



# SRC Annual Report - Table of Contents

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# Message from the SRC Chairperson

Dear Governor Rell:

It is my honor and pleasure to present the 2008 Annual Report of the Connecticut State Rehabilitation Council (SRC) for the Bureau of Rehabilitation Services (BRS).

I will step down after serving as Chair for a second year. In this position, I had a particular vantage point to observe how BRS serves and maintains supports for consumers who most need assistance. The Connect-Ability Program and the Walgreens Project are great examples of innovative staff contributions. I congratulate all who are connected to these endeavors!

There were several opportunities to meet on the national level this year:

Washington, DC - the annual Council of State Administrators of Vocational Rehabilitation (CSAVR) spring meeting. I joined Brenda Moore, the BRS Director, and her key staff to discuss vocational rehabilitation (VR) priorities and funding for services with the Connecticut delegation or staff. Evelyn Oliver Knight, Liaison to the SRC, also joined me at the National Council of State Rehabilitation Councils (NCSRC) meeting with councils from around the country to review best practices for SRCs and State Plan requirements;

Orlando, FL - Ms. Knight and I served on the planning committee for the NCSRC debut of the new On-line Training Program describing VR history, VR standards and indicators, and SRC objectives for all members to achieve;

San Diego, CA - CSAVR fall meeting to review the impact of the national presidential and congressional elections on VR and receive updates on national programs; NCSRC overview of the Comprehensive Needs Assessments; and

Participated in several national meetings by telephone.

Several SRC members joined me at the annual BRS public meeting to observe comments from consumers and their families. In addition, we monitored results of the ongoing consumer satisfaction survey of office visits that we designed. The Council also participated in the Rehabilitation Services Administration (RSA) site review of BRS. Participation and involvement in these endeavors helped us formulate recommendations for the CT State Plan.

I am especially proud that we hosted our first youth forum on self-advocacy and the legislative process at the State Legislative Office Building. The Legislation, Policy, and Planning Committee collaborated with Advocacy Unlimited (a peer-run disability organization) for this training. We are eager to repeat this event next year!

We again supported the Connecticut Youth Leadership Project by co-sponsoring the week-long forum and awarded a scholarship to a graduated participant toward education at a higher level.

I thank everyone who made this a rewarding experience during my tenure as Chair: the BRS Director and staff, the SRC Liaison, Committee Chairs and Members of the Council.

Thank you,

*John F. Sims*, Chairperson

## **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.

# 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 nonprofit.) To encourage coordinated training and orientation of employers, employees and co-workers and to determine and address the employment needs of business and industry.

### **Co-Chairpersons:**

Simone A. Mason, Ph.D. and Cheryl L. Zeiner

### **Members:**

Patricia Anderson, Ph.D.; Sharon Denson, Mary Pierson Keating, Esq., and Laura Micklus

### **2008 Review:**

- ◆ Of the five goals identified last year, this committee succeeded in recruiting more members. This was the most crucial goal of this committee.

### **Goals for 2009:**

- ◆ Gather information to determine what resources currently exist and how best to connect with them.
- ◆ Build relationships with business associations to develop opportunities for presentations to discuss vocational rehabilitation
- ◆ Collaborate with Connect-Ability and the CT Department of Labor to develop networking, training and technical assistance opportunities for employers.
- ◆ Collaborate with the Connect-Ability Transition Work Group to improve internship, mentoring, and work experience opportunities for youth with disabilities.

## **Consumer Satisfaction**

### **Purpose:**

To assess consumer viewpoint of their satisfaction with the vocational rehabilitation service process and the effectiveness of VR in assisting consumers to obtain and maintain employment.

### **Chairperson:**

Barbara Konow

### **Members:**

Sandy Inzinga and Lee Nosal

### **2008 Review:**

We developed a 13-question survey to evaluate consumer satisfaction with BRS services following visits with the BRS counselor. The full SRC reviewed it and suggested revisions; it was subsequently distributed to regions to be implemented. Surveys are made available without influence from the counselor.

District Directors receive completed surveys for their regions and forward completed surveys to the SRC through the SRC Liaison. District Directors are able to follow-up with consumers who identify themselves and request direct contact, track any negative trends in service, and make note of comments about specific staff.

Upon receipt of these surveys, the Consumer Satisfaction Committee Chairperson enters the responses into a grid developed by Lee Nosal. Results are shared with all SRC members at by-monthly meetings. The survey tool is a work in progress and will be reevaluated and amended as needed.

Overall, consumers rate BRS services in a very positive fashion. Areas of concern for specific offices included parking, private meeting areas, better office signage, lack of courtesy by Department of Social Services security guards, and timeliness in scheduling appointments. Specific office concerns are shared with the Bureau Director for review and action, as needed.

### **Goals for 2009**

- ◆ Continue to review data from the surveys, give reports to the SRC, and use the results to plan future assessments, if needed. Information obtained from the surveys will be used to comment on the State Plan and RSA inquiries.
- ◆ Produce a version of the survey that will be suitable for consumers who are deaf.
- ◆ Assist with the implementation of future consumer surveys that may be planned on the regional level.

## **Intercouncil 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:**

Barry Latourelle

### **Members:**

John F. Sims, Janette Williams, and Victor Xavier

### **2008 Review:**

- ◆ Led outreach to potential nominees for Governor's appointment to the SRC, emphasizing active service and involvement.
- ◆ Continued to seek candidates from diverse backgrounds in accordance with the requirements in the Rehab Act.
- ◆ Participated in orientation for new members to provide information regarding the history and purpose of the Council.
- ◆ Encouraged individuals interested in joining the SRC to attend meetings as volunteers prior to the appointment process.

### **Goals for 2009:**

- ◆ Conduct outreach to recruit potential nominees for appointment to the SRC targeting specific membership categories based on the Rehab Act mandates.
- ◆ Encourage outgoing and former SRC members to maintain support of the SRC and to share their experience with newer members.
- ◆ Support SRC members and volunteers as they outreach to potential consumers or other individuals who do not know about BRS.
- ◆ Coordinate a meeting with the State Rehabilitation Council for the Board of Education Services for the Blind (BESB) to establish and maintain working relationships, as well as to collaborate on joint activities.

## **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.

### **Chairperson:**

Laraine F. Bronski, M.S.

### **Members:**

Heidi Forrest and Sandy Inzinga

### **2008 Review:**

- ◆ Co-hosted the public forum with BRS for consumers to provide feedback and incorporated this feedback into the State Plan.
- ◆ Reviewed and provided recommendations to the State Plan.
- ◆ Collaborated with Advocacy Unlimited to host a one day conference, for students with disabilities: "It's your future, take control". The students learned how a bill is made and heard from several state legislators and the State Comptroller, Nancy Wyman, on how to best advocate for themselves and to make a difference in their future.

### **Goals for 2009:**

- ◆ Host an annual conference for youth with disabilities to learn advocacy skills.
- ◆ Co-host the public forum for consumers to provide feedback and incorporate feedback from the public forum into the State Plan.
- ◆ Review and provide recommendations to the State Plan.

# 2008 Photo Retrospective

## *SRC Members at Work*



*SRC members and volunteers share in a group photo.*



***Business Partnership Committee***  
***Members: Patricia Anderson, Mary Pierson Keating, Laura Micklus, Cheryl Zeiner & Simone***

***Consumer Satisfaction Committee: Lee Nosal, Barbara Konow & Michelle Matthew.***

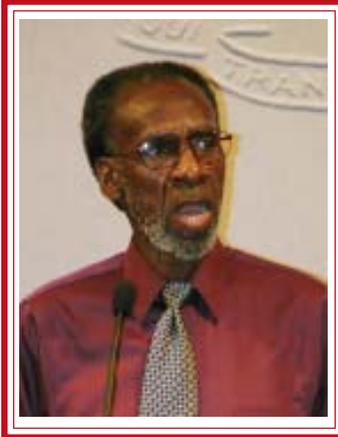


***Intercouncil/Nominations Committee: Barry Latourelle, Victor Xavier, John Sims & Janette Williams.***

***Legislation, Policy & Planning Committee: Sandy Inzinga, (Interpreters Elizabeth Bull & Tammy Boutin in background), Laraine Bronski & Heidi Forrest.***



*The SRC hosted its first youth forum on self-advocacy and the political process at the Legislative Office Building. Guests included State Representative William R. Dyson; Jessica Dybdahl, youth advocate; Karen Kangas, Advocacy Unlimited Director; Nancy S. Wyman, State Comptroller (second from the left with SRC forum planners); and youth from throughout CT.*



*(front row): Sharon Denson, Barry Latourelle  
(back row): Evelyn Oliver Knight, Patricia Anderson, John Sims, Barbara Konow, and Board of Education Services for the Blind Director, Brian Sigman at the Connect-Ability Employment Summit.*

*SRC Member Laura Micklus & BRS Counselor Michele Jordan at the Connect-Ability Employment Summit.*



## SRC Scholarship Award

As part of its ongoing support of the Youth Leadership Forum (YLF), the State Rehabilitation Council awarded a scholarship to a deserving YLF participant. Jennifer Koschmieder, a senior at Fitch Senior High School in Groton, was awarded \$1,000 to assist her in pursuing her education. Jennifer has been accepted at Johnson and Wales University where she plans to study culinary arts.

Jennifer's application states, "The Youth Leadership Forum was a great motivation to me because it started me on the road to independence and gave me the tools to continue when I go to college next year." Jennifer, who is hearing impaired, is eager to begin this phase of her educational training.

Jennifer is a member of the National Honor Society and has been an honor student for all four years of high school. She has played JV and Varsity level softball. She is also active in the community where she volunteers in Elder Care and uses her culinary skills for various local charity events.

When she's not busy with these activities, she works as a cook and a waitress. Jennifer was invited to serve as a co-counselor during YLF 2008 and she did an incredible job!



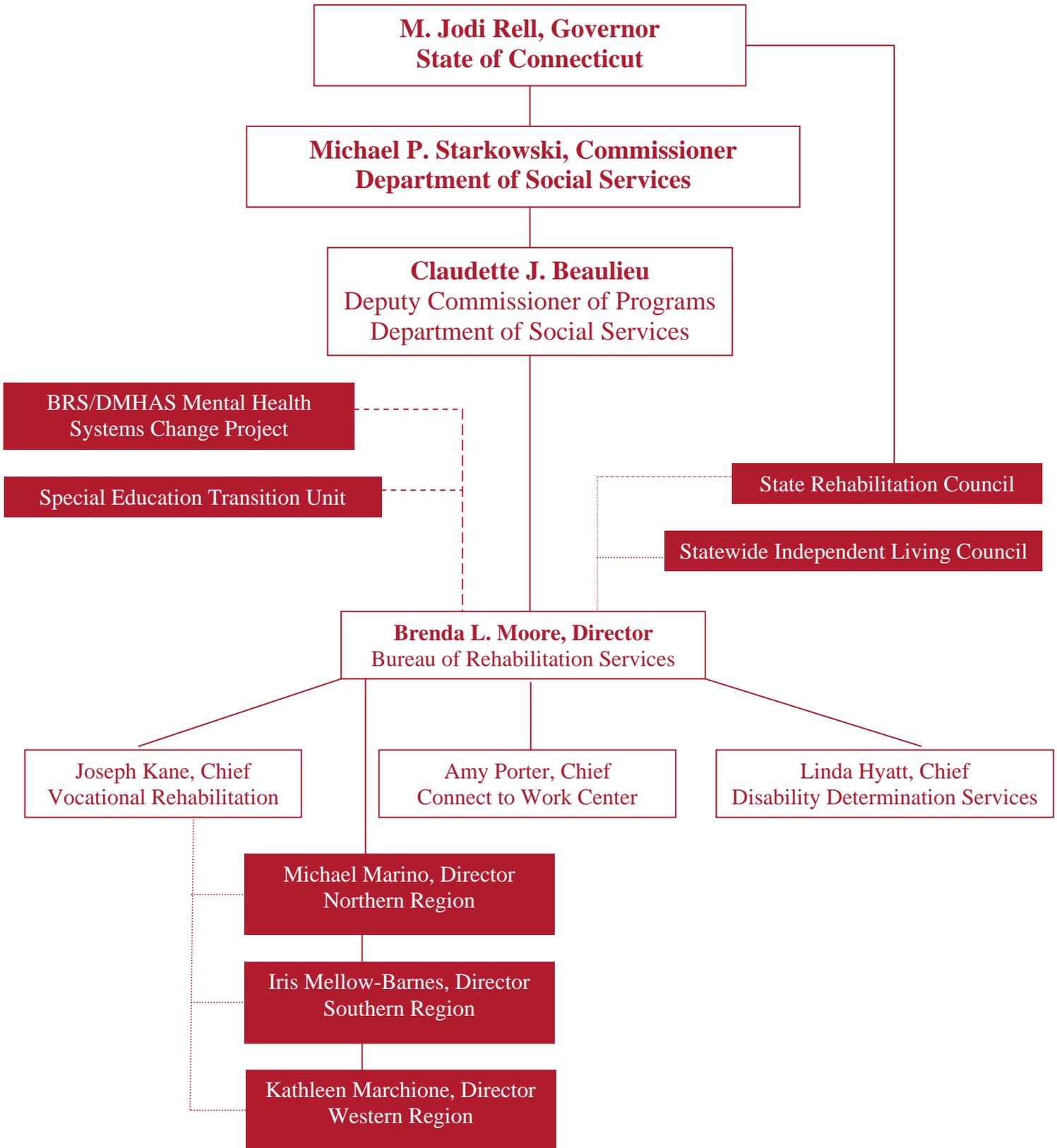
## Best Wishes to a Special Member



After six years of service, Lee Nosal is retiring from the State Rehabilitation Council (SRC). Lee has served as the Treasurer and Vice Chairperson and has actively worked on the Consumer Satisfaction Committee. There, she participated in regional surveys for consumer feedback and was instrumental in the development of the SRC Consumer Survey of Office Visits. She accomplished all of this while working as the Milford City Treasurer.

As a former consumer, Lee understands and appreciates the value of vocational rehabilitation services. Lee will stay connected as a volunteer so she can stay involved with consumer satisfaction issues. The SRC thanks you for your steadfast dedication and extends best wishes as you encounter new endeavors.

# BRS Organizational Chart



## Message from the BRS Director

Dear Friends:

I take this opportunity to thank the members of the State Rehabilitation Council (SRC) for their continued support of and assistance to the Bureau. The year was filled with many opportunities to collaborate on definitive issues that assisted our consumers. At each opportunity, you were available to lend a consumer viewpoint to all of our discussions. Of particular note, your consumer satisfaction survey to report consumer thoughts of visits to our counseling staff helps identify strengths and areas of improvement to make our services better. Your first youth forum at the Legislative Office Building was a great introduction to young consumers who will definitely need self-advocacy skills as they mature. You have accepted all the challenges you were presented and have had a successful year in all your endeavors. I congratulate John Sims as he steps down as chairperson and look forward to the next year as we accomplish goals together with the new leadership.

This was also a positive year in BRS. We are delighted to have some strong connections with our mental health partners and our school systems. We have exceeded our employment goals for 2008. BRS assisted 1,445 consumers to enter into or maintain employment.

As we look ahead, we know these are challenging times for employment. We must look for opportunities in the labor market. This year, the new Ticket to Work Regulations were passed which open more doors for employers to consider what it takes to achieve a culturally diverse workplace. Walgreens has shown that reasonable efforts generate tremendous opportunities for inclusion. Our Connect-Ability initiative has brought additional opportunities. At [www.connect-ability.com](http://www.connect-ability.com), various toolkits are available to benefit employers and job seekers. Our strengths lie with the consumers we serve who bring talent, skills and abilities to the marketplace and with employers who are ready to hire them.

With the continued support of our SRC, BRS will strive to meet the challenges that our consumers face as they seek employment. As we move forward with diligence and innovation, we hope to have another successful year.

Sincerely,

*Brenda L. Moore*

Director

## The Walgreens Initiative

In 2008, BRS launched an exciting project in partnership with Walgreens, one of the nation's largest retailers, and other state agencies serving persons with disabilities. The project is designed to provide training and employment opportunities for persons with disabilities at the retailer's newest Distribution Center in Windsor, CT.

Walgreens' ambitious goal -- that one-third of the Distribution Center's 600-800 employees will be persons with disabilities -- will result in hundreds of jobs for persons with disabilities. The Windsor facility is the second Walgreens Distribution Center of its kind, specifically designed to enable persons with disabilities to be successfully employed, with ergonomically-built workstations, special computer screens and on-staff coaches to assist persons with disabilities. The first Walgreens facility built around the needs of persons with disabilities, located in Anderson, SC, opened in 2006 where it has already exceeded its employment goals.

This initiative generated from Senior Vice President of Distribution, Randy Lewis, the father of a teenager with autism. Lewis recognized both the lack of good employment opportunities for people with disabilities and a business need to develop new labor pools as the general population ages. His goal is to not only increase opportunities within Walgreens, but also to encourage other companies to follow this example.

A key aspect of this initiative is a pre-employment training program for individuals who would not be able to obtain or keep employment at Walgreens without additional training. BRS worked cooperatively with the Connecticut Departments of Developmental Services; Labor; Education; and Mental Health and Addiction Services; the Board of Education and Services for the Blind; the Office of Workforce Competitiveness; and the United Way of Connecticut. The training is funded in part through state bond funds from the Department of Economic and Community Development. Representatives of the agencies who collaborated on this initiative toured the South Carolina facility and evaluated Connecticut's needs prior to developing an intensive training model to maximize the success of prospective employees. A part-time project director and a counselor to screen and coordinate program referrals were hired.

Community Enterprises, a community rehabilitation program with over 30 years of experience in providing vocational services, runs the pre-employment training programs. In late June, 28 participants began the first phase of training: a 45-day period of classroom training in social skills, safety rules and Walgreens' work culture. They also trained on three of the machines that would be used daily on site. Candidates who passed the first phase entered the second phase, Transitional Work Group (TWG), for 45 additional days of training on the distribution center floor. Those who meet Walgreens' production standards will likely be hired full-time.

Walgreens was confident that Connecticut had the ability to ensure a qualified workforce of people with disabilities. More than one-third of its current workforce are persons with disabilities. All of the candidates in the first training program have been hired or accepted into TWG.

## Ticket to Work

The Bureau of Rehabilitation Services (BRS) views the Social Security Administration's (SSA) Ticket to Work Program as an opportunity for individuals receiving Social Security benefits to receive supports to help them go to work and advance toward self-sufficiency. BRS has actively pursued partnerships with Employment Networks (EN) who provide long-term employment supports to consumers who are striving to maintain their employment and independence. An EN could be a One-Stop Center, an employer or a community rehabilitation provider (CRP) which specializes in mental health, developmental services, or supportive employment services. The Ticket program is designed to promote self-sufficiency of rehabilitation consumers, and to bridge new partnerships within the rehabilitation community. These Ticket partnerships have the potential to enhance funding for employment services throughout the state.

Once BRS helps a consumer find employment and the case is closed, the consumer may need support services to maintain their employment and to reach new benchmarks. Consumers who are eligible for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) may assign their "ticket" (provided by SSA) to an EN for additional services. These additional services would be tailor-made to meet the needs of the consumers. One-Stops, employers and CRPs may be able to provide the supports the consumer needs, or they may join with one another to provide the services.

Under the new Partnership Plus Model, both the vocational rehabilitation (VR) agency and the EN can receive payments from SSA as the consumer achieves certain earnings levels. This partnership brings together the consumer, the VR agency, and the EN as the supports are customized based on the consumer's needs. Under this model, the VR agency can be reimbursed for services provided, and the payments to the EN become a new revenue stream for long-term support services. These EN payments could continue for up to five years until the consumer's earnings make them ineligible for SSA Benefits.

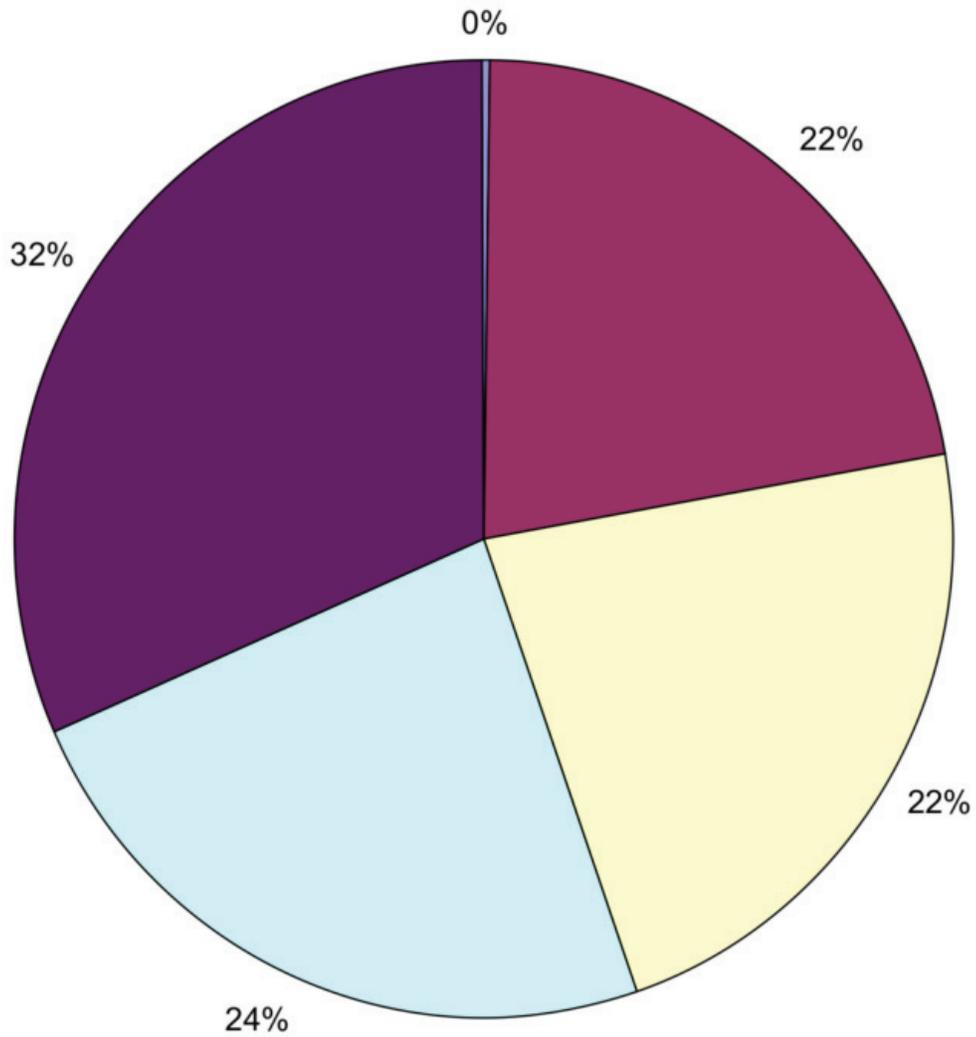
This model allows the opportunity for a consumer to receive individualized supports from both the VR agency and an EN of their choice, and helps the consumer move toward self-sufficiency.

As more consumers achieve their desired employment and independence from SSA, more funds will be made available to help other consumers achieve the same goals. ENs will be able to provide an appropriate array of services as they develop lasting partnerships within the CRP community. SSA will save funds as consumer no longer rely on these benefits. BRS is proud to participate in such an innovative endeavor.

# Statistics

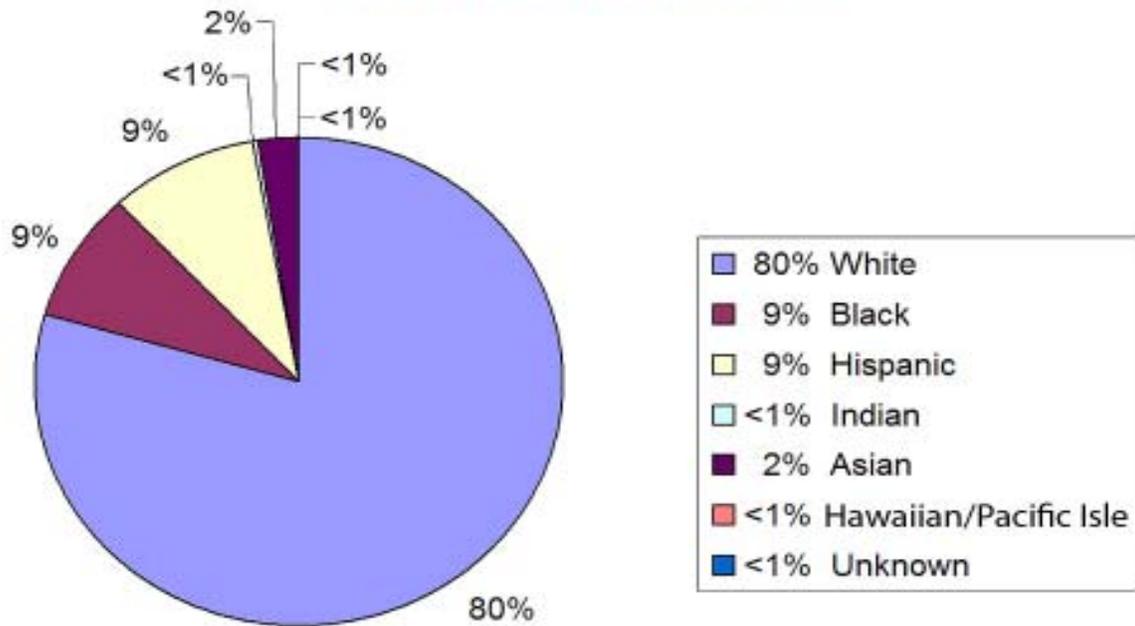
The Bureau assisted 9,255 consumers in Federal Fiscal Year (FFY) 2008.

## Primary Disability Type of Consumers Served

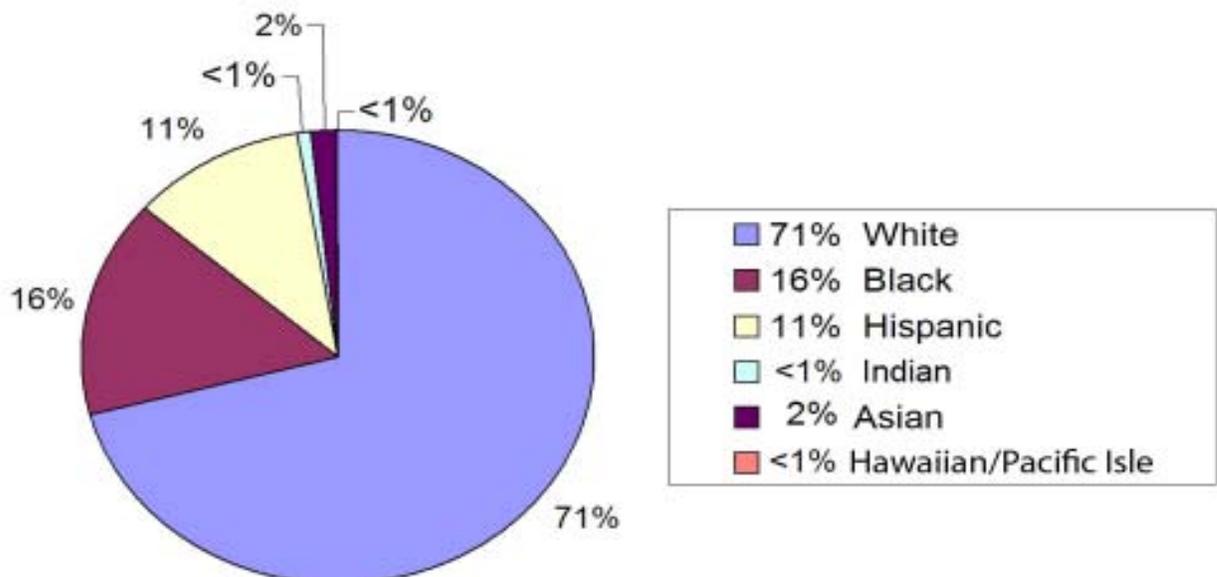


## Race/Ethnicity

2000 Census - CT General Population  
Race/Ethnicity Distribution



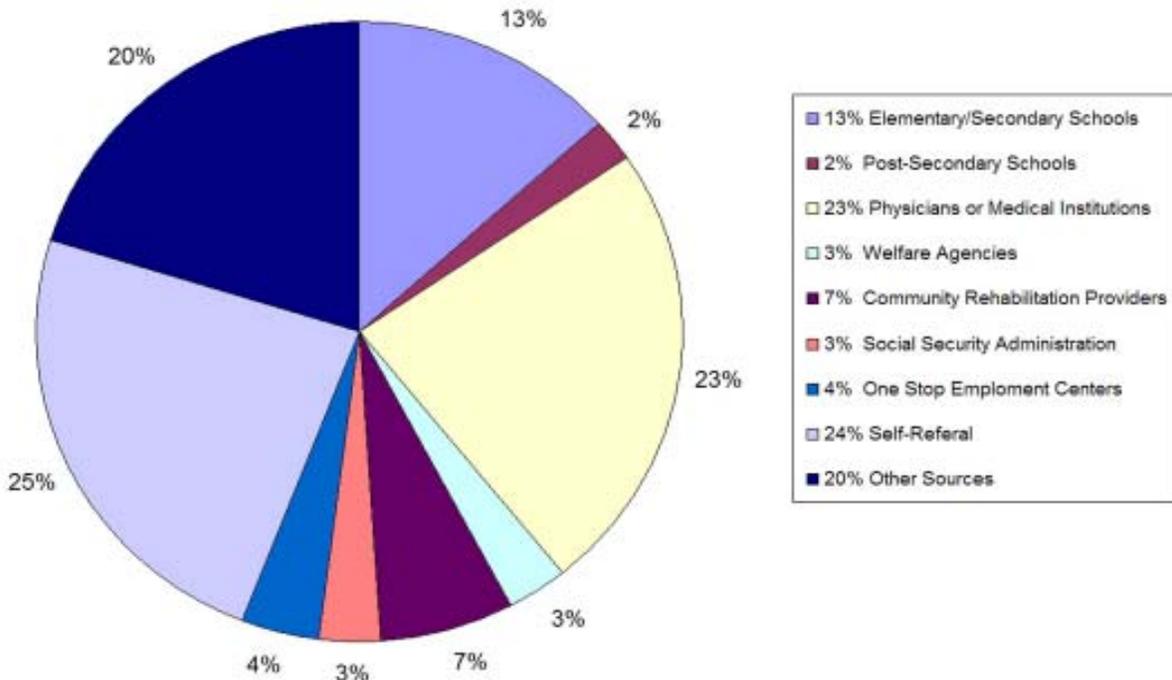
Consumers Served in FFY 2008 by Race/Ethnicity



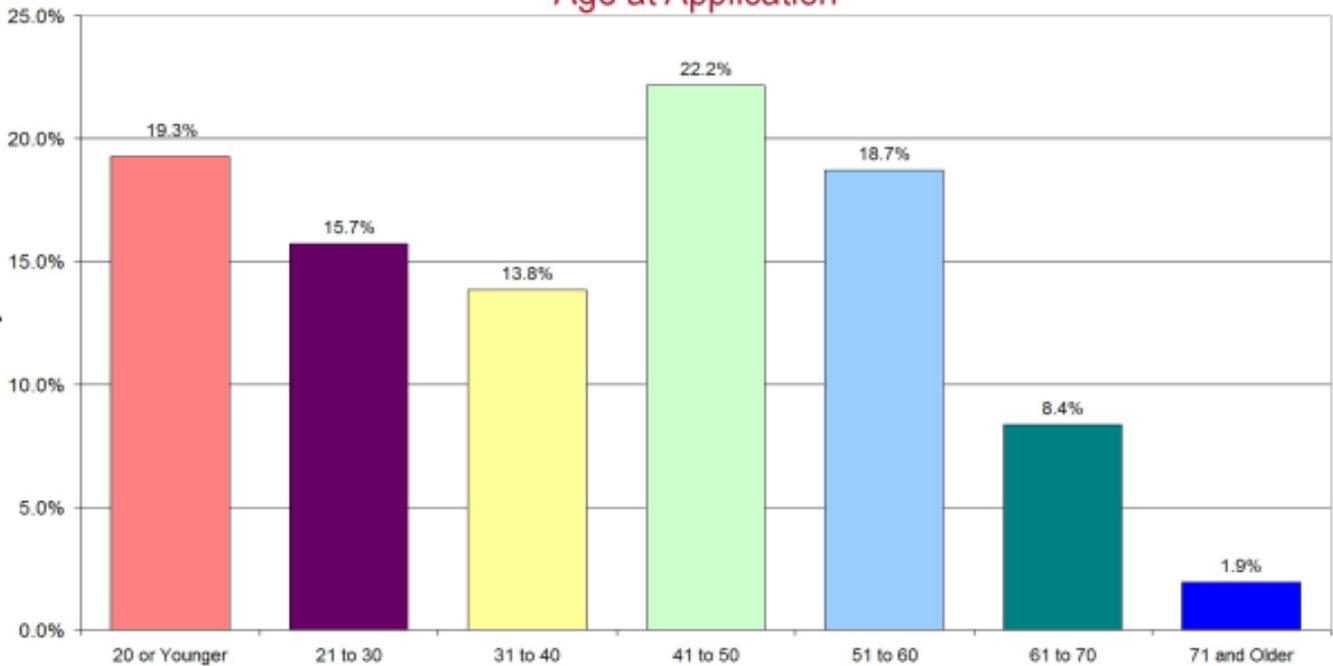
# Applications

The Bureau received 3,926 applications for services in FFY 2008.

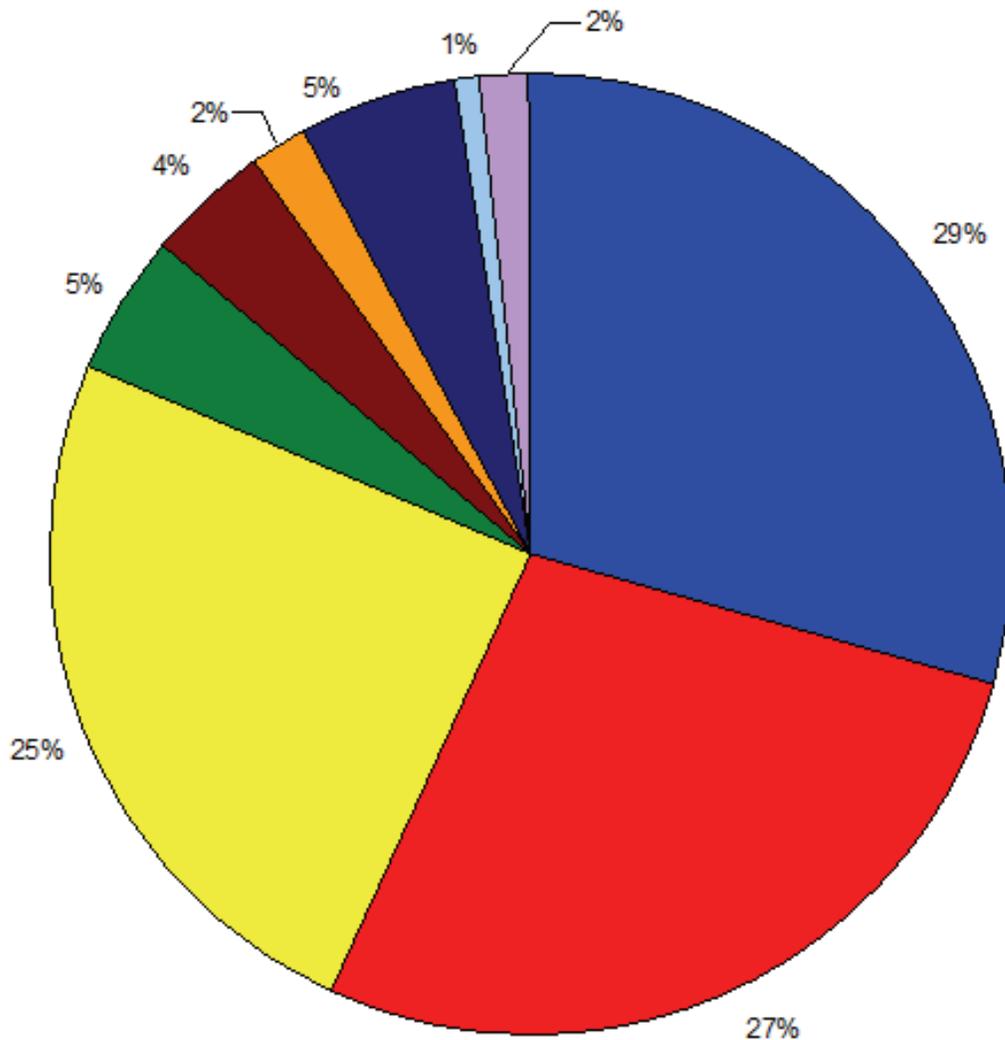
## Referral Sources of Applicants



## Age at Application



## FFY 2008 Purchased Goods and Services Total Expenditures = \$11.9 Million\*



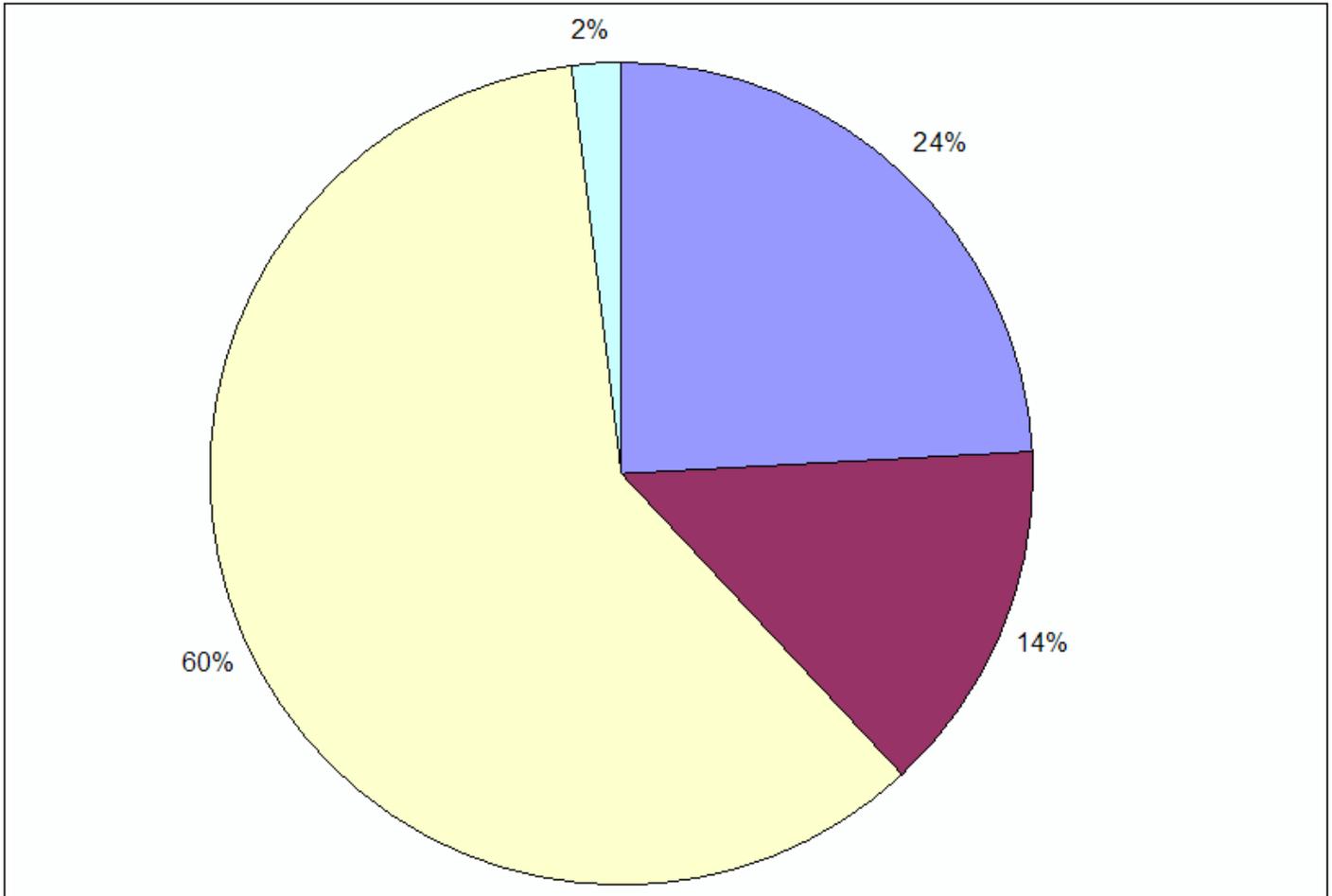
### **Expenditure Categories and Basic Descriptions**

- **29% CRP Services** - All services purchased from Community Rehabilitation Providers.
- **27% Adaptive Technology** - Rehabilitation Technology and Devices, Vehicle and Home Modifications.
- **25% Appliances** - Prosthetic, Orthotic, Hearing Aids or other assistive devices.
- **5% College** - Tuition, Tutoring, Fees, Books and Supplies at accredited Colleges and Universities.
- **4% Medical & Psych** - All forms of evaluation and treatment for Physical, Psychological and Psychiatric conditions.
- **2% Maintenance** - Direct cash payments to Consumers for reimbursement for goods and services purchased.
- **5% Training** - All Proprietary School Programs, On the Job Training and corresponding supplies.
- **1% 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 FFY2008 based on data available at time of print.

## **FFY 2008 Vocational Services Purchased from Community Rehabilitation Providers (CRP) Total Expenditures = \$3.5 Million\***

BRS has active business relationships with over 75 Community Rehabilitation Providers (CRP's) across the state of Connecticut. They served 1,586 Consumers in FFY 2008.



1586 Consumers received BRS funded services from  
a Community Rehabilitation Provider in FFY 2008

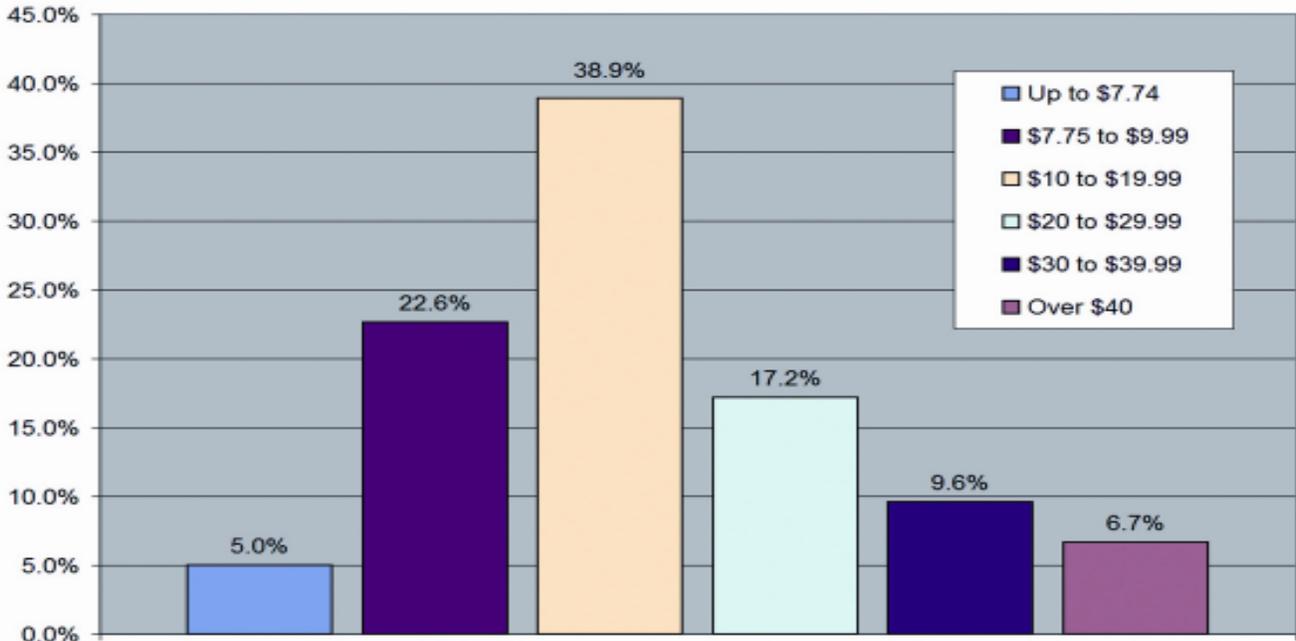
- 24% Job Coaching - One-on-One vocational support to assist consumer in learning a skill or remediating for a deficit.
- 14% Job Placement - Locating and securing permanent job opportunities for consumers in the competitive labor market.
- 60% Situational Assessment - Evaluation of consumers in individual and competitive work situations in their communities.
- 2% Other CRP Services - Examples include: In-House Vocational Evaluation, Work Adjustment & Training

## Wages/ Hours Worked for Consumers Exiting VR in FFY 2008

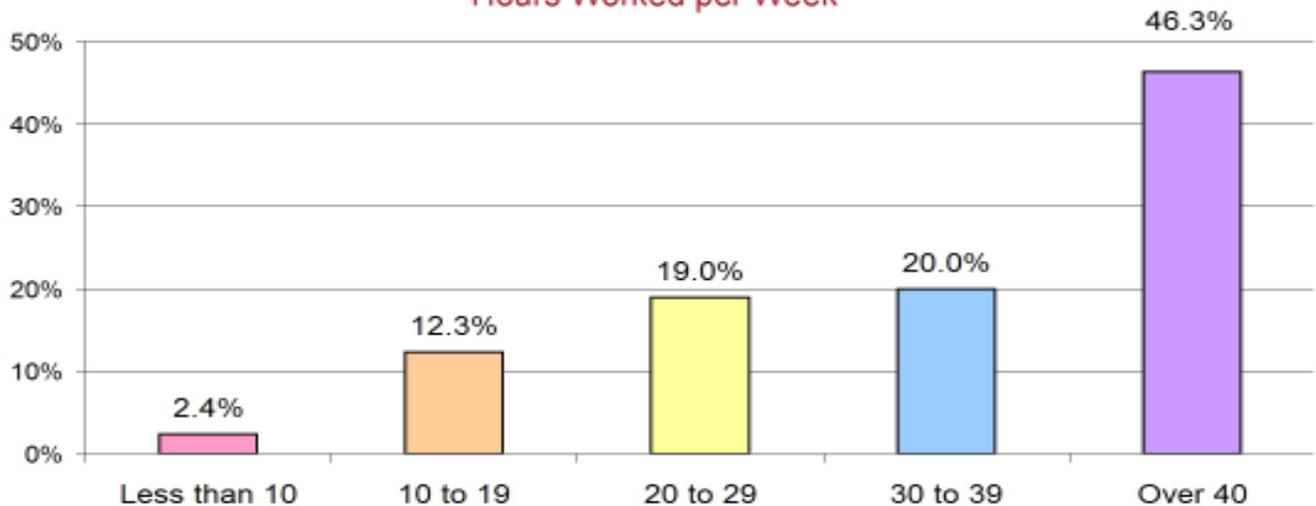
Successfully Rehabilitated Consumers entering or maintaining Competitive Employment = 1,437.

Average Hourly Wages of Successfully Rehabilitated Consumers = \$18.61.

### Hourly Wages



### Hours Worked per Week



Average Number of Hours worked per Week by Successful Consumers: 32.2

Percentage of Consumers working Full-time (35 Hours/week or more): 57.4%

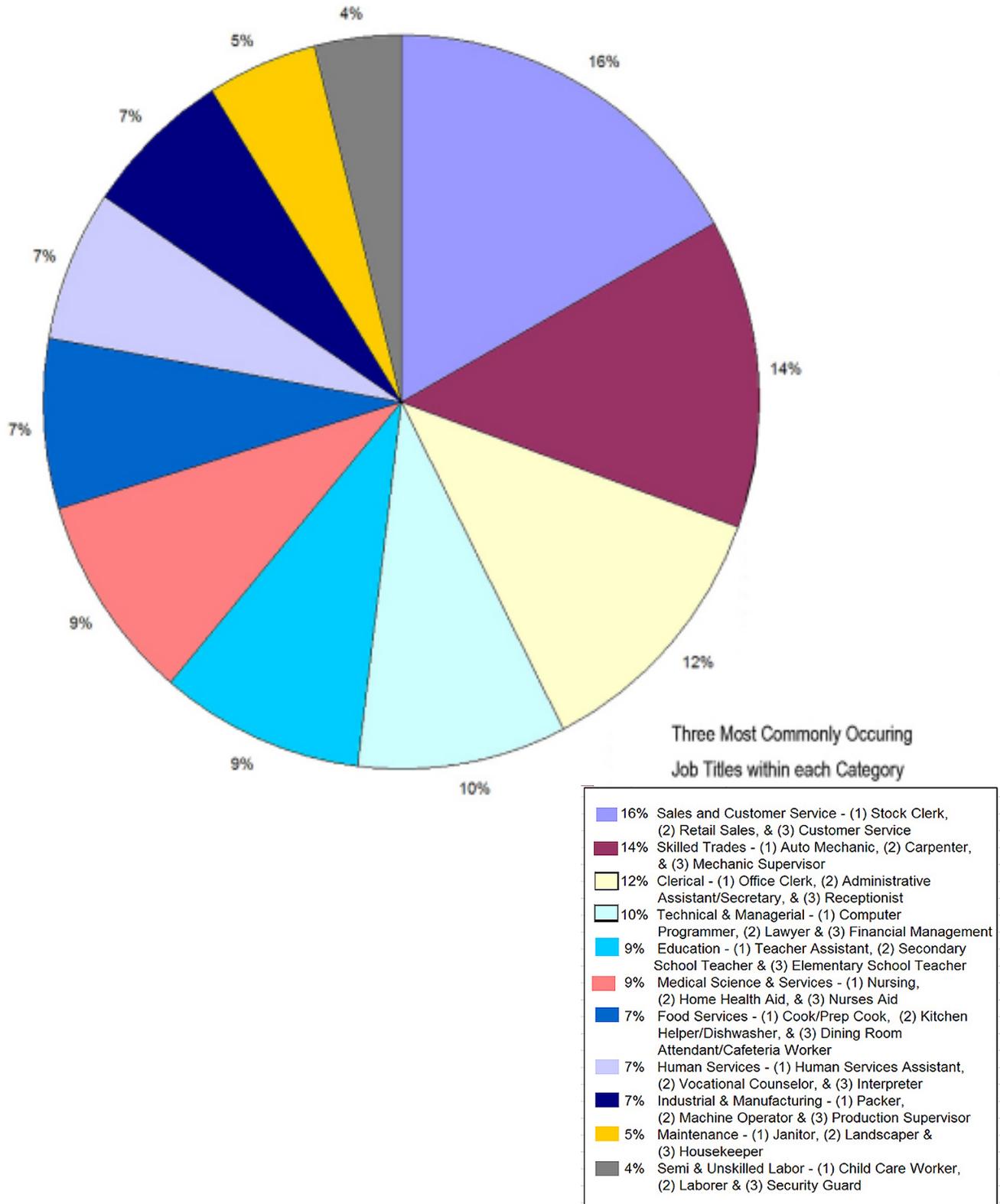
Percentage of Consumers receiving medical benefits from their Employers: 51.4%

Projected Average Annual Salary of these Consumers: \$33,459.

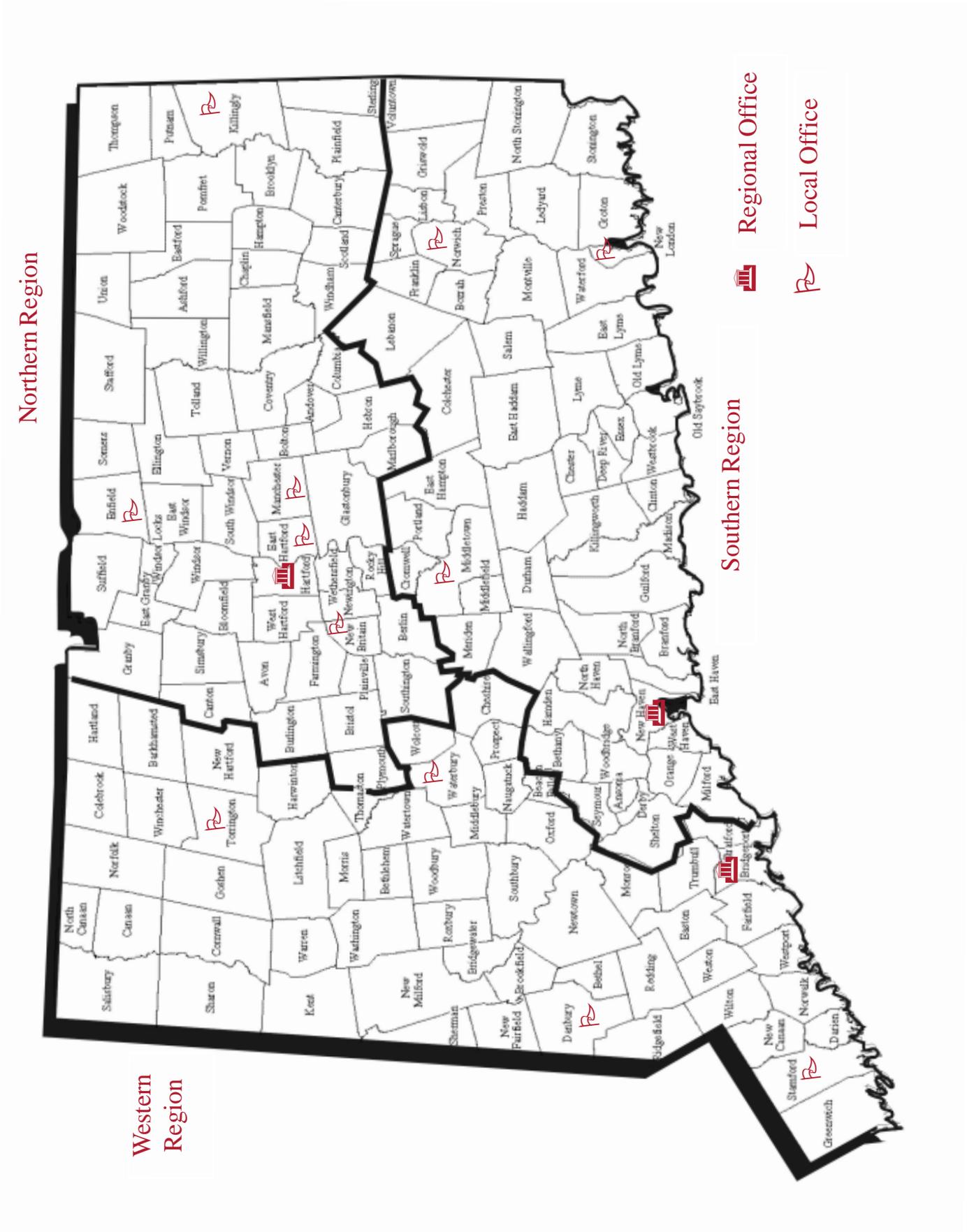
## Types of Jobs Consumers Acquired or Maintained in FFY 2008

Through BRS, 1,437 consumers entered or maintained competitive employment in FFY 2008.

### Competitive Employment in FFY 2008



# Map of Connecticut with BRS Regional & Local Offices



# **BRS Central, Regional, & Local Offices**

## **Central Office**

25 Sigourney Street, 11th floor  
Hartford, CT 06106  
Telephone: 860-424-4844; Fax: 860-424-4850  
Toll-Free in Connecticut: 800-537-2549  
TDD/TTY: 860-424-4839

## **Northern Region**

3580 Main Street, Hartford, CT 06120  
Telephone: 860-723-1400 Fax: 860-566-4766  
TTY: 860-723-1430/860-723-1395

### *Local Offices:*

Dayville: 860-779-2204\*  
East Hartford: 860-289-2904\*  
Enfield: 860-741-2852\*  
Manchester: 860-647-5960\*  
New Britain: 860-612-3569\*

## **Southern Region**

414 Chapel Street, Suite 301, New Haven, CT 06511  
Telephone: 203-974-3000 Fax: 203-789-7850  
TTY: 203-974-3009

### *Local Offices:*

Middletown: 860-704-3070\*  
New London: 860-439-7686\*  
Norwich: 860-859-5720\*

## **Western Region**

1057 Broad Street, Bridgeport, CT 06604  
Telephone: 203-551-5500\* Fax: 203-579-6903

### *Local Offices:*

Danbury: 203-207-8990\*  
Stamford: 203-251-9430\*  
Torrington: 860-496-6990\*  
Waterbury: 203-578-4550\*

\*Voice and TDD/TTY

# Appointment to the State Rehabilitation Council

Members of the State Rehabilitation Council are appointed by the Governor of Connecticut. They represent the BRS consumer community, business and industry, and 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.

## Members of the State Rehabilitation Council

Chair - John F. Sims, Middletown; *First Term Ends 2009*

Vice Chair - Libera Nosal, Milford; *Second Term Ends 2008*

Treasurer - Sandy Inzinga, Branford; *Second Term Ends 2011*

Patricia Anderson, Ph.D., Hartford;	<i>Second Term Ends 2010</i>
Laraine Bronski, M.S., Stratford; +	<i>Second Term Ends 2011</i>
Sharon Denson, West Hartford;	<i>First Term Ends 2010</i>
Michele Fontaine, Woodstock;	<i>First Term Ends 2011</i>
Heidi Forrest, New Haven;	<i>First Term Ends 2011</i>
Roberta Hurley, Ivoryton;	<i>First Term Ends 2011</i>
Mary Pierson Keating, Esq., Darien;	<i>First Term Ends 2011</i>
Barbara Konow, Hartford; +	<i>Exception to the Term Limit</i>
Barry Latourelle, East Windsor; +	<i>First Term Ends 2010</i>
Simone Mason, Ph.D., Hamden; +	<i>First Term Ends 2011</i>
Michelle Matthew, Bloomfield;	<i>First Term Ends 2011</i>
Laura Micklus, New Haven;	<i>First Term Ends 2011</i>
Tanisha Minnis, Ledyard (Mashantucket);	<i>Resigned 2008</i>
Pastor Janette S. Williams, Hartford;	<i>First Term Ends 2009</i>
Victor Xavier, Stratford;	<i>First Term Ends 2011</i>
Cheryl Zeiner, Hartford; +	<i>First Term Ends 2011</i>

+ - *Committee Chair/Co-Chair*

## **State Rehabilitation Council Volunteers**

When possible, consumers serve as volunteers to the SRC. Volunteers attend SRC meetings, workshops, and public meetings in an effort to learn more about the SRC and how it interacts with BRS.

Gladys Brooks, Hartford  
Jennifer Hannah, Waterbury

## **State Rehabilitation Council 2009 Meeting Dates**

**January 21**  
**March 18**  
**May 20**  
**July 29**  
**September 16**  
**November 18**

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

### **Contact the SRC**

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)  
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# NOTES

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