

CONTENTS

2009 SRC Annual Report

SRC Chairperson's Message 2

SRC Mission, Goals, Functions 3

SRC Committee Reports 4-7

Scholarship Recipient 8

BRS Organizational Chart 9

BRS Director's Message 10

BRS Statistics 11-17

Map of CT 18

BRS Offices 19

SRC Members 20

How to Become a Member 20

SRC Meeting Dates 21

Annual Report Credits 22

SRC Application 23-24

Chairperson's Message - Sandra Inzinga

As the Chairperson of the Connecticut State Rehabilitation Council (SRC) for the Bureau of Rehabilitation Services (BRS), I am pleased to present the 2009 SRC Annual Report.

It is an exciting time at BRS and their counterpart agencies across the country as President Obama added new stimulation to Vocational Rehabilitation programs with the American Recovery and Reinvestment Act. I attended the National Council on State Rehabilitation Councils (NCSRC) meeting, as well as the Council of State Administrators of Vocational Rehabilitation (CSAVR) 2009 Fall Conference in Phoenix, AZ. The creativity and stimulating new programs being developed to benefit the employability of persons with disabilities across the country is opening many new opportunities for employment.

In 2009, the SRC again supported the Connecticut Youth Leadership Project by cosponsoring the week-long forum and awarded a scholarship to an alumni participant to be used for education on a post-secondary level.

Our SRC members and committees were busy and involved this year; several of the activities and accomplishments are highlighted here:

- ◆ Co-hosted the public forum with BRS enabling consumers to provide feedback on vocational rehabilitation services;
- ◆ Reviewed and provided recommendations to the BRS State Plan;
- ◆ Strengthened our link to Connect-Ability and the Business Leadership Network (BLN) to be better informed about the needs of businesses and opportunities for consumers; and
- ◆ Participated in several NCSRC conference calls.

In addition, our current council is the first SRC in Connecticut in which all the members participated in the new On-line Training Program describing VR history, VR standards and indicators, and SRC objectives for all members to achieve.

We look forward to working with BRS on the Comprehensive Statewide Needs Assessment (CSNA) in 2010.

I thank everyone who made this a rewarding year for the SRC, most especially the BRS Director and staff who retired this past summer, as well as the current Acting Director and staff. I also extend my heartfelt appreciation to the SRC Liaison, Evelyn Oliver Knight, the Executive Officers, Committee Chairs and Members of the 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 and Supported Employment, 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.

Business Partnership Committee Report

Purpose:

To foster collaboration among related employment 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.

Chairperson:

Roberta J. Hurley

Committee Members:

Patricia Anderson, Ph.D., Sharon Denson, Michele Fontaine, Mary Pierson Keating, Esq., Simone Mason, Ph.D., & Laura Micklus

Review of 2009 Accomplishments:

After gaining better knowledge about the endeavors of Connect-Ability, the Business Leadership Network (BLN), CT WORKS, and the CT Department of Labor (DOL) to bring employment resources in the state together, the committee chairperson joined the Connect-Ability Employment Committee, which meets once per month. By attending these meetings, the SRC member is now in a position to bring information back to the Business Partnership Committee. This information will enable the Committee to better determine what role they can play in the future. The committee is also in a better position to be aware of the vocational rehabilitation presentation needs of business associations.

The Business Partnership Committee reorganized with new members and reevaluated its purpose. This reorganization has put the committee on stronger footing to prepare for the next year.

Goals for 2010:

- ◆ To continue to collaborate with Connect-ability and the CT Department of Labor to develop networking, training and technical assistance opportunities for employers.
- ◆ To assist with educating agencies (public and private, for-profit and nonprofit,) consumers and employers about Ticket to Work and linking people with the appropriate Employment Networks.
- ◆ To recruit new members in the business arena, focusing on employers.

Consumer Satisfaction Committee Report

Purpose:

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

Chairperson:

Barbara Konow

Committee Members:

None

Review of 2009 Accomplishments:

During the period of October 1, 2008 through September 30, 2009, 198 consumer satisfaction surveys were completed statewide. District Directors received completed surveys for their regions and forwarded completed surveys to the SRC through the SRC Liaison. (District Directors were able to follow-up with consumers who identified themselves and requested direct contact. They were also able to track any negative trends in service.) Results of the completed surveys were recorded and distributed to all SRC members at the quarterly meetings.

Overall, consumers rated BRS services in a very positive fashion. Areas for concern for specific regional offices included parking, private meeting areas, better office signage and timeliness in scheduling appointments. Specific office concerns were shared with the Bureau Director for review and action as needed. It should be noted that the BRS Bureau Chief was instrumental this past reporting period, in resolving a recurring accessible parking issue at a regional office with the input of the consumer.

Goals for 2010:

- ◆ Continue to review data from the surveys, give reports to the SRC, and use results to plan future assessments, if needed. Information obtained from the surveys will be used to comment on the State Plan and RSA inquiries.
- ◆ Increase the return rate of surveys per office by requesting compliance of consistent survey distribution by all offices.
- ◆ Assist with the implementation of future consumer surveys that may be planned at the regional level.
- ◆ Participate in the upcoming BRS Comprehensive Statewide Needs Assessment.

Intercouncil Coordination/Nominations Committee Report

Purpose:

To provide linkage with agencies and councils that oversee or have input/knowledge about the provisions regarding rehabilitation services to individuals with disabilities.

Assist in training SRC Council members to foster effective council teamwork. Outreach for potential members.

Chairperson:

John F. Sims

Committee Members:

Janette Williams and Victor Xavier

Review of 2009 Accomplishments:

- ◆ Screened potential candidates for the Governor's appointment to the SRC, emphasizing the importance of active participation and attendance to conduct SRC business.
- ◆ Sought candidates of diverse backgrounds in accordance with requirements of the Rehabilitation Act.
- ◆ Participated in orientation of new members.

Goals for 2010:

- ◆ Meet with potential nominees/volunteers to encourage appointment to the SRC.
- ◆ Target representation from young adults entering vocational rehabilitation services to become a member of the SRC.
- ◆ Participate with training of new members.
- ◆ Outreach to 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 & Planning Committee Report

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.

Committee Members:

Heidi Forrest and Sandy Inzinga

Review of 2009 Accomplishments:

- ◆ 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.
- ◆ Plans for the second annual conference for youth with disabilities were cancelled due to the state budget freeze on spending.
- ◆ Prepared to participate in “Powerfest 2009: Future Generations” in the fall.

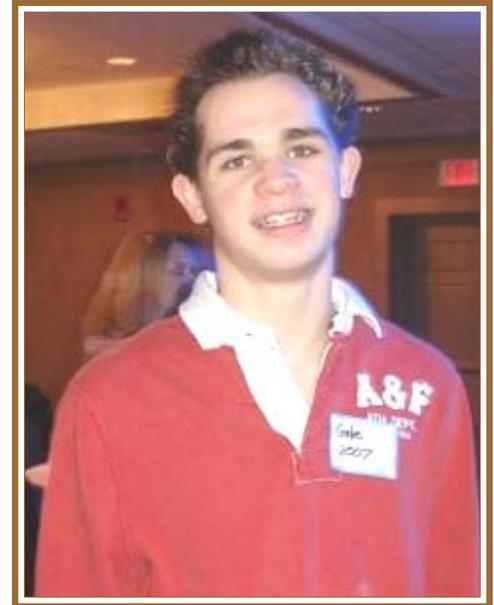
Goals for 2010:

- ◆ Review and provide recommendations on the State Plan.
- ◆ Co-host the public forum for consumers to provide feedback and incorporate feedback from the public forum into the State Plan.
- ◆ Participate in or sponsor a conference that advocates for people with disabilities.
- ◆ Participate in the upcoming BRS Comprehensive Statewide Needs Assessment.

SRC CTYLF Scholarship Recipient

For the second year, as part of its ongoing support of the Connecticut Youth Leadership Forum (CTYLF), the BRS State Rehabilitation Council has provided additional funding for a scholarship awarded to a former Youth Leadership Forum delegate pursuing education beyond high school.

The 2009 CTYLF - BRS State Rehabilitation Council Scholarship was awarded to Gabriel Filer. A graduate of Middletown High School, Gabe wants to pursue a career in urban planning. He was a high honors student throughout high school who took several AP courses. Gabe was a member of the swim team and also competed in crew. He was active in the community and received both a Citation from the Mayor of Middletown and a Public Service Award from the Connecticut Secretary of State. Gabe is currently a freshman at the University of Connecticut.



SRC Officers 2008-2009



Sandy Inzinga
Chaiperson



Simon Mason, Ph.D.
Vice Chaiperson

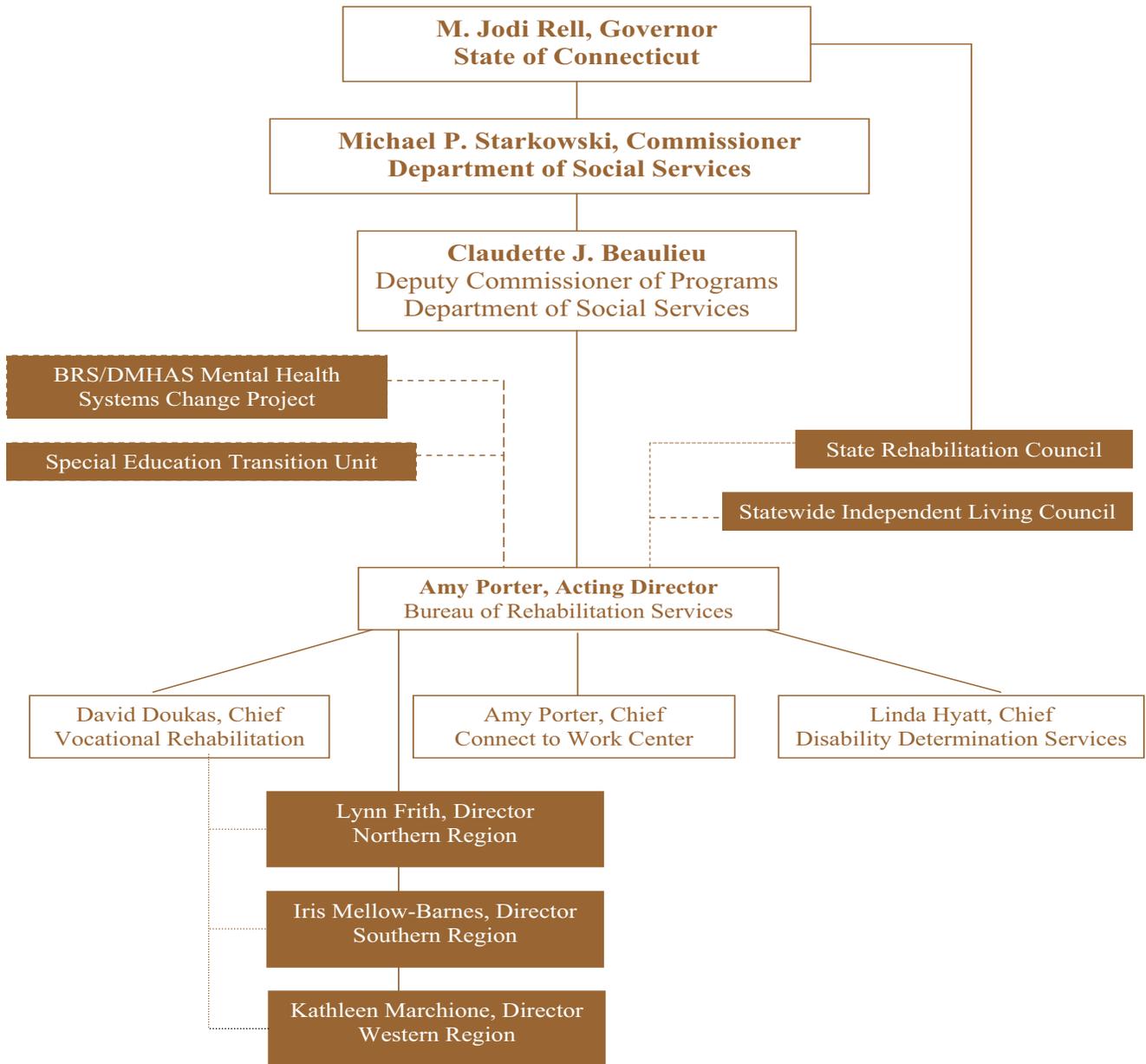


Mary Peirson
Keating, Esq.
Secretary



Laraine Bronski
Treasurer

BRS Organizational Chart



Director's Message - Amy Porter, Acting Director

This year has been filled with many challenges to the vocational rehabilitation (VR) and supported employment programs. I thank the members of the State Rehabilitation Council (SRC) for persevering this year. Your dedication and continued efforts to collaborate with the Bureau and other partners to ensure the best opportunities for Connecticut's consumers with significant disabilities have been unwavering. With advocacy at the core of your concern, you are a valuable asset to those in need of VR services.

Certainly, one of the biggest challenges to the VR program was the loss of approximately 19% of staff. Many veteran staff retired as a result of the Governor's retirement incentive; other vacancies occurred as a result of normal attrition. Through our on-going efforts for succession planning, leadership development, and in-service training, BRS is fortunate to have staff available to move into these much-needed positions. Of course, these subsequent vacancies will also have to be filled which results in some additional shuffling and hiring of new staff.

Funding from the American Recovery and Reinvestment Act (ARRA) enabled the Bureau to collaborate with other state agencies that provide employment services to share information and resources. BRS developed plans for a new employment division that can more effectively respond to the employment needs of businesses in Connecticut. Staff in this division will work directly with businesses to assist recruiting, hiring, and retaining employees with disabilities.

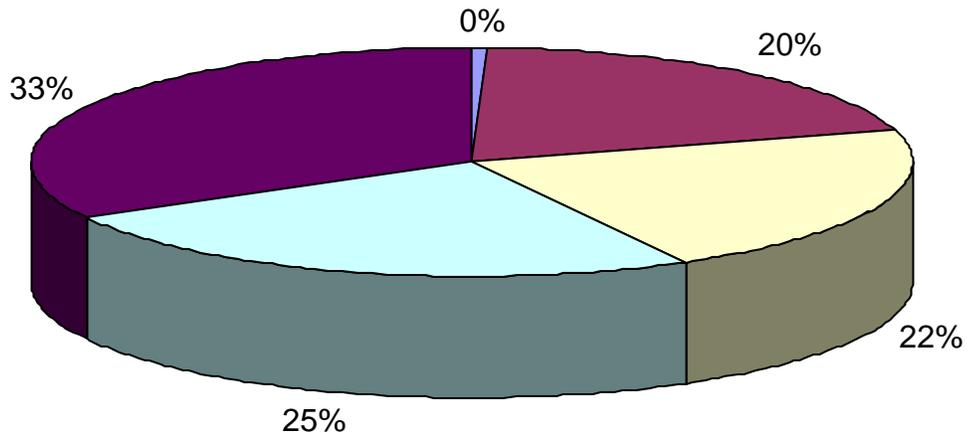
BRS also finalized plans to secure a new case management system to increase the efficiency of our services with the goal of increasing the time we can spend with each consumer. This new Microsoft Office-based program, System 7, will streamline case recording and data entry, and enable staff to maintain paper-less records.

Connect-Ability, the Bureau's federally-funded initiative designed to bring Connecticut employers together with job seekers with disabilities, continues to thrive. Connect-Ability focuses on removing barriers around transportation, youth in transition, stakeholder education and hiring, recruiting and retaining individuals with disabilities. The cornerstone of this endeavor is a premier technical assistance center. Over the past year, staff has responded to over 340 phone inquiries and the Website received over 16,000 unique visitors. SRC members have contributed to this success by serving on the steering committee and several subcommittees of Connect-Ability.

We look forward to next year when many of our past challenges will result in the successes we anticipate in the near future. We know that the SRC will be fully engaged with BRS at every opportunity. Here's to exciting outcomes for our BRS consumers!

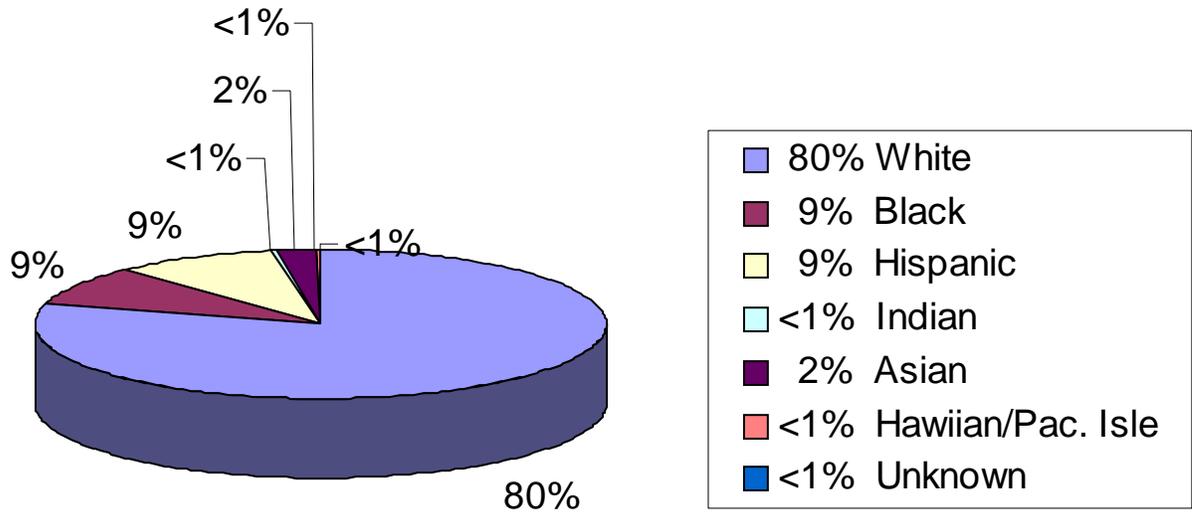
BRS Statistics

Primary Disability Type of Consumers Served

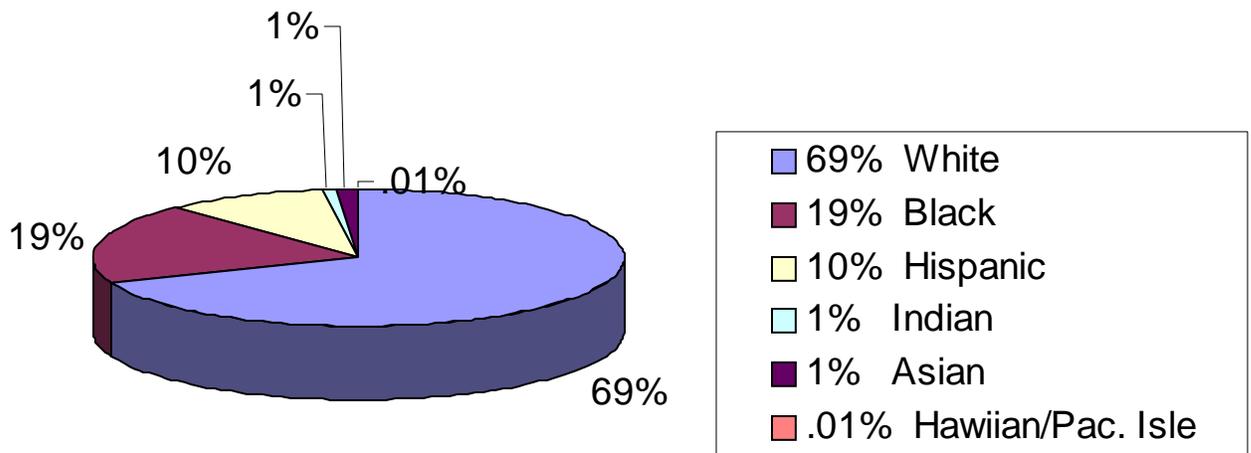


BRS Statistics

2000 Census - CT General Population Race/Ethnicity Distribution



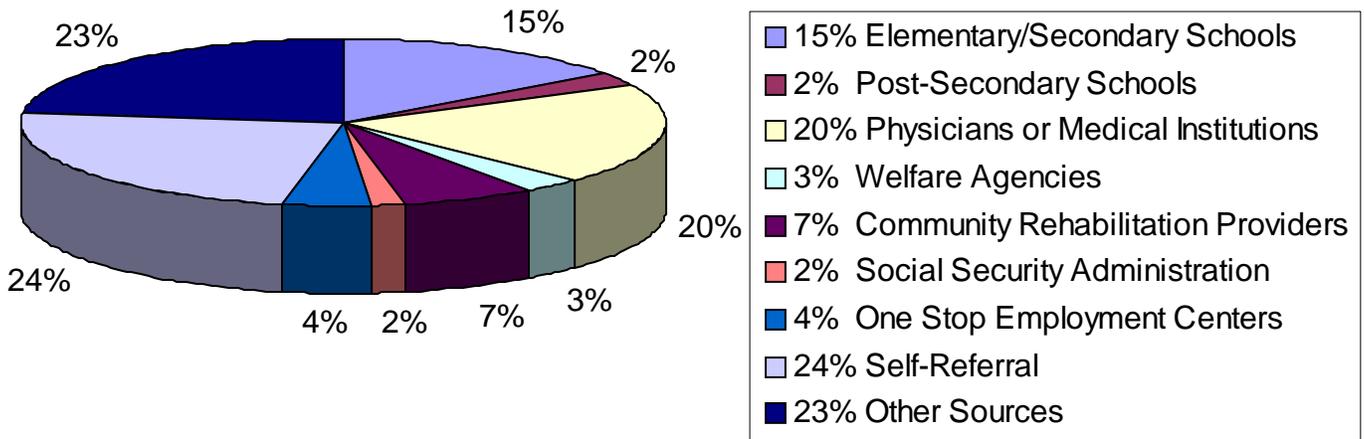
Consumers Served in FFY 2009 by Race/Ethnicity



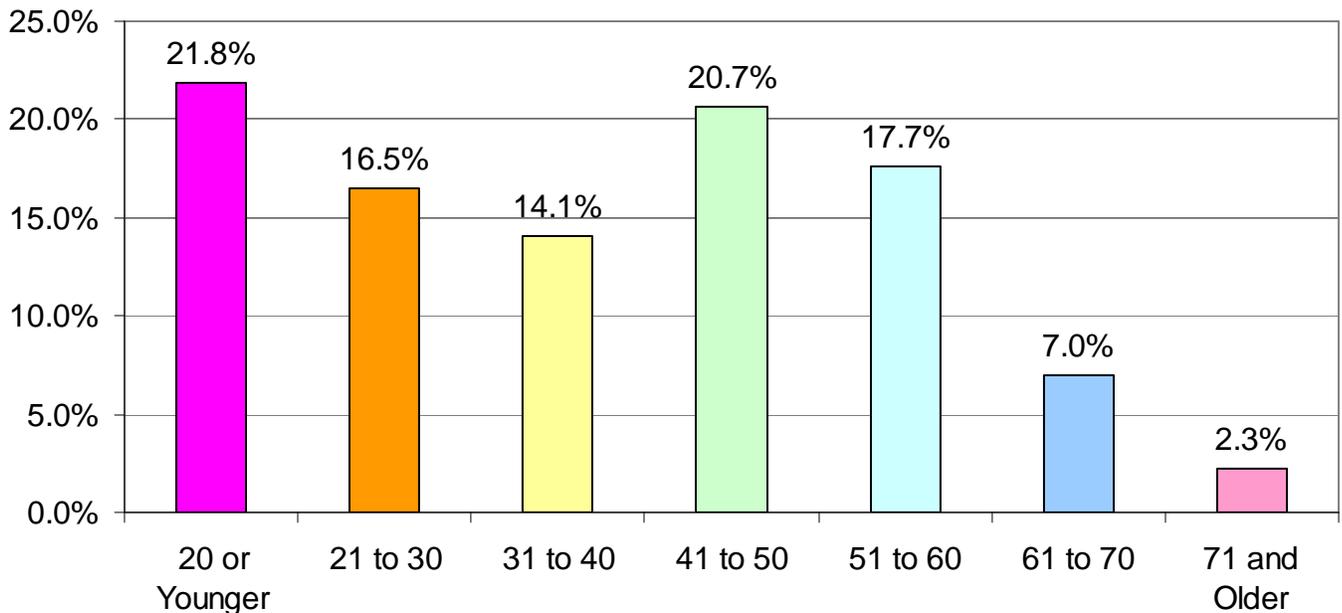
BRS Statistics

The Bureau assisted 8,828 consumers in Federal Fiscal Year (FFY) 2009.

Referral Sources of Applicants



Age at Application

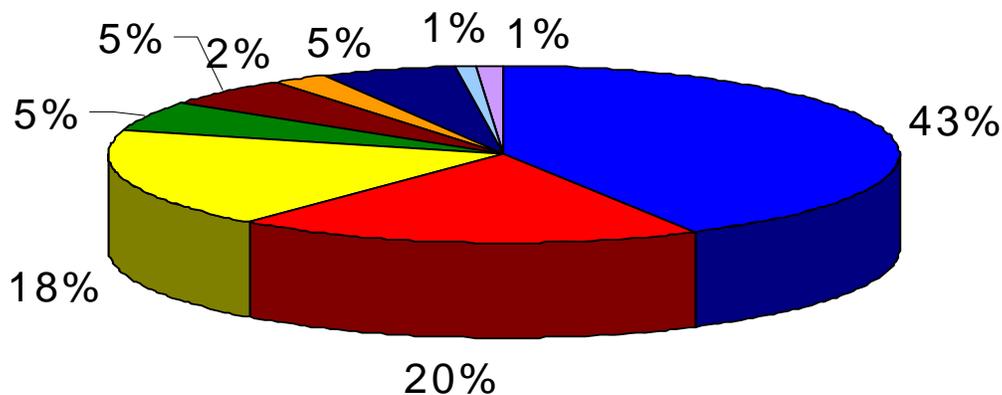


BRS Statistics

FFY 2009 Purchased Goods and Services

Total Expenditures = \$9.1 Million*

*(Projected expenditures based on data available at time of publication.)



Expenditure Categories and Basic Descriptions

- **43% CRP Services** - All services purchased from Community Rehabilitation Providers.
- **20% Adaptive Technology** - Rehabilitation Technology and Devices, Vehicle and Home Modifications.
- **18% Appliances** - Prosthetic, Orthotic, Hearing Aids or other assistive devices.
- **5% College** - Tuition, Tutoring, Fees, Books and Supplies at accredited Colleges and Universities.
- **5% 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.
- **1% Other** - all miscellaneous services not otherwise categorized.

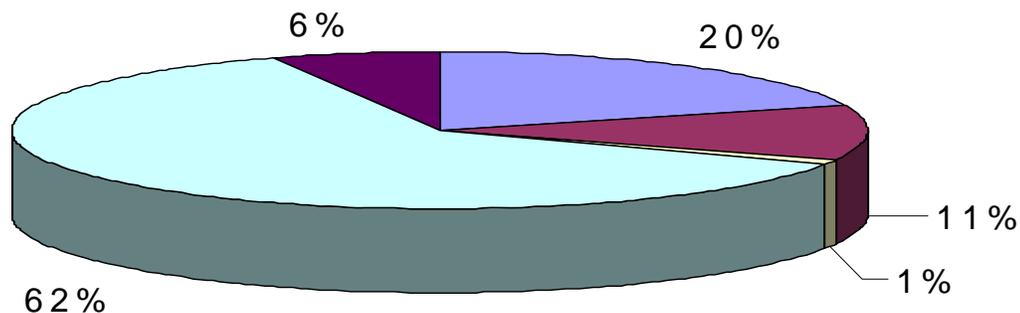
BRS Statistics

FFY 2009 Vocational Services Purchased from Community Rehabilitation Providers

Total Expenditures = \$3.8 Million*

*(Projected expenditures based on data available at time of publication.)

The Bureau has active business relationships with over 75 CRP's across the state of Connecticut. In FFY 2009, 1,710 consumers received BRS-funded services from a Community Rehabilitation Provider.

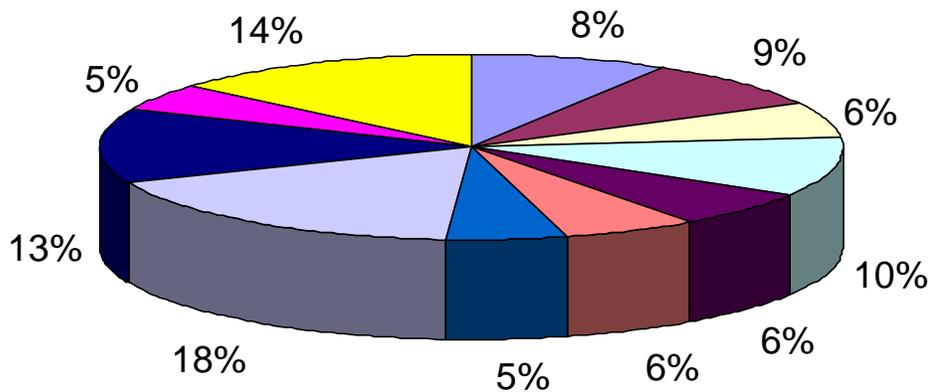


CRP Services Categories

- 20% Job Coaching - One-on-One vocational support to assist consumer in learning a skill or remediating for a deficit.
- 11% Job Placement - Locating and securing permanent job opportunities for consumers in the competitive labor market.
- 1% Other CRP Services - Examples include In-house vocational evaluation, work adjustment and training.
- 62% Situational Assessment - Evaluation of consumers in individual and competitive work situations in their communities.
- 6% Walgreens - Services provided to consumers through the Walgreens initiative.

Competitive Employment

The Bureau assisted 1,413 Consumers enter into or maintain Competitive Employment in Federal Fiscal Year (FFY) 2009.



Three Most Commonly Occuring Job Titles within each Category:

- 8% Clerical** 1) Executive Secretary, 2) Office Clerk, 3) Receptionist
- 9% Education** 1) Teacher Assistant, 2) Elementary School Teacher, 3) Secondary School Teacher
- 6% Food Services** 1) Food Prep, 2) Dining Room and Cafeteria Attendant, Bartender Helper, 3) Dishwasher
- 10% Human/Social Services** 1) Social & Human Services Assistant, 2) Nurse's Aide, 3) Childcare Worker
- 6% Industrial & Manufacturing** 1) Packer, 2) Production Laborer, 3) Assembler
- 6% Maintenance** 1) Janitor, 2) Maid/Housekeeping, 3) Lawn Maintenance Worker
- 5% Medical Science & Services** 1) Registered Nurse, 2) Personal Care Aide, 3) Medical Assistant
- 18% Sales & Customer Services** 1) Stock Clerk, 2) Retail Sale, 3) Cashier
- 13% Semi & Unskilled Labor** 1) Truck Driver, 2) Security Guard, 3) Postal Worker
- 15% Skilled Trades** 1) Hairdresser, 2) Boat Builder, 3) Electrical
- 14% Technical & Managerial** 1) First-Line Supervisor/Manager, 2) General & Operations Manager, 3) Administrative Services Manager

Notes

BRS Central, Regional & Local Offices

Central Office

25 Sigourney St., 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:

Danielson (*Killingly*): 860-412-7070
Enfield: 860-741-2852*
Manchester (*Covers East Hartford & Willimantic*): 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

Members of the State Rehabilitation Council

Chair - Sandy Inzinga, Branford - *Second Term Ends 2011*

Vice Chair - Simone Mason, Ph.D., Hamden - *First Term Ends 2011*

Secretary - Mary Pierson Keating, Esq., Darien - *First Term Ends 2011*

Treasurer - Laraine Bronski+, Stratford - *Second Term Ends 2011*

Patricia Anderson, Ph. D., Hartford - *Second Term Ends 2010*

Sharon Denson, West Hartford - *First Term Ends 2010*

Michele Fontaine, Woodstock - *First Term Ends 2011*

Heidi Forrest, New Haven - *First Term Ends 2011*

Roberta Hurley+, Ivoryton - *First Term Ends 2011*

Barbara Konow+, Hartford - *Exception to the Term Limit*

Barry Latourelle+, East Windsor - *Resigned*

Michelle Matthew, Bloomfield - *Resigned*

Laura Micklus, New Haven - *First Term Ends 2011*

John F. Sims+, Middletown- *Second Term Ends 2012*

Pastor Janette S. Williams, Hartford- *Second Term Ends 2012*

Victor Xavier, Stratford - *First Term Ends 2011*

Cheryl Zeiner, Hartford + - *Resigned*

+ - *Committee Chair*

How to Become A SRC Member

Members of the State Rehabilitation Council are appointed by the Governor of Connecticut for a term of three years. They represent the BRS consumer community, business and industry, community-based providers of vocational rehabilitation services, advocacy organizations, and state agencies that serve persons 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.

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.

Volunteers:

Gladys Brooks, Hartford
Jennifer Hannah, Waterbury

State Rehabilitation Council 2010 Meeting Dates

- January 20
- March 17
- May 19
- July 21
- September 15
- November 17

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

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, 11th 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

Web Site: www.brs.state.ct.us

SRC Annual Report Credits

Statistical Data: **David Doukas**, BRS Education Consultant and **BetsyAnn Azzarito**, Administrative Assistant

Youth Leadership Forum (YLF) information and photo: **Karen Halliday & Kathleen Kabara** YLF Directors

Layout design and other photos: **Evelyn Oliver Knight**, Consultant and SRC Liaison

This publication is available electronically.

The Department of Social Services is an Equal Opportunity Affirmative Action Employer and offers its programs regardless of race, color, national origin, physical or mental disability, sexual orientation, religion, age, sex, or marital status.

In compliance with the Americans with Disabilities Act, this report is available upon request in large print, Braille, or on audiocassette or computer diskette. If you need this report in an alternate format, please use the contact information listed on page 19.

Application for Appointment to the SRC

Name of Nominee: _____

Home Address/City/Zip: _____

Home or Cell Telephone: _____ Home E-Mail: _____

Employer: _____

Address/City/Zip: _____

Work Telephone: _____ Work E-Mail: _____

Name of Nominator (if different than nominee): _____

Day Telephone: _____ Day E-Mail: _____

Please identify your race/ethnicity (voluntary):

African-American Asian Caucasian Hispanic/Spanish Speaking

Multi-Racial

Native American/Alaskan

Other

The SRC membership must include representatives of the following categories:

- ◆ at least one representative each of the **Statewide Independent Living Council, the Parent Training and Information Center, the Client Assistance Program - CAP** (Section 112), **Community Rehabilitation Program service providers, the State Education Department, the State Workforce Investment Board, and Section 121** (Vocational Rehabilitation [VR] for native Americans);
- ◆ four representatives of **business, industry and labor**;
- ◆ **representatives of disability advocacy groups** representing physical, cognitive, sensory, and mental disabilities and individuals who have difficulty representing themselves; and
- ◆ **current or former applicants or recipients** of VR services.

Which membership category is the most appropriate match for you? _____

(See next page to complete application.)

Application for Appointment to the SRC (page 2)

Please add extra pages to answer the following questions.

1. Why are you interested in serving on the State Rehabilitation Council?
2. What is your interest in vocational rehabilitation and the employment of persons with disabilities?
3. Please list any organizations in which you have held leadership positions, and your accomplishments while holding such positions:
4. Have you ever done legislative advocacy? If so, please describe your activities.
5. Do you have a disability? If so, please describe.
6. Have you ever been enrolled in the Bureau's Vocational Rehabilitation Program?
7. If you are employed, does your supervisor support your application for appointment to the State Rehabilitation Council?

Statement of Commitment

"I, the undersigned, understand that the State Rehabilitation Council (SRC) is a working council which meets at least six times per year for the full Council and other times as needed for the committees. I also understand that I must work on a SRC committee, support legislative and public awareness campaigns as needed, participate in the BRS State Plan process and attend at least one Bureau of Rehabilitation Services (BRS) public meeting per year. If appointed to the SRC, I will meet these commitments."

Signed,

(your name)

(date)

In order for your application to be considered, you must attach a copy of your resume. You may attach any other information you feel would be valuable in evaluating your application. Please mail all information to **Evelyn Oliver Knight, Bureau of Rehabilitation Services, Department of Social Services, 25 Sigourney Street, 11th Floor, Hartford, CT 06106. Or, you may fax all information to Evelyn at 860-424-4850.**

