



## Message from the SRC Chairperson

December 2006

Dear Colleagues and Friends:

I am honored to present the 2006 Annual Report of the Connecticut State Rehabilitation Council (SRC). It has been an exciting year from October 2005 to September 2006 with many accomplishments.

We successfully recruited consumers who want to help shape the future for others who need assistance from BRS. Their vocational rehabilitation (VR) experiences will be a huge benefit in future SRC initiatives. These new members and volunteers will work well with the veteran members who represent many VR arenas.

We began the year by attending the National Disability Employment Awareness Month Conference. In addition to our bimonthly meetings, SRC members participated in the BRS public meetings to learn more about the concerns of consumers and partners in providing services. They also heard first hand how BRS handles critical issues and the resources put in place to address them. This opportunity helped members as they reviewed the BRS State Plan and made recommendations for the coming year. Throughout the year, we strengthened our relationship with the Mashantucket Pequot Tribal Nation–VR program.

We partnered with the State Independent Living Council (SILC) and the Connecticut Association of Centers for Independent Living (CACIL) to host a two-day training session. Members of all three groups received legislative advocacy training. It was a wonderful, empowering collaboration.

Representatives of the SRC also attended a special meeting with representatives of the Rehabilitation Services Administration (RSA) as they came to Connecticut to learn more about the VR picture in our state. SRC members and volunteers were able to share their comments directly with RSA.

Once again, I traveled to Washington, D.C. along with Brenda Moore and Amy Porter, to meet with our Congressional delegation. It was a tremendous opportunity to discuss directly with our policy makers how the VR program helps many, as well as what improvements are needed to help more.

With this foundation of our many achievements, we eagerly move forward to 2007 with hope for continued success!

Respectfully,

*Jerry Koret*

Chairperson, Connecticut State Rehabilitation Council

## **Mission of the State Rehabilitation Council**

The State Rehabilitation Council (SRC) provides assessment, advice and recommendations to the Bureau of Rehabilitation Services (BRS) and others regarding coordination and effectiveness of programs and strategies which promote community-based competitive employment for persons with disabilities.

## **Goals of the State Rehabilitation Council**

To assess the effectiveness and delivery of vocational services provided by BRS to individuals with disabilities.

To improve the coordination of vocational services among BRS, state agencies and public and private entities for the benefit of consumers of BRS.

To make recommendations to the Governor, BRS and others for developing and improving strategies for the employment of, and vocational services for, individuals with disabilities.

## **Functions of the State Rehabilitation Council**

To review, analyze, and advise the Bureau of Rehabilitation Services regarding its performance in carrying out its responsibilities as the state agency designated to administer the public Vocational Rehabilitation Program.

To provide input to BRS in preparing the State Plan for vocational rehabilitation services, as well as other plans, reports, needs assessments, and evaluations.

To provide input to BRS regarding the Bureau's coordination activities with Connecticut's workforce investment system.

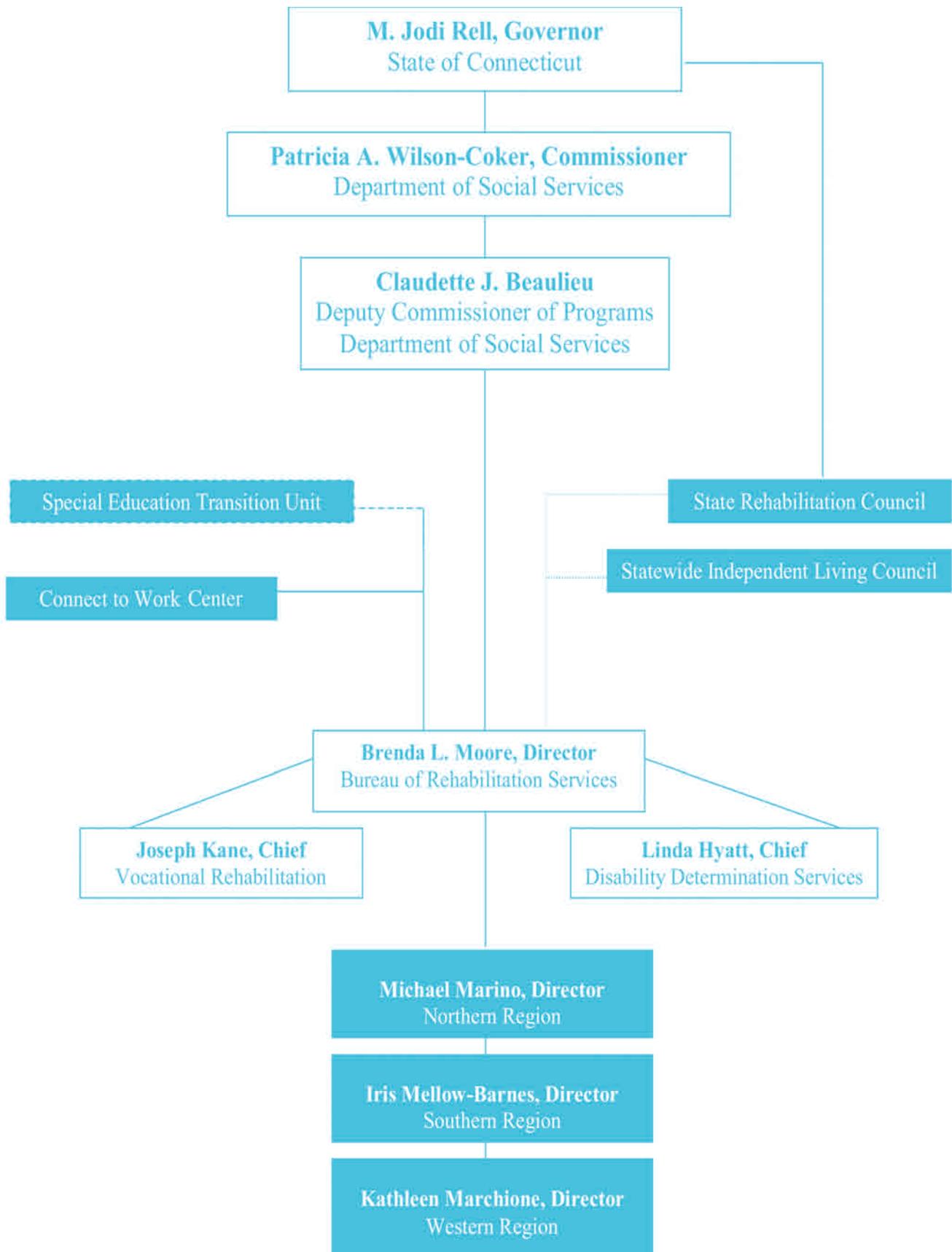
To review the effectiveness of, and consumer satisfaction with, the performance of the Bureau and other public and private agencies in providing vocational rehabilitation services to Connecticut residents with disabilities.

To prepare and submit an annual report to the Governor of Connecticut and the Commissioner of the Rehabilitation Services Administration.

To coordinate with other advisory councils in the state which oversee services to individuals with disabilities.

To perform other functions as appropriate to the mission of the Council.

# BRS Organizational Chart



# State Rehabilitation Council Committee Reports

## Business Partnership Committee

### **Purpose:**

To enhance employment outcomes for people with disabilities, while providing timely focused educational service to their employers. To foster collaboration among all the related service providers and employers (public and private, for profit and non-profit.) To encourage coordinated training and orientation of employers, employees and co-workers and to determine and address the employment needs of business and industry.

### **Chairperson:**

Armand Legault

### **Members:**

Pat Anderson; Maggie Boyce; Joyce Budd; Nancy Dolan; Marty Mancuso; and Arline Brown McCarthy

### **Accomplishments in 2006:**

This was a transition year for our committee. At the September 2006 SRC meeting, Armand Legault (a first year term member) accepted the position of chairperson for the Business Partnership Committee.

### **Goals for 2007:**

- ◆ Meet periodically with BRS human resource counselors to gain feedback on the trends of employment for BRS consumers.
- ◆ Initiate meetings with the Department of Labor to develop networking opportunities for the private employment sector.
- ◆ Meet with staff of the CT One Stop centers to discuss customizing employment opportunities for people with disabilities.
- ◆ Provide outreach activities to chamber of commerce members enlightening them to the untapped world of people with disabilities and the positive attributes of their employment.

## **Consumer Satisfaction**

### **Purpose:**

To assess consumers' views of vocational rehabilitation, including evaluating the effectiveness of VR in assisting consumers to obtain and maintain employment.

### **Chairperson:**

Barbara Konow

### **Members:**

Sandy Inzinga, Lee Nosal, and Kenn Messman

### **Accomplishments in 2006:**

The committee worked with BRS to prepare a small survey given to participants at the BRS public meetings held April 29 via videoconference in Danbury, Hartford, and Middletown. The survey assessed how consumers' needs were addressed at the public meeting and solicited ways to improve future public meetings.

Approximately 20 completed surveys were submitted. Most attendees who completed the survey were satisfied with the overall public meeting and would recommend others to attend future meetings. The results were presented to the Council and BRS with the following recommendations to improve attendance:

- ◆ Saturday was great, more locations are needed to enable more participation; and
- ◆ Improve the technology of the videoconference.

The committee also helped BRS develop a survey to solicit feedback from consumers who come into the district offices for service. This survey will learn more about how consumers are treated on a daily basis upon arrival at the district offices and if the meeting they had was successful. This survey will help to improve customer service

### **Goals for 2007**

This committee will follow-up on the implementation of the survey of office visits and continue assisting BRS with consumer satisfaction surveys or other survey methods. All results of such surveys will help BRS plan for the future.

## Inter-council Coordination/Nominations

### **Purpose:**

To foster linkages with other councils that oversee or have input into the provision of rehabilitation services to persons with disabilities, to plan training for Council members to foster effective council teamwork, and conduct outreach for potential nominees.

### **Chairperson:**

Vicki Hill

### **Members:**

Jerry Koret, John Sims, Armand Legault and Nancy Blackwell-Todd.

### **Accomplishments in 2006:**

- ◆ Conducted outreach to nominees for appointment to the Council with emphasis on bringing in people who are interested in actively serving on the State Rehabilitation Council. We have continued to seek people from diverse backgrounds through various sources in accordance with the legislative requirements.
- ◆ Participated in an orientation program for new members to provide information regarding the history and purpose of the Council.
- ◆ Established volunteer base for potential nominees to the SRC.

### **Goals for 2007:**

- ◆ Conduct outreach to potential nominees for appointment to the Council, emphasizing meeting the legislative requirements.
- ◆ Develop a network of potential nominees established in the community to broaden the base of experience.
- ◆ Recruit to build up advocacy groups in support of the council and the consumers of vocational rehabilitation.
- ◆ Present proposal to provide disability advocacy training to members of the SRC with follow up seminars to include BRS consumers in an effort to enhance awareness.
- ◆ Support members of SRC in outreaching to potential consumers or other individuals who do not know about BRS.

## Legislation, Policy and Planning

### **Purpose:**

To assist in developing the state and strategic plans for Vocational Rehabilitation Services. To keep updated on federal and state regulations of persons with disabilities.

### **Chairpersons:**

Laraine Bronski

### **Members:**

Mary Connors; Tom Connors; Brita Darany; Sandy Inzinga; Lois Rosenwald; John Shea; Raymond Venter; and Janette Williams

### **Accomplishments in 2006:**

- ◆ Hosted a public forum via a teleconference with sites in each region of the state.
- ◆ Incorporated feedback from the public forum into the State Plan.
- ◆ Reviewed and provided recommendations to the State Plan.
- ◆ Collaborated with the State Independent Living Council (SILC) and the Connecticut Association of Centers for Independent Living (CACIL) in developing and implementing a training program for Council members on effective approaches to advocacy. This training, held at the Legislative Office Building in Hartford in May and June 2006, was well attended and received.

### **Goals for 2007:**

- ◆ Support the Connecticut Youth Leadership Project in sponsoring a law that creates a disability history week in public schools in Connecticut.
- ◆ Identify an issue that is related to employment for people with disabilities and pursue sponsorship of a bill.
- ◆ Host the public forum for consumers to provide feedback.
- ◆ Incorporate feedback from the public forums into the State Plan.
- ◆ Review and provide recommendations to the State Plan.

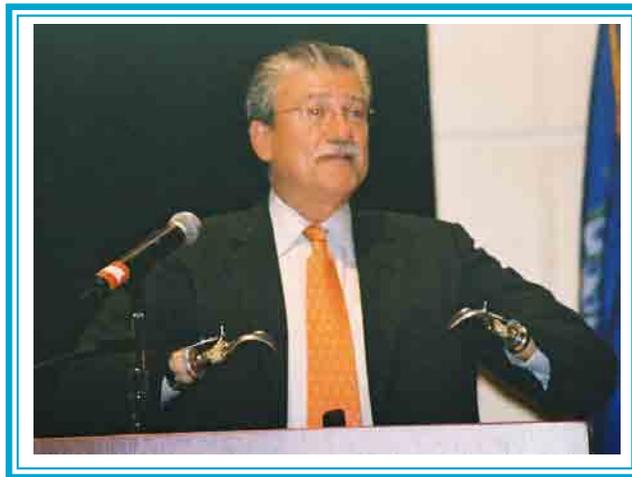
# 2006 Photo Retrospective



*National Disability Employment Awareness Month Conference - October, 2005*

*1st Row: Armand Legault, Vicki Hill, Jerry Koret - SRC Chair*

*2nd Row: DSS Deputy Commissioner Claudette J. Beaulieu, BRS Director Brenda L. Moore, Arline Brown McCarthy, Sandy Inzinga, Lois Rosenwald & Susan Werboff*



*Felicia Wilkens-Turner - Mashantucket Pequot Tribal Nation (MPTN) VR Program (left) & Nancy Blackwell-Todd - SRC Member (right) listen to Attorney John Kemp (center), keynote speaker at the National Disability Employment Awareness Conference.*



*Sandy Inzinga & Brita Darany attend Advocacy Training.*



*Laraine Bronski, Felicia Wilkens-Turner (MPTN-VR) & Evelyn Oliver Knight - BRS SRC Liaison meet Governor M. Jodi Rell at the State Capitol.*



*David Carter - Community College System Chancellor, Jessica Dybdahl - SRC Member, Brian Sigman - Board of Education Services for the Blind (BESB) Director, & Brenda L. Moore - BRS Director at the signing of the Interagency Higher Education Agreement between the Community College System, BESB, and BRS.*



*Jerry Koret - SRC Chair (front), Senator Chris Dodd, Brenda L. Moore - BRS Director, & Amy Porter - BRS Connect to Work Director collaborate in Washington, D.C.*

## Message from the BRS Director

Dear Friends:

It gives me great pleasure to work closely with the State Rehabilitation Council (SRC) and to support this annual report. The SRC and BRS have a long history of collaborating in order to improve employment services and independent living for individuals with disabilities.

In 2006, BRS and the Board of Education Services for the Blind (BESB) met with Chancellor David Carter from the Community College system and signed the Interagency Higher Education Agreement. SRC member Jessica Dybdahl witnessed this event as she was eager to use her knowledge of college students with disabilities to move this endeavor to the final stage. The agreement identifies the rights and responsibilities of all parties when serving students with disabilities. It shows a joint effort among these agencies and the leadership taken on by our council.

In Federal Fiscal Year (FFY) 2006, BRS served 8,390 people with significant disabilities and helped 1,257 people enter competitive employment. These individuals will pay an estimated \$6.5 million in federal and state taxes. BRS spends an average of \$4,598 per successful consumer. This is a great return on the investment from our government!

BRS rolled out five major initiatives this year. After presenting the goals first to our SRC members for their opinion and approval, I presented these initiatives to all staff and our liaisons at the Rehabilitation Services Administration (RSA). In 2007, we will focus on **Quality** of services to all consumers, the provision of working better and smarter with individuals having **Mental Illness**, meeting the needs of our young adults with effective **Transition** supports to post-secondary training or work, **Employment** strategies to have stronger connections with employers, and **Systems Change initiatives** through a strategic plan.

Our SRC members have made a commitment to work on various areas including business partnership, consumer satisfaction, inter-council coordination and nominations, and legislation, policy and planning. Jerry Koret and I had a wonderful opportunity to meet our State Senators and Congressmen or their staff in Washington, DC to explain the VR program and the need for their support. The SRC is extremely lucky to have Jerry as its chairperson. He has represented the SRC and BRS well.

I congratulate the members of the SRC for their energy and enthusiasm. I look forward to working with the Council this year as they assist us in addressing our new initiatives. While the following charts and statistics indicate that BRS was mostly successful this past year, we anticipate that our new initiatives will help us to improve in multiple areas that will enable our consumers to achieve their desires for employment and independent living.

Sincerely,

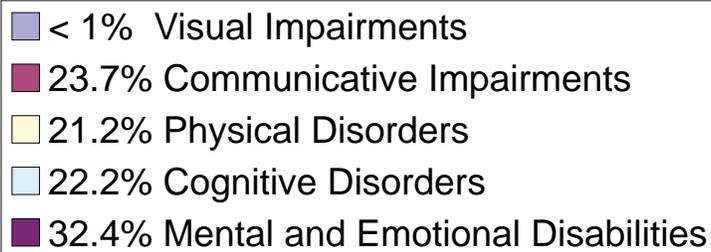
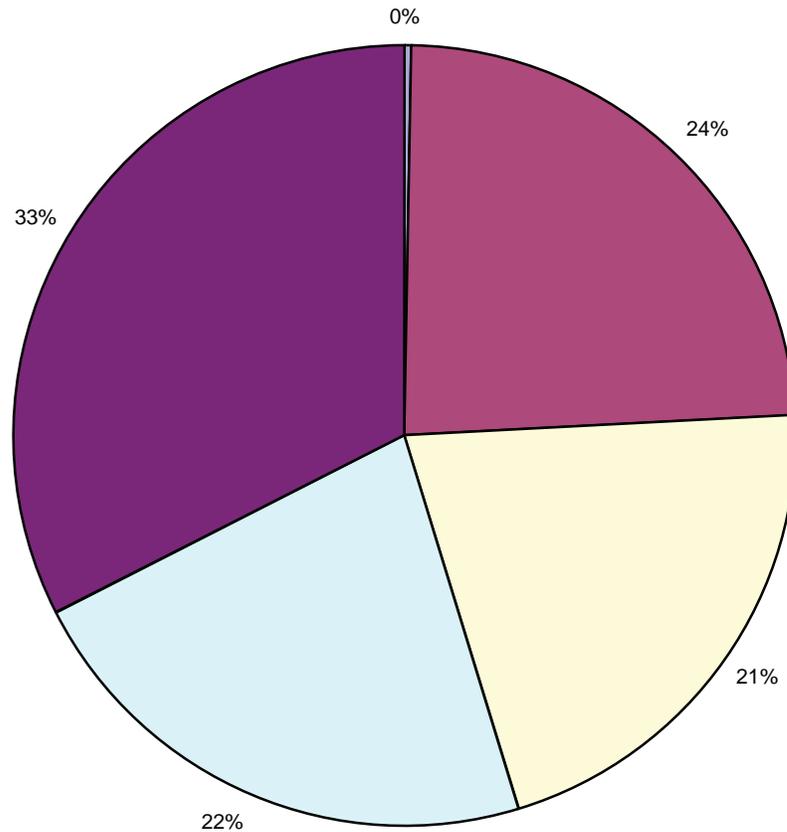
*Brenda L. Moore*

Director

## Statistics

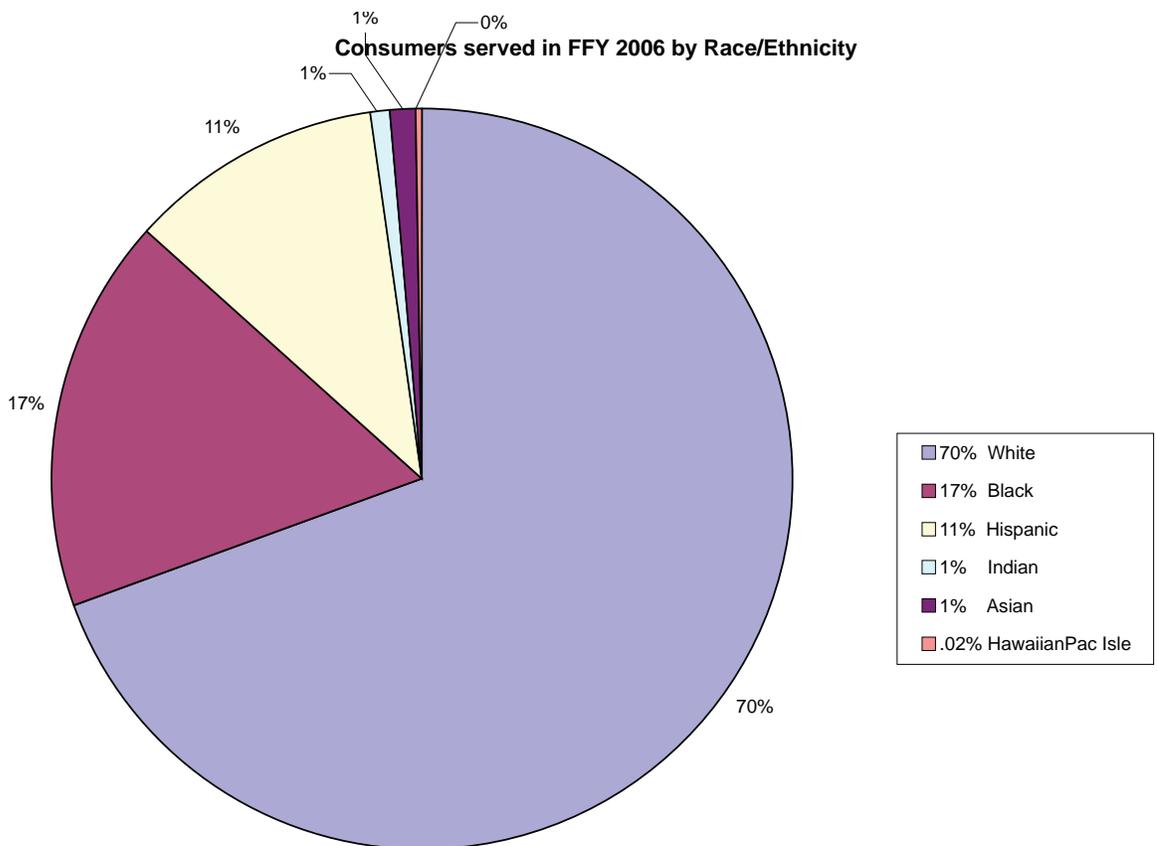
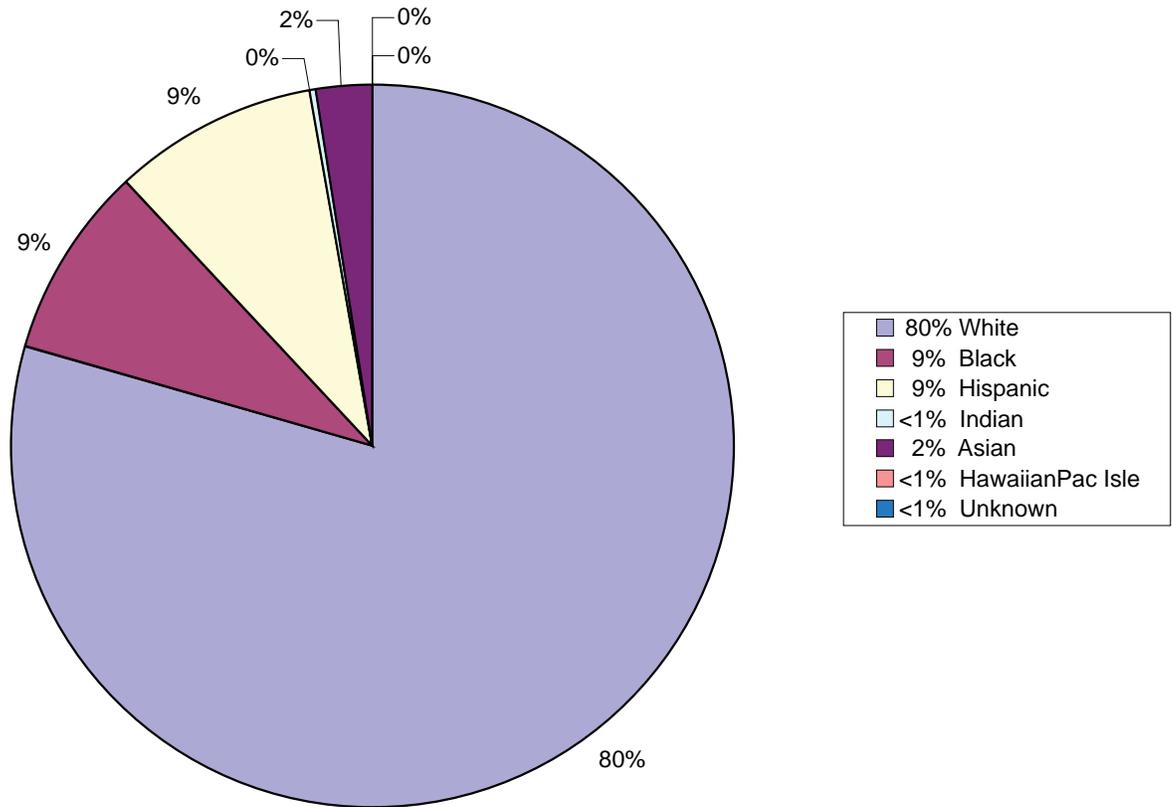
The Bureau served 8,390 consumers in Federal Fiscal Year (FFY)2006.

### Primary Disability Types of Consumers Served



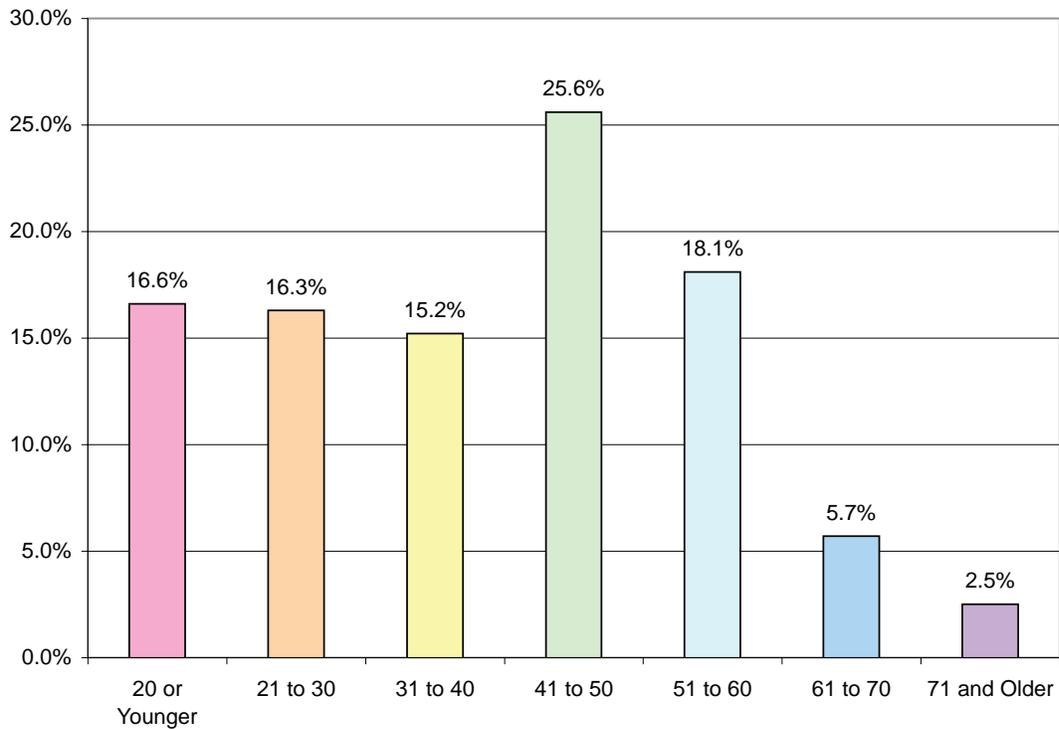
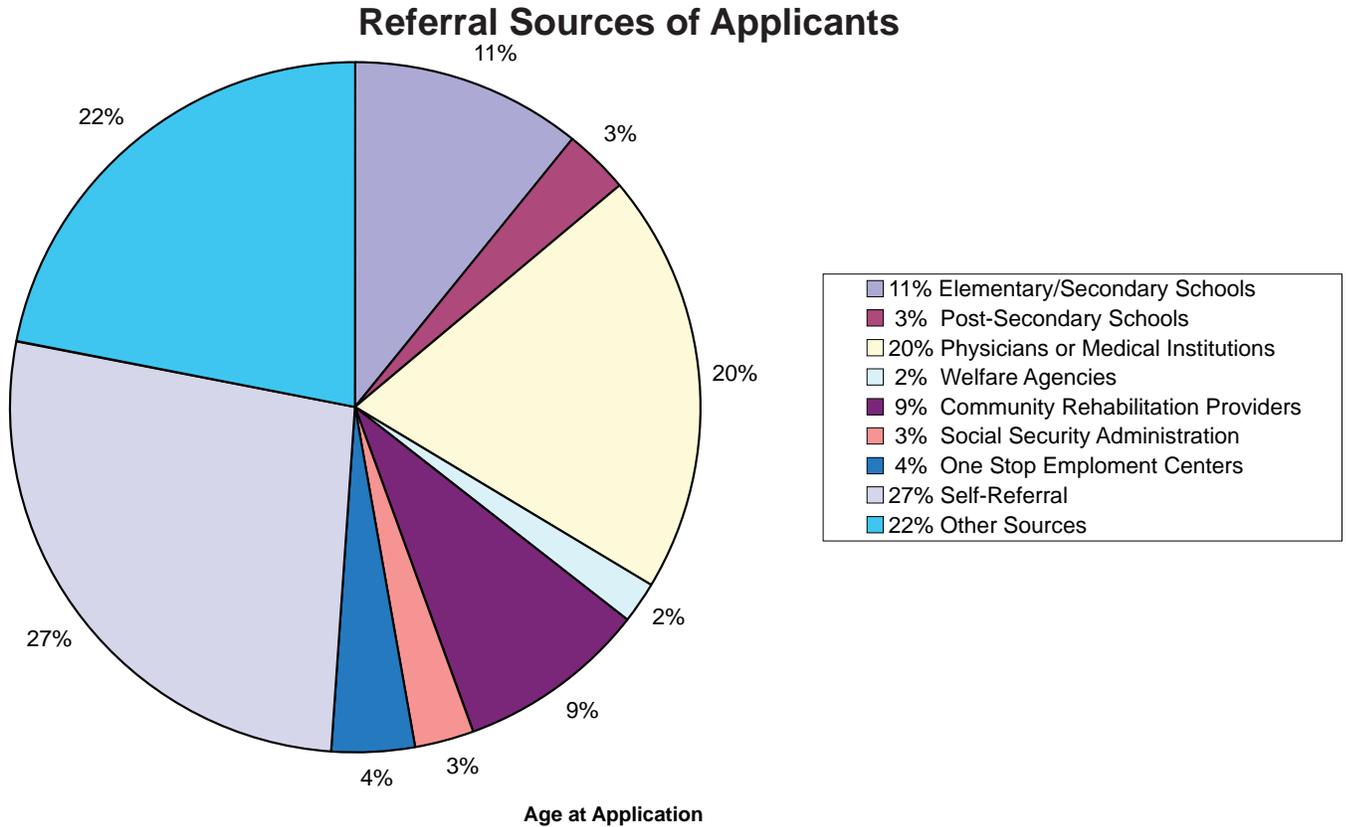
# Race/Ethnicity

## 2000 Census - CT General Population Race/Ethnicity Distribution

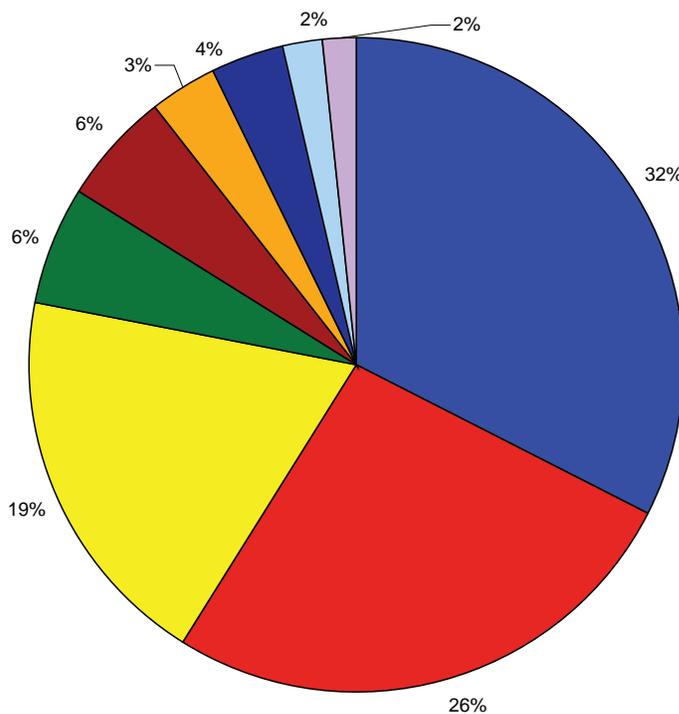


# Applications

The Bureau received 3,435 applications for services in FFY 2006.



## FFY 2006 Purchased Goods and Services Total Expenditures = \$9 Million\*



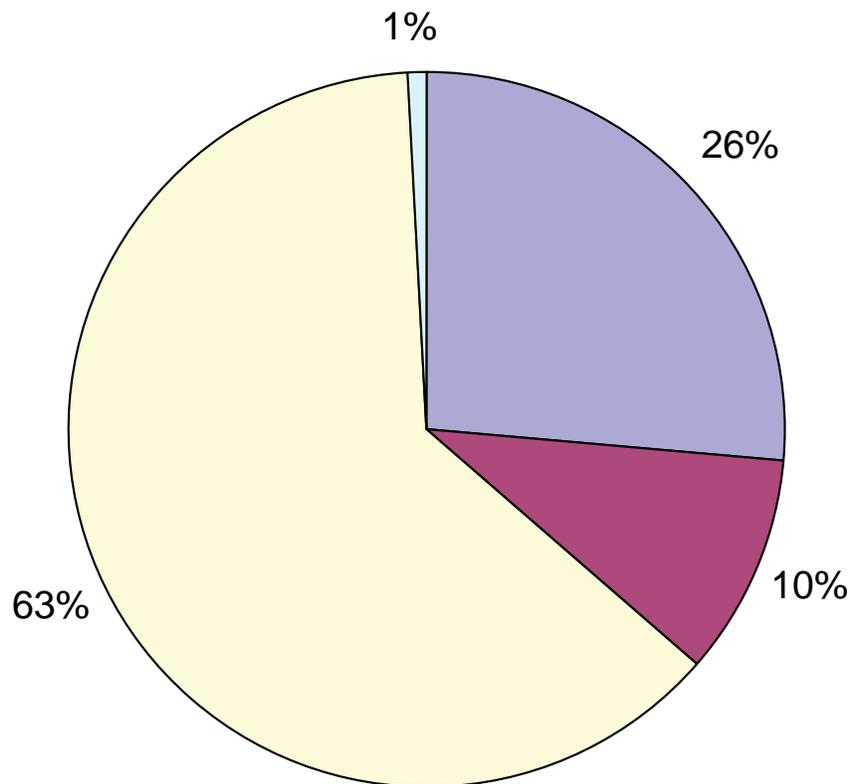
### Expenditure Categories and Basic Descriptions

- 32% CRP Services** - All services purchased from Community Rehabilitation Providers.
- 26% Adaptive Technology** - Rehabilitation Technology and Devices, Vehicle and Home Modifications.
- 19% Appliances** - Prosthetic, Orthotic, Hearing Aids or other assistive devices.
- 6% College** - Tuition, Fees, Books and Supplies at accredited Colleges and Universities.
- 6% Medical & Psych** - All forms of evaluation and treatment for Physical, Psychological and Psychiatric conditions.
- 3% Maintenance** - Direct cash payments to Consumers for reimbursement for goods and services purchased.
- 4% Training** - All Proprietary School Programs, On the Job Training and corresponding supplies.
- 2% Supplies and Equipment** - All goods purchased for consumers, excluding those related to training programs.
- 2% Other** - All miscellaneous services not otherwise categorized.

\* Projected Expenditures for FFY 2006 based on data available at time of print.

## FFY 2006 Services Purchased from Community Rehabilitation Providers (CRP's) Total Expenditures = \$2.9 Million\*

BRS has active business relationships with 75 Community Rehabilitation Providers (CRP's) across the state of Connecticut.



In FFY 2006, BRS referred 1,648 Consumers to CRP's for services.

### CRP Services Categories

- 26% Job Coaching** – One-on-One vocational support to assist consumer in learning a skill or remediating for a deficit.
- 10% Job Placement** – Locating and securing permanent job opportunities for consumers in the competitive labor Market.
- 63% Situational Assessment** – Evaluation of consumers in individual and competitive work situations in their communities.
- 1% Other CRP Services** – Examples – Examples include: In-House Vocational Evaluation, Work Adjustment & Job Seeking Skills Training.

# Wages/Hours Worked for Consumers Exiting VR in FFY 2006

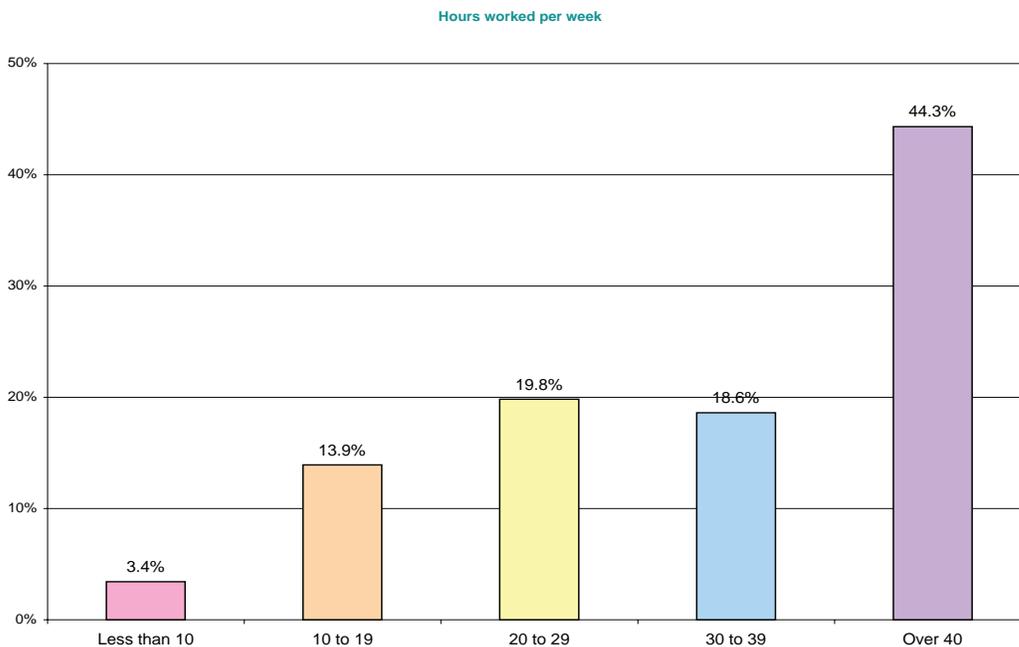
Average Hourly Wages of Successfully Rehabilitated Consumers = \$16.06



Average Number of Hours worked per week by Successful Consumers: 31.3

Percentage of Consumers working Full-time (35 Hours/week or more): 55.4%

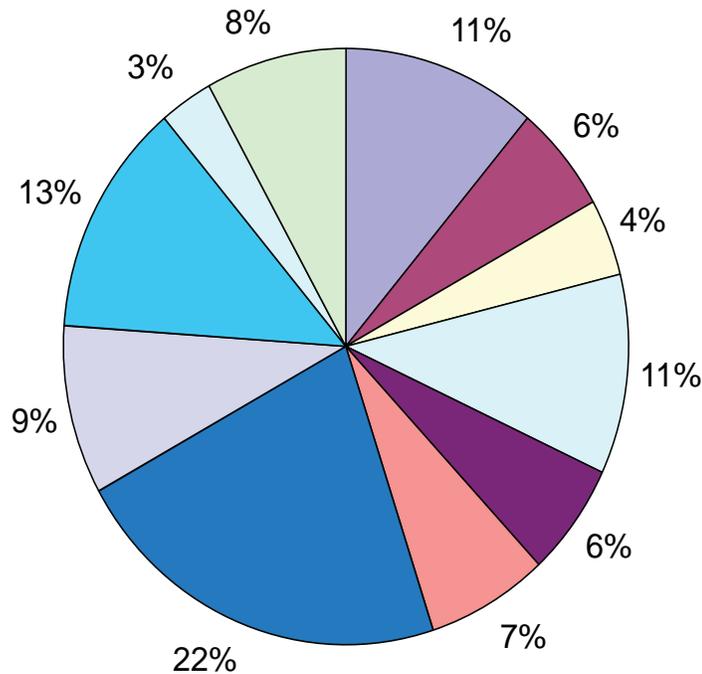
Percentage of Consumers receiving medical benefits from their Employers: 47.1%



Projected Average Annual Salary of these Consumers: \$27,113.

# Types of Jobs Consumers Acquired or Maintained in FFY 2006

Through BRS, 1,257 consumers entered or maintained competitive employment in FFY 2006.



## Three Most Common Job Titles within each Category:

- 11% **Clerical** – (1) Administrative Assistant/Secretary, (2) Office Clerk, (3) Bookkeeper
- 6% **Food Services** – (1) Cook/Prep Cook, (2) Kitchen Helper/Dishwasher, (3) Dining Room Attendant/Cafeteria Worker
- 4% **Human Services** – (1) Social Worker, (2) Case Manager, (3) Counselor
- 11% **Industrial & Manufacturing** – (1) Production Worker, (2) Engineering, (3) Machine Operator
- 6% **Maintenance** – (1) Janitor, (2) Housekeeping, (3) Hospital Maintenance
- 7% **Medical Science & Services** – (1) Home Health Aide, (2) Medical Assistant, (3) Nursing
- 22% **Sales & Customer Service** – (1) Stock Clerk, (2) Sales Representative (3) Cashier
- 9% **Skilled Trades** – (1) Carpentry, (2) Bus Driver, (3) Electrical Appliance Repair
- 13% **Technical & Managerial** – (1) Program Director, (2) Lawyer, (3) Business Management
- 3% **Semi & Unskilled Labor** – (1) Security Guard, (2) Merchandise Delivery, (3) Parking Lot Attendant
- 8% **Education** – (1) Secondary School Teacher, (2) Tutor/Instructor, (3) Teacher’s Aide

## Appointment to the State Rehabilitation Council

Members of the State Rehabilitation Council are appointed by the Governor of Connecticut. They are representatives from the BRS consumer community, business and industry, community-based providers of vocational rehabilitation services, advocacy organizations, and state agencies that serve individuals with disabilities. A majority of the Council members have physical and/or mental disabilities.

The director of the designated state unit, which is the Bureau of Rehabilitation Services of the Connecticut Department of Social Services, serves ex-officio on the Council, as does a student representative.

### Members of the State Rehabilitation Council

Chair - Jerry Koret, *Hamden*

Vice Chair - Kenn Messman, *Bridgeport*

Secretary - Mary Connors, *West Haven*

Treasurer - Libera Nosal, *Milford*

Patricia Anderson, *Hartford*

Sandy Inzinga, *Branford*

Nancy Blackwell-Todd, *Bridgeport*

Barbara Konow, *Hartford*

Maggie Boyce, *Shelton*

Armand Legault, *Newington*

Laraine Bronski, *Stratford*

Arline Brown McCarthy, *Woodbridge*

Joyce C. Budd, *Shelton*

Keith Mullinar, *Rocky Hill*

Tom Connors, *North Branford*

Lois Rosenwald, *Wallingford*

Brita Darany, *Greenwich*

John Shea, *Hamden*

Jessica Dybdahl, *Willimantic*

John F. Sims, *Middletown*

Vicki Hill, *Wallingford*

Raymond Venter, *New London*

Pastor Janette S. Williams, *Hartford*

### State Rehabilitation Council Volunteers 2006

This past year, several consumers served as volunteers to the SRC. They attended SRC meetings, workshops, and public meetings in an effort to learn more about the SRC and how it interacts with BRS.

Sharon Denson, *West Hartford*

Jennifer Hannah, *Waterbury*

Barry Latourelle, *East Windsor*

# State Rehabilitation Council (SRC) 2007 Meeting Dates

**January 24**  
**March 14**  
**May 23**  
**July 18**  
**September 19**  
**November 14**

SRC meetings begin at 1:00 P.M. Contact the Liaison listed below for locations and special accommodations.

## Contacting the State Rehabilitation Council

For more information on the State Rehabilitation Council or the Bureau of Rehabilitation Services, please contact:

Evelyn Oliver Knight, Liaison  
State Rehabilitation Council  
c/o Bureau of Rehabilitation Services, DSS  
25 Sigourney Street, 11<sup>th</sup> Floor  
Hartford, CT 06106

1-800-537-2549 (Toll-free in Connecticut only)  
860-424-4871 (Voice)  
860-424-4839 (TTY/TDD)

E-mail: [evelyn.knight@ct.gov](mailto:evelyn.knight@ct.gov)  
Web Site: [www.brs.state.ct.us](http://www.brs.state.ct.us)

### Credits

Thanks to **David Doukas**, BRS Education Consultant, for generating the statistical data and to **Wil Echevarria**, OSD - Media Producer, for technical assistance.

The layout design of this publication and the photos (excluding the ones with Senator Dodd, Governor Rell, and Chancellor Carter) are by **Evelyn Oliver Knight**.

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# NOTES