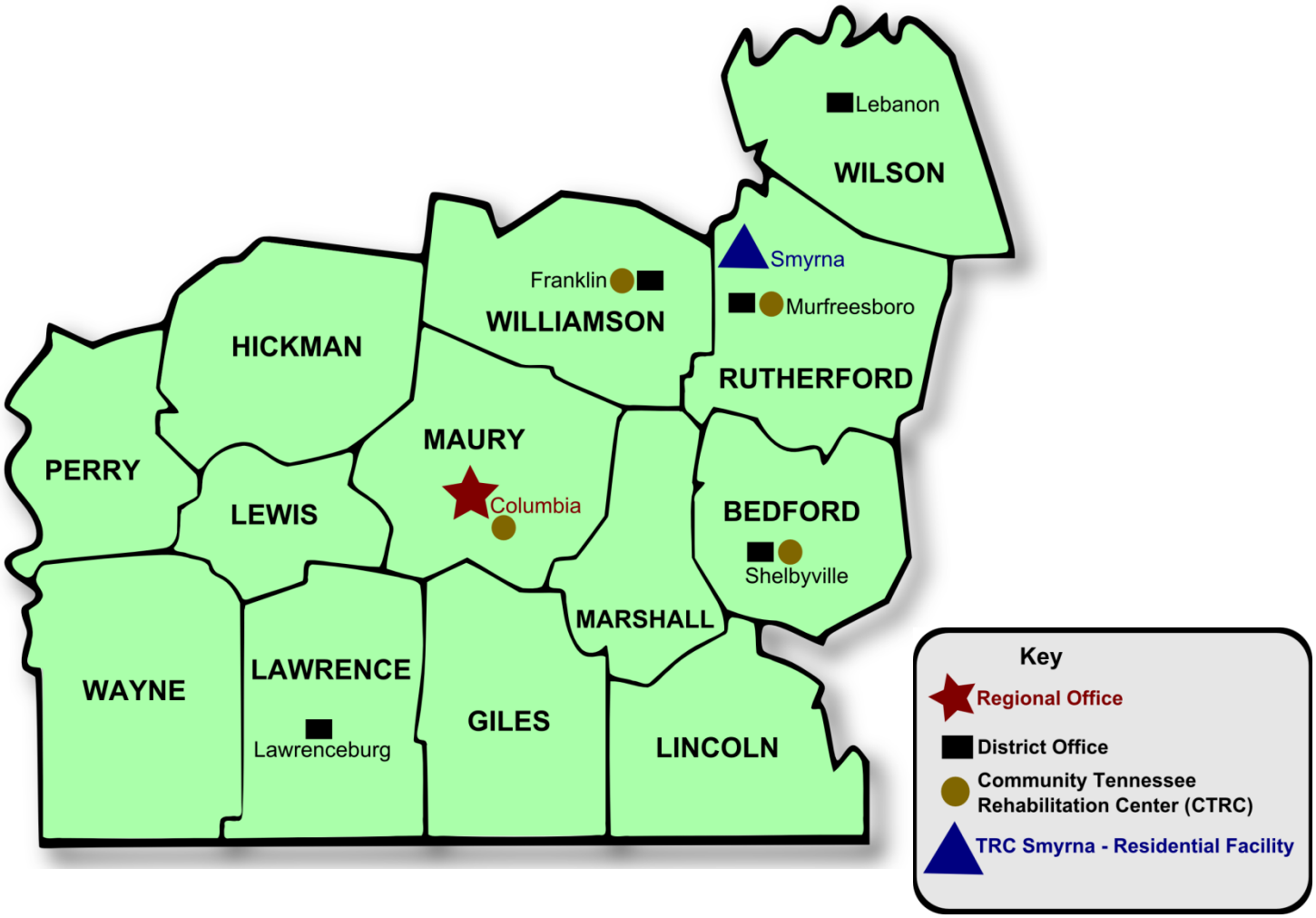
Vocational Rehabilitation Regional Office
88 Hermitage Avenue
Nashville, Tennessee 37210
Phone: (615) 741-1606
TTY: (800) 270-1349
Fax: (615) 741-8180

Region 6 – Columbia

Regional Supervisor: Mary Gordon

Counties Served: Bedford, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Perry, Rutherford, Wayne, Williamson, Wilson

Vocational Rehabilitation Regional Office
6000 Trotwood Avenue
Columbia, Tennessee 38401-7003
Phone: (931) 380-2563
TTY: (931) 380-2593
Fax: (931) 380-2567



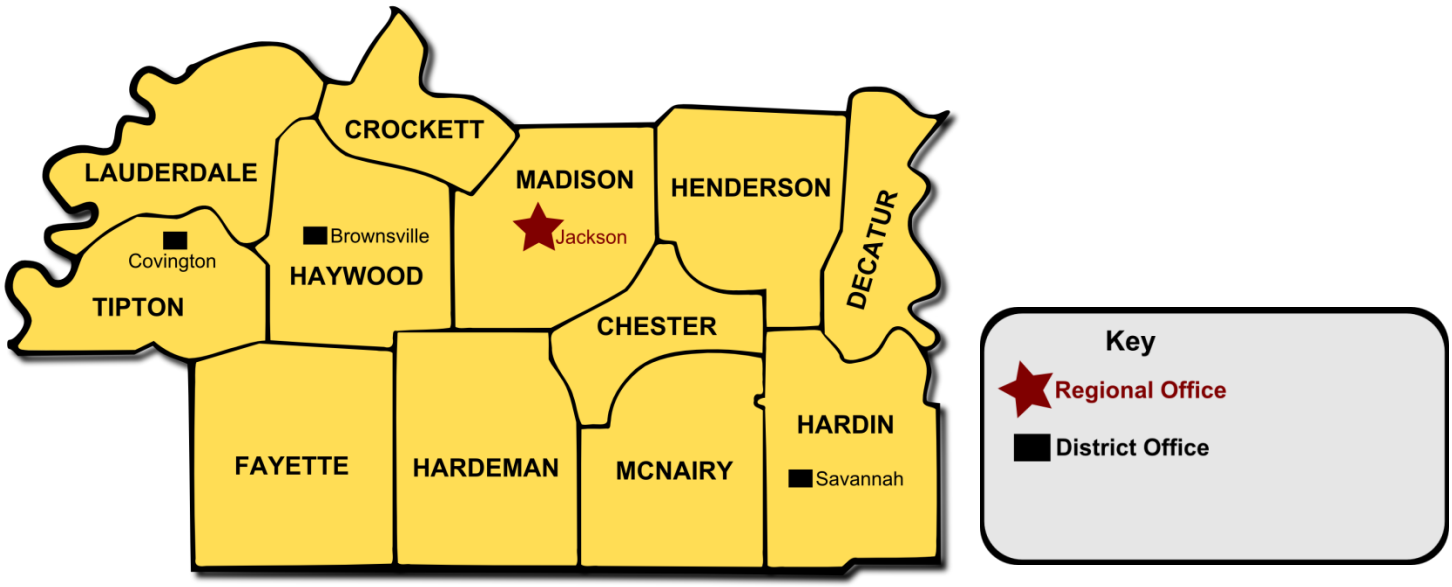
Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
Franklin 1405-A Brookwood Avenue Franklin, TN 37064-3324 Phone/TTY: (615) 790-5509 Fax: (615) 790-5972	**Columbia** 206 Wayne Street Columbia, TN 38401-4527 Phone: (931) 380-2550 and TTY: (931) 490-7633 Fax: (931) 380-2551
Lawrenceburg 527 Crews Street, Suite A Lawrenceburg, TN 38464 Phone/TTY: (931) 766-1419 Fax: (931) 762-7656	**Franklin** 1405-A Brookwood Avenue Franklin, TN 37064-3617 Phone: (615) 790-5509 Fax: (615) 790-5972
Lebanon Department of Human Services, Wilson County 155 Legends Drive, Suite G Lebanon, TN 37087 Phone: (615) 443-2747, ext. 161 Fax: 615-443-2761	**Murfreesboro** 1132 Haley Road Murfreesboro, TN 37129-4902 Phone: (615) 898-8088 Fax: (615) 898-8099
Murfreesboro 1132 Haley Road Murfreesboro, TN 37129 Phone: (615) 898-8084 and TTY: (615) 848-5128 Fax: (615) 898-8099	**Shelbyville** 1618 Railroad Avenue Shelbyville, TN 37160 Phone/TTY: (931) 685-5017 Fax: (931) 685-1380
Shelbyville 1618 Railroad Avenue Shelbyville, TN 37160 Phone: (931) 685-5019 Fax: (931) 685-1380	**Tennessee Rehabilitation Center at Smyrna (RESIDENTIAL FACILITY)** 460 Ninth Avenue Smyrna, TN 37167 Phone/TTY: (615) 459-6811 Fax: (615) 355-1373 **Superintendent:** Karen Carothers

REGION 7 – JACKSON

Regional Supervisor: Linda Randolph

Counties Served: Chester, Crockett, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, Madison, McNairy, Tipton

Vocational Rehabilitation Regional Office
State Office Building
Room 140, Box 15
225 Martin Luther King Boulevard
Jackson, Tennessee 38301
Phone: (731) 423-5620
TTY: (731) 423-5625
Fax: (731) 426-0563



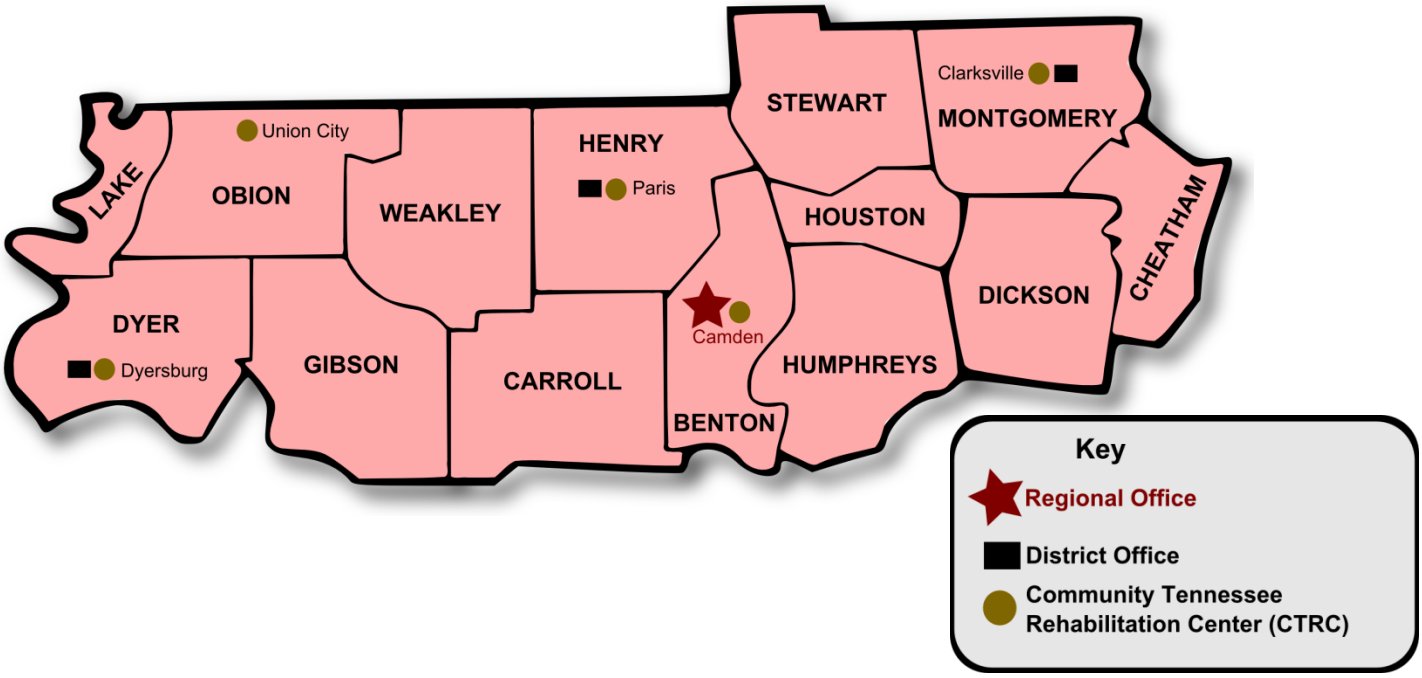
Vocational Rehabilitation District Offices
Brownsville 1199 S. Dupree Brownsville, TN 38012 Phone: (731) 772-4242 and TTY: (731) 772-3878 Fax: (731) 779-0151
Covington 724 Hwy. 51 N. Covington, TN 38019 Phone/TTY: (901) 475-2505 Fax: (901) 475-2617
Savannah 1035A Wayne Road Savannah, TN 38372 Phone/TTY: (731) 925-4968 Fax: (731) 925-9982

REGION 8 – CAMDEN

Interim Regional Supervisor: Virginia Talley

Counties Served: Benton, Carroll, Cheatham, Dickson, Dyer, Gibson, Henry, Houston, Humphreys, Lake, Montgomery, Obion, Stewart, Weakley

Vocational Rehabilitation Regional Office
560 Benton Industrial Road
Camden, Tennessee 38320
Phone: (731) 584-2147
Fax: (731) 584 -6795



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
Clarksville 1575 Corporate Parkway Blvd. Clarksville, TN 37040-3898 Phone: (931) 648-5560 and Fax: (931) 648-6329	**Camden** 560 Benton Industrial Road Camden, TN 38320 Phone: (731) 584-7015 and Fax: (731) 584-6795
Dyersburg 1365 Morgan Road Dyersburg, TN 38024 Phone: (731) 286-8315 and Fax: (731) 286-8361	**Clarksville** 1575 Corporate Parkway Blvd. Clarksville, TN 37040-3898 Phone: (931) 648-5560 and Fax: (931) 648-6329
Paris 1108 Tyson Avenue Paris, TN 38242 Phone: (731) 644-7363 and Fax: (731) 644-7405	**Dyersburg** 1365 Morgan Road Dyersburg, TN 38024-2198 Phone: (731) 286-8313 and Fax: (731) 286-8361
	Paris 1108 Tyson Avenue Paris, TN 38242 Phone: (731) 644-7363 and Fax: (731) 644-7405
	Union City 1419 N. Morgan Ext Union City, TN 38261 Phone: (731) 884-2600 and Fax: (731) 884-2613

Region 9 – Memphis

Regional Supervisor: Annyce Luckett

Counties Served: Shelby

Vocational Rehabilitation Regional Office
170 North Main Street, 3rd Floor
Memphis, Tennessee 38103-1820
Phone/TDD: (901) 528-5284
Fax: (901) 543-6036

Region 10 – Services for the Blind and Visually Impaired

Director: Paula Knisley
Director of Field Operations
Department of Human Services
Services for the Blind and Visually Impaired
Services for the Deaf and Hard of Hearing
520 W. Summit Hill Drive, Suite 301
Knoxville, TN 37902
865-594-6860
Paula.Knisley@tn.gov
All Counties Served

Region 11 – Services for the Deaf and Hard of Hearing

Director: Paula Knisley
Director of Field Operations
Department of Human Services
Services for the Blind and Visually Impaired
Services for the Deaf and Hard of Hearing
520 W. Summit Hill Drive, Suite 301
Knoxville, TN 37902
865-594-6860
Paula.Knisley@tn.gov
All Counties Served

Technology Access Centers

Tennessee Technology Access Program (TTAP) Division of Rehabilitation Services Citizens Plaza State Office Building, 3rd Floor 400 Deaderick Street Nashville, Tennessee 37243 Telephone: (615) 313-5183 Toll-Free in TN: 1-800-732-5059 TTY, Local: (615) 313-5695 TTY, Long-Distance: 1-800-270-1349 Fax: (615) 532-4685 www.tn.gov/humanserv/rehab/ttap.html	Tennessee Technology TTAP Access Program
Signal Centers Assistive Technology Center 2300 Bailey Avenue **Chattanooga**, Tennessee 37411 Telephone: (423) 698-8528 ext. 273 www.bridgesfordeafandhh.org www.signalatcenter.org	SIGNAL CENTERS
The STAR Center 1119 Old Humboldt Road **Jackson**, Tennessee 38305 Telephone: (731) 668-3888 TTY: (731) 668-9664 Fax: (731) 668-1666 www.starcenter.tn.org	Star Center
East Tennessee Technology Access Center 116 Childress Street **Knoxville**, Tennessee 37920 Telephone/TTY: (865) 219-0130 Fax: (865) 219-0137 www.ettac.org	ettac
Mid-South Access Center for Technology University of Memphis College of Education Room 307C Ball Hall **Memphis**, Tennessee 38152 Telephone: (901) 678-1489 TTY: (901) 678-1318 Fax: (901) 678-3215 www.memphis.edu/act	Mid-South ACT Access Center for Technology
Technology Access Center of Middle Tennessee 475 Metroplex Drive, Suite 301 **Nashville**, Tennessee 37211 Telephone/TTY: (615) 248-6733 Toll Free: 800-368-4651 Fax: (615) 259-2536 www.tacnashville.org	Technology Access Center TAC Adapting for Success

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STATE REHABILITATION COUNCIL OF TENNESSEE

Division of Rehabilitation Services
Citizens Plaza Building 2nd Floor
400 Deaderick Street
Nashville, TN 37243-1403

(615) 313-5682
(800) 270-1349 TTY
(615) 741-6508 FAX

www.tn.gov/humanserv/rehab/cc1.html

Great Smoky Mountains National Park