

Oregon State Rehabilitation Council 2019 Annual Report





2019

Annual Report

Oregon State Rehabilitation Council

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All scenic photography by Ed Rutledge
Cover photos: River Front Park, Salem; St. Johns Bridge, Portland
Inside cover photo: Fish Lake, Jackson County

December 2019

Honorable Governor Kate
Brown and Mark Shultz,
RSA Commissioner,

Four months ago, I had no idea I would be in this role as the Oregon State Rehabilitation Council chair. Several changes in leadership happened this year, including a new SRC vice chair, Elisha Kirsch, who brings a wealth of experience from her SRC tenure and her many years of helping people achieve their dreams by using technology. The Vocational Rehabilitation Program also welcomes the new director, Keith Ozols, and his appointed deputy director, Heather Lindsey. I feel we're in this together and expect good things are coming.

I have a 40-year history with Vocational Rehabilitation ~~Services~~, due to my experience as a survivor of a severe burn. I had missed most of my junior high and high school due to treatments, which also affected my attendance in school. My VR counselor knew the gap in my aptitude due to testing and how it would affect my ability to succeed in college. Through her efforts, resources and connections, she helped find a program where my abilities would provide the greatest chance of success. What was really of value to me during my first VR experience 40 years ago was my counselor listened to me and heard my desire and dream to be in a vocation where I would be helping people. Over the years, VR has been very good to me and has helped me at challenging times in my career as an occupational

SRC chair's message

therapist due to my disability. I strongly believe in this program.

I joined the SRC a couple years ago with the intention of learning more about how VR could help people with brain injuries. This has been my clinical focus and passion for the past 35 years. By my second meeting, I wasn't sure how I could fit. I was still not sure what was happening with SRC and what role I could potentially fill. This started to come to light as we identified a mission, defined our role and created goals.

It is the SRC's mission to work to ensure Vocational Rehabilitation (VR) is consumer-driven and available programs, services and resources result in competitive integrated employment.

Section I purpose from SRC Bylaws states:

The State Rehabilitation Council provides guidance at the systemic and policy level that assures Vocational Rehabilitation (VR) assists Oregonians with disabilities achieve meaningful employment and independence.

The Council provides VR with an external, consumer-oriented perspective. The Council advises VR on the vocational programs, policies, services and other issues that affect Oregonians with disabilities. The Council provides consumers, business representatives, service providers and other citizens with a formal mechanism to influence the direction of rehabilitation services in Oregon.

This past Aug. 1, the SRC met for a facilitated strategic planning session. One of the primary objectives was to define purpose and engage members into action. Several VR leadership staff attended, which helped answer the questions of what's actually happening and helped determine in partnership what should be happening. We asked a lot of questions about why it is this way or why are we doing it this way. I felt the meeting was transparent and engaging, and I left feeling like I knew what my role was moving forward.

Here's what we decided to work on:

1. Develop easy to use visual metrics to let us know if we're doing what we said we would do.
2. Develop stronger partnerships with VR in which boundaries between roles are clear and, when the grey areas appear, the desire and commitment to define the grey together is present and we're unified in the like mission of helping people.
3. Continue to focus on our SRC team development. How do we work better together? Everyone on the SRC will know what their role is and what they should be doing in the role. I want to be able to tell people what I'm doing on the SRC in detail and why I'm doing it.
4. Redefine council committee structure to narrow the scope and focus of work. What challenges are present and how do we contribute to solutions?

5. Conduct Consumer Satisfaction Survey. It's been nine years since the SRC asked the customer how VR is performing. We felt this was a good role for the SRC to take the lead on while consulting and partnering with VR staff. This data will be used to contribute to the State Plan and the Comprehensive Statewide Needs Assessment.

The Strategic Planning Retreat was energizing and clarifying for all of us. We have welcomed almost 10 new members to the council this year and continue to seek more talented and passionate advocates to join in the efforts of our mission. Although there are a lot of changes happening in Vocational Rehabilitation and the State Rehabilitation Council, we know our strong partnership will allow us to achieve great things together and ensure that the community is benefiting from the support that people receive to achieve their goals and become part of the workforce in Oregon.

Respectfully submitted,

A handwritten signature in blue ink that reads "Steve Paysinger".

Steve Paysinger, SRC Chair
(August–December)

VR director's message

Greetings everyone,

2019 has been a year of successes and challenges for VR. It has been extremely fulfilling for me to travel across the state and hear the amazing stories from our staff of how they help people overcome barriers to employment. It was also an honor to represent our program in front of the Oregon Legislature and share the incredible work we do serving people with disabilities and supporting them in their journey to competitive integrated employment. I am proud of our staff and of the Oregonians we support to accomplish their employment goals.

The work VR does is life changing and empowering. In 2020, this federally funded program will turn 100 years old. This makes VR one of the longest-running programs in the country. VR has this longevity and bipartisan support because the outcomes are unmistakably good for individuals with disabilities and for the communities they live in. In the past 100 years, VR adapted to the changing needs of our communities. Originally developed to serve returning veterans from World War I, VR services have greatly expanded to include working-age individuals with disabilities. Most recently, we have adapted to meet the needs of a younger generation through the implementation of Pre-Employment Transition Services where we work with students with disabilities as young as 14 years old.

Almost 30 years ago, the Americans with Disabilities Act passed into law, guaranteeing equal opportunity for individuals with disabilities in areas such as employment. More recently, the Employment First policy codified Oregon's commitment to community employment as the primary option for people with disabilities. And in 2019, legislation passed that will phase out subminimum wage for individuals with disabilities in Oregon. VR has been at the forefront of this work, supporting Oregonians to gain independence and engage in their communities through competitive integrated employment.

I am ~~impressed~~ and proud of our Oregon VR staff. I know we will continue to lead the way for the next 100 years. I look forward to the innovative work we are going to accomplish in the years to come. Please take some time to review this report to learn more about our accomplishments over the past year.

Sincerely,

A blue ink handwritten signature of Keith Ozols.

Keith Ozols
Director, Vocational Rehabilitation

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Success stories

Focusing on ability

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

These remarkable people are writing their own stories as they work through challenges with help from the Vocational Rehabilitation program.

Be prepared to be amazed.



Portland business gets tax credit and great employees

Kristen and Geoff Zephyrus moved [Cognitive Surplus](#) to Portland a few years ago. They then started looking for dependable employees to help their growing business.

Kristen had a friend whose son had a good experience in another state. He was in an internship program for persons with intellectual and developmental disabilities.

Karl Stevens, the warehouse manager for Cognitive Surplus, is legally blind. He believes strongly in giving persons with disabilities the opportunity to work.

“It was important to us to hire people of diverse abilities,” Kristen said.



Left to right: Youth Transition Program specialist Kia Swain, employee Miriam Perez-Luna, Cognitive Surplus co-owner Kristen Zephyrus, warehouse manager Karl Stevens, employee Gami Jimenez and employee Forrest Gulbransen.

“We want to empower people who might otherwise be overlooked by employers and give them an opportunity,” Karl said. “It’s not charity. It’s a job and an opportunity to be a contributing member of the community.”

Cognitive Surplus connected with Kia Swain with the [Youth Transition Program](#) (YTP). YTP is a collaborative partnership between the following:

- Vocational Rehabilitation (VR)
- Oregon Department of Education
- University of Oregon

VR funds the program through grants to local school districts. The purpose of YTP is to prepare students with disabilities for employment or post-secondary education. YTP does so through pre-employment transition activities and supports.

Kia is a YTP specialist who serves several Portland high schools. Kia went to Cognitive Surplus to learn what the business does.

“I learn the employer’s needs so I can find a student who has the strengths and skills that fit,” she said.

Cognitive Surplus’s slogan is “Science Meets Design.” The company designs and distributes housewares, stationary and lifestyle wares with science themes.

The owners told Kia they needed an employee who could handle physical parts of the job. Also, someone who wouldn’t mind the repetitive nature of stocking and shipping products out of a warehouse.

“When I learned more about their business, I knew Forrest would be perfect,” Kia said.

Kia referred Forrest Gulbransen who had just graduated from Benson High School. He recently celebrated one year on the job. Forrest, 20, works 32 hours per week packing orders and scanning goods.

“The job is doing the same thing over and over again, and I like that,” Forrest said. “I don’t do well with change.”

Karl said after many failures trying to find employees by advertising in classified services, he was thrilled to find a dependable employee.

“Forest is extremely efficient, respectful and dedicated,” Karl said. “I wish I had an army of people like him.”

The owners of Cognitive Surplus decided to take advantage of the [Work Opportunity Tax Credit](#) (WOTC). WOTC is a federal tax credit for employers who hire persons from certain targeted groups who consistently faced significant barriers to employment. Employees referred by VR are one of the groups allowed by WOTC.

“The reason any business hires anyone, whether or not they have a disability, is to find a motivated, dependable employee,” said Keith Ozols, director of Vocational Rehabilitation. “WOTC provides an additional incentive to businesses looking to diversify their workforce.”

In 2018, Oregon employers received 5.9 million in tax credits due to hiring persons with a VR referral. While it isn’t the reason employers hire a

person with a disability, the tax credit can make a difference for a business.

Kristen said the company has hired two more employees through YTP.

Gami Jimenez, 19, works full-time doing quality control on merchandise. Gami also stocks and tags goods. Miriam Perez-Luna, 18, works 24 hours per week. Miriam packs and ships the company’s t-shirts, which are screen-printed in-house.

“I was really worried because other places were noisy,” Miriam said.

Kia thought Miriam would be a good employee because the atmosphere is calm and quiet at Cognitive Surplus. Kia said the connection between employer and employee is finding out what each needs to be successful.

Miriam, who previously had several jobs that didn’t work out, now feels confident.

“Karl helped me so much,” she said. “He was really specific, which worked for me. I feel very comfortable here.”



Miriam Perez-Luna

Lisa increases hours and achieves goals with the help of Vocational Rehabilitation

At age 28, Lisa Michie started her first paid community job, and she wanted to start slow. Lisa has seizures. She feared what might happen if she had a seizure at work.

Sarah Moore works at Full Access High Desert. Sarah is Lisa's personal agent. Sarah said that for many years, it was that fear that kept Lisa from exploring employment.

"Lisa was so worried," Sarah said. "She never knows when she is going to have a seizure, and she was apprehensive because of that. On the other hand, she really wanted to earn money and be out of the house more."



Lisa Michie

Lisa found support for her goals through Cortney Gibson, Vocational Rehabilitation (VR) counselor in central Oregon. Karianne Clark, a job developer who owns [Central Oregon Employment Solutions](#) was also supportive of Lisa's goals.

Lisa is married and does housework at home. She had an interest in a job that would use her tidiness and organization skills.

In July 2018, Towne Pump in Prineville hired Lisa to work as an associate one day a week for three hours. Lisa's job duties include cleaning the store, stocking and removing outdated products.

"This was her first paid community job and we wanted to make sure it was successful," Cortney Gibson said, "part of that meant starting slow because she was so scared." Cortney added, "We wanted to grow her skills and abilities, and that needed to happen on her time, not my time or anyone else's time."

After six months, Lisa added a second day to her schedule.

"Deep down inside, I thought I would never have a job because of my problems," Lisa said. "But this has helped me feel more confident and not let my problems take over me. It's been a great blessing."

In June 2019, Lisa talked to Karianne Clark. She mentioned she would like to work more hours and days. Karianne talked to management at Towne Pump. However, the business didn't seem to have more hours to offer.

Cortney Gibson reopened Lisa's file in VR. Karianne quickly secured a second job for Lisa. However, Lisa did not like the lack of social contact in the new job. She spoke to the owner of the Towne Pump again on her own. She told him that she loved working there and would prefer to be there rather than another job.

"She is an amazing person and works really hard," said Haseeb Shojai, the owner of Towne Pump. "She tries hard to be capable and she has discipline, and that makes it easy to work with her."

After talking with Lisa, Haseeb decided to double her hours. Lisa now works four days a week at 16 hours total. She went from someone who feared employment to someone who can't wait to get to work. The goal of [VR's approach to maximizing hours](#) is two-fold:

- Recognize the standard for working in a competitive integrated employment is 20 hours per week.
- Support the person in community employment and achieve their goal for the hours they want to work.

This may mean support for the person to get more hours at their current job. If that isn't an option, it may mean reopening their VR file as Cortney did. This way the person can explore other job opportunities.

"I was so excited when I found out I could work four days per week and stay here," Lisa said. "I love being around the people in the store and I love my coworkers."

Next up for Lisa: Haseeb said they are training her on the cash register. In doing so, Lisa can continue to advance in her job.

"I think she can accomplish a lot more," he said. "She is really smart, a great person and when she isn't here for a week, we see a huge difference. She is a big part of our work family now."



Molly uses a person-centered plan to apply what she learned about herself and get a job

Molly Murphey had been part of a person-centered plan before. However, that was in the fourth grade. It was when she and her classmates prepared to transition to fifth grade. Now she was preparing to graduate from high school and into the workforce. She needed a new plan.

Molly's mom Celia contacted Vocational Rehabilitation (VR). Celia wanted to know how VR could help Molly transition from high school to working. Toni DePeel is a [pre-employment transition](#) coordinator with VR. After finding out services Toni could offer, Celia asked Toni to facilitate a "person-centered" transition plan with Molly.

Pre-Employment Transition Services (Pre-ETS) are services for students age 14-21 with disabilities.



Molly Murphey

Services are specific to each person. They help prepare them for the workforce. This can include job exploration, work experiences, self-advocacy and career counseling.

For Molly's planning meeting, she could include the people that are important to her. So, she invited her mom, dad, grandparents, an aunt, a friend and several teachers.

What did Molly think about developing the plan? "It was a little hard at first, but I liked it," Molly said.

Toni said that for success, it's key for the meeting to be positive.

They worked together to identify Molly's strengths. The list included performing, relationships, being teachable and athletics. They discussed activities she enjoys, such as volunteering at the library. She also enjoys taking part in Special Olympics Oregon.

It was important to look at Molly's strengths and needs through a job lens. The team identified a need to find a job where Molly could interact with other people. It was also important to be a place where she would have a routine. Any job would need clear expectations, tasks with two or three steps and periodic breaks.

"The planning meeting goes from the past, to the present and heads toward the future," Toni said. The meeting takes about two hours. It ends with steps to achieve the goals.

Molly identified that she wanted to work on her professionalism. She also wanted to understand how an office works and how to work as part of a

team. With Toni and the support of her mother, Celia Murphey, she was able to complete her resume. She was also able to practice work readiness activities to gain employment.

Molly was already an athlete with Special Olympics Oregon. Her planning team decided to contact them about a summer work experience for Molly.

Special Olympics Oregon hired Molly for the summer. Joe Harvey, director of program and volunteer services, is pleased they did. "Molly has been a true asset to our organization and we have loved watching her skill set grow."

"Molly has been working on our Coaches Thank You project, where each coach receives a pair of socks," Joe said. "We noticed that during the task her work became neater and she started to take full ownership of the project."

During the work experience at Special Olympics Oregon, Molly has:

- Written thank you notes to sponsors and supporters
- Represented Special Olympics Oregon at public events
- Built an Ikea wardrobe to organize and hang t-shirts according to size, and
- Organized paperwork for the athlete leadership conference, folded and stuffed envelopes, used a postage machine and more.

Molly doesn't hesitate when asked what she wants to be in a future career. "An actress!" she said.

Joe involved Molly in selling raffle tickets at Timbers and Thorns home games. The Timbers and Thorns are Portland's men's and women's professional soccer teams. This helped address her need to be social, as identified in her person-centered plan.

"In a sense, she gets to act when she's selling tickets," Celia said. She becomes animated and moves the sign around. She also dances and has even done some karate. "Dancing is my thing!" Molly said.

Toni is a strong advocate for the person-centered planning for pre-employment transition services. "Person-centered planning helps define personal goals and the steps to obtain those goals," she said. "The process is centered around the person's strengths, gifts, and capacities and looks at the essentials for success for that individual. This planning process helps outline and plan for future activities for success."

When talking with Molly, Joe said, "When you first started your position here at Special Olympics Oregon, you mentioned that you wanted to put what you have learned about yourself from the internship into real life experiences. Without your person-centered plan, that may have not been a personal goal that you would have been thinking about."

SimoneRenee's determination pays off with a job she loves

SimoneRenee is a model of determination. Wanting a job, she began working with Kari Kingsolver in Medford Vocational Rehabilitation (VR) in October 2015. Soon after, she began to complete informational interviews. She also looked at the labor market and schools that matched her interests. She began doing basic skills and ability testing. She also completed targeted vocational assessments. When she was through, she had an employment plan and was ready to act.

In December 2015, she gained acceptance by the Imani Institute of Cosmetology. She started attending the following June. This was no small feat. There was coordination of personal support workers and accommodations by instructors. There was use of assistive technology, and many in-person and remote interpreter hours.



SimoneRenee



In 2017, SimoneRenee took cosmetology exams two times with assistance. However, when she did not pass, she did not give up. Instead, she volunteered at the Imani Institute. She started working with a tutor and had American Sign Language (ASL) support for studying.

VR worked with the licensing board to break the exam into chunks. Meanwhile, SimoneRenee continued to study hard and volunteer to learn new skills. She passed the laws and rules test in September 2018. In October 2018, she took her practical exam. In December, VR referred her

for job placement services. She also received comprehensive benefits counseling. By January 2019, Chloe's Salon in downtown Ashland offered SimoneRenee employment.

The people she works with is something SimoneRenee says she loves. She also enjoys the artistry of working the nails of people.

SimoneRenee enjoys earning her own money. At age 29, this is her first paid job. However, she has plenty of volunteer experience. When she was younger, she volunteered at the dance studio she attended to offset costs.

Her mom, Denise describes her as an "amazing dancer."

SimoneRenee and her family live close to where she works. That helps make the job a good fit. Plus, she likes her boss and the friendly customers.

SimoneRenee lives with her two mothers and seven siblings. Her family supports SimoneRenee to achieve her goals. Denise is very proud of SimoneRenee. She describes her daughter as persistent and brave.



SRC new member profile: Emily Purry

Emily Purry is a public speaker, trainer, disability rights advocate and coach in Portland, Oregon. Legally blind herself and the parent of a child with autism, she brings her personal and professional experience together in presentations and trainings on disability topics. She specializes in accessibility, technology and the ADA.

Emily provides a valuable perspective from her lived experiences as a person with a disability. The purpose of each presentation is to educate companies and organizations about disability in a positive and productive way.

Emily has experience working in the government and non-profit sector, and serves on the Multnomah County Community Involvement Committee. She has a bachelor's degree in psychology and a master's in business management. Emily is a certified drug and alcohol counselor.



Committee overview and restructure plan

In 2019, we started the year with several committees not meeting regularly and several open chair positions. We needed to rebuild the structure, keeping what was working well and getting the most engagement while refocusing on the SRC's core roles and responsibilities.

This summer, the National Coalition of State Rehabilitation Councils released an updated *Guidebook for SRC Chairpersons, Members, and Administrators* outlining the SRC's national work priorities. This was a foundation for the strategic planning session the Oregon SRC held in August. Projects such as the Consumer Satisfaction Survey, the Comprehensive Statewide Needs Assessment, and the State Plan need immediate attention to complete them by March 2020 and uphold the SRC's responsibility to partner with Vocational Rehabilitation as the consumer voice. The SRC also advises VR on the program's direction through providing input on the Unified State Plan. Each of these projects have been assigned to a committee to continue the work required by the Rehabilitation Act section 105 and the Workforce Innovation and Opportunity Act (WIOA).

Summary of 2019 committee work

Business/Employment Committee

Over the course of the last year, the SRC's Business/Employment Committee (renamed Outreach

Committee in November) helped raise awareness of Vocational Rehabilitation's expertise in helping Oregonians with disabilities gain meaningful employment within the broader workforce. In February, the committee sponsored a health care sector strategies session hosted by Legacy Health that was widely attended and highly regarded. This meeting highlighted examples of existing partnerships between VR and the health care sector, which included Project SEARCH programs, OHSU's Job Carving Program, work experience opportunities with Oregon Commission for the Blind (OCB), and Coos County's Medical Assistant Apprenticeship Program.

Since that February meeting, SRC's Business/Employment Committee members have increased their engagement with local workforce investment boards. They are promoting the VR Program's ability to help meet the needs of business in a variety of sectors.

The committee is working with the VR and OCB workforce and business relations coordinators to facilitate statewide networking meeting opportunities, likely in conjunction with quarterly SRC meetings. Ideally, these will include all VR and OCB contractors, workforce partners and VR and OCB field staff. The meetings will provide business community activity updates, best practices for business relations discussions, and resource sharing. The committee will invite businesses to engage in these discussions.

The committee will focus on collaboration efforts as well as award presentations for excellence to employers and employment partners at SRC quarterly meetings during 2020.

Committee members are Gary Chiaravalli (Chair), Lynne Carter, Mary Jo Erickson, Elisha Kirsch, Jorge Martinez, Todd Nell, Steve Paysinger, Lynn Wiles, **Morgan Olivera-Rincon**, Toni DePeel, **John Marvin**, Anais Keenon, Sheri Boyd (VR), Lisa Catherwood (VR) and Joe Miller (VR, now retired and continuing participation as an ad-hoc member).



Policy Committee

The Policy Committee (renamed the Policy Ways and Means Committee in November) meets with the Oregon Vocational Rehabilitation Program's policy staff on the second and fourth Tuesdays of each month. The schedule is set and confirmed at the start of each year. The team discusses policy needs, reviews and comments on draft policy, and examines final policy. The committee reports its progress to the full council.

The committee's function is to meet the requirements of 34 Code of Federal Regulations (CFR) §361.16, Establishment of an independent commission or a State Rehabilitation Council, as follows:

- §361.16(a)(2)(iii): The designated State unit regularly consults with the Council regarding the development, implementation, and revision of State policies

and procedures of general applicability pertaining to the provision of vocational rehabilitation services;

- §361.16(a)(2)(iv)(B): All policies and information on all practices and procedures of general applicability provided to or used by rehabilitation personnel providing vocational rehabilitation services under this part.

The committee reviews current policy, changes needed to conform to the expectations of the Workforce Investment Opportunity Act of 2014, requirements by the Oregon Legislature, changes in other state or federal law, and requests from the field and administrators. Committee members are invited to participate in and share information on public hearings. The committee keeps track of methods to transmit policy information to program staff and the public.

Committee members are Susie Calhoun (Chair), Clayton Rees, Gary Chiaravalli, Ted Wenk, Lynne Carter, Matt Baldwin, Jamie Butcher, Dr. Robin Brandt, Ann Balzell and Heather Lindsey.



Committee restructure

Following the strategic planning meeting, the Executive Committee discussed how to revise the SRC's committee structure. The Executive Committee created four committees and kept an executive committee made up of the chairs and co-chairs of the condensed committees.

Descriptions of the four committees and the Executive Committee follow:

Evaluation and Recommendations Committee:

This committee will have workgroups tasked with reviewing program data, receiving feedback from the field, and providing the State Plan with the input and advisory responsibility of the SRC. The evaluation of the program feeds into the State Plan work that occurs every two to three years. This committee is focused on the VR Program's operations.

Comprehensive Statewide Needs Assessment (CSNA) + Consumer Satisfaction Survey Committee:

This committee will have workgroups assigned to create, distribute, and evaluate the Consumer Satisfaction Survey as well as help VR Administration evaluate the results of the CSNA. The Consumer Satisfaction Survey feeds the CSNA, which feeds the State Plan and policy. This committee is consumer-focused.

Policy Ways and Means Committee:

The original Policy Committee, now the Policy Ways and Means Committee, will continue to operate as previously planned, meeting twice a month to review updates and help create Oregon Administrative Rules that will affect consumers of VR services. Members of this committee will form workgroups to review the VR budget and legislative activities while building up more momentum for legislative work in the future. These activities all feed into other committees' work.

Outreach Committee: This newly named committee replaces the previous Business/Employment and Youth Transition committees. The committee will do more outreach activities such as going to other workgroups, participating on other councils or boards, attending workforce meetings, and collaborating with the State Independent Living Council, the Youth Transition Program and business engagement activities. These tasks will help strategically recruit members, relay information to the SRC about what other groups are doing, and use that information to advise VR on how partnerships may be created in the field. During SRC quarterly meetings, this committee will meet with local business partners and network to bring support and awareness to businesses engaged with VR and provide employment opportunities for Oregonians with disabilities.

Executive Committee: This committee is made up of the chair, vice chair, committee chairs and co-chairs. It is tasked with sharing high-level information to and from committees. The Executive Committee is the governance body of the SRC. Members meet monthly with the VR director, provide input and recommendations to VR and review final drafts of SRC projects before submission to make sure the council is represented. The SRC chair appoints committee chairs and co-chairs.

Stay updated on committee activities by visiting our website at <https://www.oregon.gov/DHS/EMPLOYMENT/VR/SRC/Pages/index.aspx>



Policy report

The SRC Policy Committee reviewed the following policies, procedures and other transmittals and processes with Oregon Vocational Rehabilitation policy staff in 2019.

January 2019

- Draft OAR 582 Division 30 Confidentiality of Client Information and Release of Information
- Comparison of current and proposed OAR 582 Division 30
- Draft OAR 582 Division 150 Transition
- Share: VR Field Services email (Dec. 26, 2018) Using VR Clients as Vendors — Ethical Considerations & CRCC Code of Ethics (this was not shared via a policy transmittal)
- Updated OAR 582 Division 150 Subminimum discussion
- Changes to Supported Employment procedures discussion
- Updated application form discussion
- Schedule OAR 582 for public hearings (in February 2019)
 - » Division 1 Definitions (4–5 new definitions, from Division 150)
 - » Division 30 Confidentiality (newer title)
 - » Division 72 Supported Employment
 - » Division 115 Subminimum Wage
 - » Division 150 Transition
- Discussion of the purpose of a Rules Advisory Committee and how the SRC fills this need

February 2019

- Announcement of public hearings for OAR 582
- News release for public hearings
- Notice of new OAR and changes to current OAR with tracked changes
- Application discussion follow-up (as requested)

March 2019

- Final application form update for discussion
- Draft OAR 582 Division 190 Employer Training and Services review for the next public meeting to review OAR
- Draft discussion of Procedures 7.6 Information and Referral (I&R) to update the policy manual procedures
- VR-IM 19-07 Industrial hemp and employment (draft)

April 2019

- Submitted OAR 582 Division 30 Confidentiality for permanent rule April 5, 2019 to become effective April 15, 2019
- OAR 582 Division 10 draft April 5, 2019
- Rolling in OAR 582 Division 80 to OAR 582 Division 10
- VR-IM 19-09 Shared Referral and Universal Release update (April 5, 2019; draft to go into IM)
- VR-IM Federal Poverty Guideline update for 2019 (draft)
- “All Born In” conference discussion

May 2019

- Procedure for Subminimum Wage Project

June 2019

- Policy Distribution Process revised
- Draft OAR 582, Division 100 Order of Selection
- Draft OAR 582, Division 10 Fiscal
- Draft OAR 582, Division 72 Supported Employment, Supported Self-Employment and Microenterprise, Job Customization
- Planning for OAR 582, Division 1 Definitions and Division 150 Transition for Q&A review following finalization
- OAR 582 Division 100 Order of Selection
- GAO Standards for Internal Control in the Federal Government publication (relates to fiscal requirements; as requested; sharing resources as requested)
- Supported employment, supported self-employment, supported self-employment microenterprise
- Job customization and customized employment discussion
- Proposed policy: document that clients will be paid mileage for medical trip to conform to IRS federal standard

July 2019

- Review new agreement about meeting length and process for accuracy
- Oregon Administrative Rule 582 Division 100 Order of Selection
- Oregon Administrative Rule 582 Division 72 Supported Employment
- Discuss changes to Oregon Administrative Rules Chapter 582, Division 72 Supported employment to update language
- Review new Oregon Vocational Rehabilitation Policy Process for communicating policy and procedures and answering questions from the field
- Quarterly Policy Report to the full State Rehabilitation Council for the August 2019 meeting reviewed
- Review of SB 494 and impact on Oregon Vocational Rehabilitation



August 2019

- Review Oregon Administrative Rules, Chapter 582 to be available for public hearings in September 2019
 - » Public hearing announcement
 - » Division 1 Definitions
 - » Division 72 Supported Employment
 - » Division 100 Order of Selection
 - » Division 115 Services to persons of any age receiving subminimum wages
 - » Division 190 Employer services and training
- Discuss Self-Employment for Oregon Administrative Rules
- VR-IM 19-08 Oregon SB 494 enacted
- Review drafts of Action Requests
 - » VR-AR 19-02 Dispute Resolution Rights form
 - » VR-AR 19-04 Education plan process (very rough draft)
 - » VR-AR 19-05 Employment verification and identification



September 2019

- Review VR-AR 19-06 Track 3 Pilot Project Qualification Criteria
- Discuss VR-AR 19-02 Dispute Resolution Rights DHS form 2872
- Review VR-AR 19-03 Letter to client file regarding mileage payment
- Review VR-AR 19-04 Individualized Plan for Employment approval process for post-secondary education
- Review VR-AR 19-08 Hearing aids are rehabilitation technology, flowchart, and instructions
- Examine VR-IM 19-10 (Updated) 3010 (Universal release) (Sept. 20, 2019, special joint transmittal with ODDS)
- Confirm Oregon Administrative Rules, Chapter 582 out for public hearings:
 - » Division 1 Definitions
 - » Division 72 Supported Employment
 - » Division 115 Subminimum Wage as it relates to students with disabilities or youth
 - » Division 100 Order of Selection
 - » Division 190 Employer Training and Services
- Public hearings update: where hearings took place and attendance
- Future policy work:
 - » Update VR-IM-15-09 Application and Eligibility: Other documentation needed for Vocational Rehabilitation services (2015) with proposed VR-IM 19-11 Other information needed

2019 State Rehabilitation Council activities

- SRC Executive Committee met monthly with the VR director to receive updates on the status of the VR Program.
- Reviewed the Vocational Rehabilitation budget and received regular updates from VR.
- Worked with VR to develop and revise policy and procedures.
- Business/Employment Committee members networked with workforce partners and attended meetings for different sectors to better understand what is happening in the field and how VR can partner with other businesses to provide support for employment of clients.
- Reviewed with VR all contracts submitted for the Comprehensive Statewide Needs Assessment (CSNA).
- Attended the Statewide Transition Conference in Eugene, March 2019.
- Participated in bimonthly conference calls of the National Coalition of SRCs.
- Observed testimony to the Oregon State Legislature Ways and Means Committee.
- Participated in **Present Information Education (PIE)** Day at the Capitol, distributing annual reports to legislators.
- Wrote letters of recommendation for the RSA president to complete appointment process.



Gallon House Bridge — Silverton

- Wrote letters of support for VR to keep “Other funds” generated by the YTP Program in the VR budget to support ongoing work that is not allocated in the governor’s budget.
- Formally invited the Tribal 121 Programs to attend all SRC quarterly meetings and present about their offices statewide.
- Held a strategic planning session where council members decided on restructuring committees and quarterly meeting agenda schedule to have a morning work session and afternoon public meeting.
- Represented the SRC at the VR quarterly business review meetings.
- Provided SRC updates to the Oregon Disabilities Commission.
- Partnered with the State Independent Living Council, Client Assistance Program, Workforce and Talent Development Board, Oregon Council on Developmental Disabilities and the Oregon Disabilities Commission.
- Participated on the interview panel for several VR positions including branch managers, regional managers and dispute resolution coordinator.
- SRC chair spoke at the VR In-service Conference; several members attended breakout sessions and worked at the vendor table.

- Coordinated quarterly meetings held in Keizer, Bend, Tigard and Grand Ronde.

February meeting topics included:

A presentation from DHS Director Fariborz Pakseresht, updates on the legislative session, cuts to the governor’s recommended budget, change in VR leadership, agency assessment, efforts to create positive relationships with the Tribes of Oregon, Lane V. Brown Settlement Agreement updates, CSNA and State Plan timeline updates, new hires at Washington County Branch Office, field chief branch visits, Oregon State Hospital pilot project, training and policy procedures updates, fundamentals map and readiness assessment updates, SRC mission and vision statement completion and approval.

May meeting topics included:

Council of State Administrators of Vocational Rehabilitation Conference in April, updates on House Bill 3122 and Senate Bill 494, Rehabilitation Services Administration not monitoring Vocational Rehabilitation this year, VR strategic session being planned, three out of five Tribal VR grants up for competition this year, hiring two positions in central administration, imaging project to go paperless underway and hiring VR clients, Comprehensive Statewide Needs Assessment request for proposal, budget updates for nearing the end of the biennium and planning for the next [pre-employment transition services](#) data from 2018, SRC strategic plan retreat planning, Business/Employment Committee’s

collaborative work with health care sector and workforce partners, introduction of potential new member, Joe Miller retirement celebration, public comment and local office updates, Tribal VR from Warm Springs and Klamath updates, date for SRC Strategic Plan, announcements for VR In-service Conference in August and ADA celebration at Human Services Building in July.

August meeting topics included:

Summer Work Internship for Transition (SWIFT) participants presentation on the summer work internship program through YTP, strategic plan session review and discussion around goals and objectives, election of new chair and vice chair, committee structure to reflect the role and responsibilities addressed in the new *National Coalition of State Rehabilitation Councils (NCSRC) Guidebook*, quarterly meeting structure change.

November meeting topics included:

Updates from the VR director, Keith Ozols, about the Rehabilitation Services Administration’s new documents discussing the feedback received and responses to it, local office updates from Grand Ronde Tribal VR and McMinnville Branch [office](#), and election of three new council members.

Quarterly meeting employer and partner awards

February 2019 Quarterly Meeting awards



The Home Depot Rapid Distribution Center received an Employer Award, nominated by the South Salem Branch Office.

Left to right: Gary Chiaravalli, Jeni Rucker, Michele George, Daniel Regan, Louie Martinez, Becky Emmert, Kathy Eckert-Mason



Ushio America received an Employer Award, nominated by the South Salem Branch Office.

Left to right: Jeni Rucker, Melissa Parish, John Gaudett, Gary Chiaravalli



Job Developer Tom Suing received the Business Partner Award, nominated by the North Salem Branch Office.

Left to right: Tom Suing, Rachel Britsch, Gary Chiaravalli



OST Coordinator Mark Noah from Chemeketa Community College received a Business Partner Award, nominated by the North Salem Branch Office.

Left to right: Mark Dodsworth, Larry Cheyne, Mark Noah, Rachel Britsch, Gary Chiaravalli



Yamhill County Employment Department MV Advancements received a Business Partner Award, nominated by the North Salem and McMinnville branch offices.

Left to right: John Gaudet, Jeni Rucker, Steven Scherer, Mike Schmidt, Marie Gwilliam, Gary Chiaravalli

May 2019 Quarterly Meeting awards



Dillon's Bar and Grill received an Employer Award, nominated by the Central Oregon Branch Office.

Left to right: Molly Joubert, Jim Roths, Erin Keaffaber, Gary Chiaravalli, Carmen Doyle



Kari Clark with Central Oregon Employment Solutions received a Business Partner Award. She was nominated by the Central Oregon Branch Office.

Left to right: Molly Joubert, Gary Chiaravalli, Kari Clark, Carmen Doyle, Jolene Kawecki



Abby's Pizza received an Employment Partner Award, nominated by the Oregon Commission for the Blind.

Left to right: Gary Chiaravalli, Vallery Alter, Kevin Goff, Angela Criteser, Michelle Flick

August 2019 Quarterly Meeting awards



SWIFT program participants included: Back row: Ronnie Quaschnick, Nelson Vance, Mikel Long.

Front row: Lisa Catherwood (Program Coordinator), Isidro Serafin, Sierra Fitzmorris, Shanniyah Hall, Melinda Black



Embassy Suites received a Business Partner Award, nominated by the Central Portland Branch Office.

Left to right: Scott Youngblood, John DeRosa, Kadie Ross, Gary Chiaravalli



Easter Seals received a Business Partner Award, nominated by the St. Helens and Astoria branch offices.

Left to right: Kadie Ross, Vanessa Mackenzie, Lizbeth Aguilar, Omar Rodríguez, Jorge Martinez, Gary Chiaravalli



Helen Gordon Child Development Center received an Employer Award, nominated by Summer Work Internship for Transition (SWIFT).

Left to right: Erin Burns, Lisa Catherwood, Gary Chiaravalli



Badge Print Company received a Business Partner Award, nominated by the Clackamas Branch Office.

Left to right: Doug Franklin, Gary Chiaravalli, Matt Field, Paul Morin



Providence St Joseph Health received an Employer Award, nominated by the Oregon Commission for the Blind.

Left to right: Morgan Ricon, Liz Beattie, Gary Chiaravalli

November 2019 Quarterly Meeting awards



Left to right: Angey Rideout and Lynn Wiles presented an employer award from Grand Ronde Tribal VR to Phillip Cureton of Big C Construction.



Left to right: Lynn Wiles presented an employer award to Kristie Madden, representing Dutch Bros of Linn County.



Left to right: Clint DeLong nominated Meadowlark Careers NW for a partner award, accepted by Clara Dawson (far right). Lynn Wiles helped present the award.



SRC new member profile: Tel Woolsey

Tel Woolsey is passionate about ensuring a fair and equal opportunity for everyone to participate in society, regardless of ability or individual background.

His job at the University of Oregon Center on Human Development is to ensure everyone who comes to the center has equal access to the information provided. The Center on Human Development provides research, training and outreach to support individuals with disabilities, their families and communities.

Tel knows the importance of accessibility. "As a person with a physical disability, I know how important universal design is and why we need to continue to think along those lines to ensure the largest majority of people possible are provided a path to participate in society on even terms," he says.

Tel sees his new role on the SRC as a great opportunity to grow. "Being an IT professional, I usually work solo and rarely have an opportunity to collaborate with professionals from different fields," he says. "The SRC has helped push me out of my comfort zone and gives me a chance to learn how to collaborate in finding creative solutions to inclusion barriers."

121 Tribal VR

Oregon's five Tribal VR programs provided training in August at the State VR in-service. We covered Rehabilitation Services Administration (RSA) mandated program requirements for both state and Tribal programs, including our similarities under the law to ensure we have a mutual understanding of the regulations set forth by RSA for both the state and 121 to follow. The five Tribal VR programs also provided a short overview of the uniqueness and differences of each Tribe with the importance of providing culturally relevant services to federally recognized Native Americans with disabilities through program and outreach of the programs we provide.

Part of my role on the council is updating the SRC about what is happening in Indian country that may affect TVR (Tribal Vocational Rehabilitation) and state VR. Our TVR programs are totally funded through RSA. This year, 44 of the 83 Tribal VR programs are in the last year of funding. Each will have to go through a competitive grant application to secure funding for another five years to administer their TVR programs. We are never promised funding to continue our programs. Three of Oregon's five TVR Tribes were in this competition to secure funding for the next five years (2019–2024) and continue their work at their Tribes. Only two of the three, Klamath and Grand Ronde, received funding. Warm Springs will have to re-compete next year with the other two Tribal VR programs, Umatilla and Siletz, for program years 2020–2025.

Working with the SRC and VR leadership on updates through this process has provided additional awareness and support for our programs. I have shared funding status updates at each SRC meeting.

Communication with the five Tribal programs is another role. Each TVR director and program manager is invited to attend the four quarterly meetings. This provides an opportunity for each to have a voice, provide updates and report success or concerns from their communities. SRC provides this in the local branch updates. This is a new opportunity that will become part of our meetings going forward. This practice formally began across the state in May with the Confederated Tribes of the Warm Springs, then in August with the Confederated Tribes of the Siletz and November with the Confederated Tribes of the Grand Ronde. Each Tribe showcased staff, new ideas and program-to-program relationships with local and mandated state partnerships. We are laying the foundation for strong and respectful relationships that not only benefit our communities but all Native Americans with disabilities across Oregon. This creates resource pathways for successful employment outcomes that include Tribal members, Tribes, policy and state VR working through collaborations with the SRC.

The SRC and state VR have been open to the ideas expressed and are great partners in our Tribal program service delivery area. This began with communication, trust and engagement with the TVR directors

and program managers to make sure their voices are heard. The SRC and VR have been open to the ideas expressed and are making strides to be great partners within our Tribal program service delivery area.

Working on a continuum of opportunities through partnerships with Employment First teams, the Office of Developmental Disabilities Services, Region X state directors, Tribal directors and program managers, Commission for the Blind directors and their state SRC coordinators has made this another great year for 121 programs. We are part of the bigger vision to enhance opportunities for our Tribes and TVR programs providing services with our local partners in our communities.



Clay Myers State Recreation Area

Transition services

Youth Transition Program

Oregon's Youth Transition Program (YTP) is in 120 school districts across Oregon. VR, Oregon Department of Education (ODE), the University of Oregon (UO) and local school districts jointly implement the program.

YTP has two objectives:

- To improve post-school transition outcomes for students with disabilities. This prepares them for competitive integrated employment or, career-related ~~postsecondary~~ education or training. School transition specialists and VR counselors provide YTP services to help students obtain and maintain successful post-school outcomes. Services include

pre-employment transition services, career exploration, counseling on post-secondary education, essential skills training, work experience, self-advocacy training, job placement, and follow-up.

- To increase Oregon schools' capacity to provide transition services and supports, including helping schools refine and expand these services and supports. This is in line with the spirit of the Workforce Innovation and Opportunity Act (WIOA) to encourage efforts to provide collaborative transition services for students with disabilities.

In fiscal year 2018:

- YTP served 1,851 students with disabilities in 184 Oregon urban and rural high schools. Of these students, 1,041 developed individualized plans for employment.
- 75 percent of those exiting school were either employed and/or enrolled in a post-secondary school.
- 63 percent of those who exited the program had jobs upon exit. They were working an average of 28 hours per week at an average wage of \$11 per hour.
- 63 percent had jobs 12 months after completing YTP. They were working an average of 29 hours per week at an average wage of \$12 per hour.



Portland

- 18.31 percent were in post-secondary training or education. They were enrolled an average of 23 hours per week 12 months after leaving YTP. Oregon VR continues to make investments in Pre-Employment Transition Services statewide through the following partnerships:
 - » Summer Work Internship for Transition (SWIFT) — This year Oregon VR administered a unique, seven-week program that offered 20 young adults between the ages of 16 and 20 meaningful paid work experiences in competitive integrated settings. SWIFT participants lived in the Portland State University dormitories in downtown Portland and received extensive orientation to the campus and jobsites. SWIFT participants travel to and from their worksite and various locations in their community on public transportation with appropriate orientation and guidance from the travel trainers.

VR staff worked with community partners to identify and develop SWIFT worksites and positions matching the interests and skills of the students. All positions required the participants to work 25–30 hours per week. Collectively, participants worked more than 3,400 hours during the program. SWIFT participants received minimum wage.
 - » During the “real-world” job experiences, participants had to:
 - ✓ Arrive on time every day
 - ✓ Perform job duties as assigned
 - ✓ Work the agreed upon hours.
 - » Camp LEAD (Leadership Empowerment Advocacy Development) — In July through August 2019, more than 570 students with disabilities participated in week-long leadership academies at Silver Falls State Park and LaPine State Park.

Each of the academies focused on five ~~pre-employment transition~~ activities: job exploration, work-based learning experiences, counseling on post-secondary education, workplace readiness training and instruction in self-advocacy.
- Guided Group Discovery — Oregon VR partnered with the National Center on Leadership for the Employment and Economic Advancement of People with Disabilities (LEAD Center) to pilot a training curriculum called Guided Group Discovery. Guided Group Discovery lays the foundation for competitive integrated employment as a universal design that can benefit all job seekers. For some people, Guided Group Discovery leads to customized employment. For everyone, the process helps job seekers identify employment that would be a good fit for them and an employer. Over the next year, VR plans to expand the pilot to more than 15 additional sites across the state.
- Motivational Enhancement Group Intervention (MEGI) is an evidence-based practice and classroom-based service to assist students with disabilities to explore employment dreams, goals, challenges and abilities. It is delivered in a collaborative, goal-oriented style of communication called “motivational interviewing.” Students are encouraged to lead discussions, express opinions and explore their own thoughts and feelings around employment. MEGI’s goals include engaging students in conversations about work, increasing self-advocacy skills and exploring preferences, strengths and interests. Pre-Employment Transition Service coordinators helped implement MEGI in more than 10 schools.
- Oregon’s VR, Office of Developmental Disabilities Services and Department of Education collaboratively issued a request for applications to build capacity for summer work experiences for students with disabilities. The three agencies leveraged funds and recruited community-based organizations to run these work-based learning experiences across the state. In the summer of 2018, 23 community providers served more than 300 students with disabilities. More than 20 percent of those participating were students with intellectual or developmental disabilities. All work experiences were paid and located in integrated settings in the community.

Oregon Statewide Transition Conference

“Igniting Partnerships for Student Success” was the theme for the third annual Oregon Statewide Transition Conference (OSTC), held March 7–8, at the Hotel Eugene, in Eugene.

OSTC gives attendees an opportunity to learn, network and share innovative approaches to transition practices in Oregon.

There were more than 650 attendees, including students, educators, community college and university representatives, services providers, state agencies staff, and other support staff. They were able to choose from 70 different sessions to build their capacity to assist, design and implement services to improve successful transition from school to employment. This year OSTC offered an opportunity for vendors to come and share transition curriculum, learn about community organizations and partners, and take away resources to use in schools and local communities.

This conference is in partnership with the Oregon Department of Education, Oregon Association of Vocational Support Needs Personnel, Oregon Vocational Rehabilitation, and the Office of Developmental Disabilities Services.

The 2020 OSTC Conference will be April 2–3 at the Graduate Hotel in Eugene. For more information on OSTC, visit <http://oregonstc.org>.

Benefits counseling

The Work Incentives Network (WIN) provides benefits counseling services that help individuals understand how employment will interact with public benefit programs. Once people know the facts about work incentives, they often earn far more money than they originally expected. A person's dependency on benefits can decrease significantly with employment. Some individuals use work incentives to purposely work their way off benefits.

State general funds finance WIN, which is housed in Vocational Rehabilitation. VR provides office space, administrative business services and limited program management.

WIN contracts with six Centers for Independent Living around the state that employ 11 benefits counselors to provide free benefits counseling services to people with disabilities. WIN contractors delivered comprehensive benefits planning services to more than 1,200 individuals in the last state fiscal year.

WIN continues to search for solutions to increase benefits counseling services for Oregonians. Through partnerships and collaboration with the Oregon Supported Employment Center for Excellence (OSECE) and the Office of Developmental Disabilities Services (ODDS), WIN has been able to increase the number of fully certified and provisionally certified benefits counselors in Oregon.

WIN Central (WIN's two program managers) will continue to provide ongoing technical assistance, certification and additional training.

They are also in the process of certifying a new cohort of benefits counselors for fall 2019 through both the Oregon Supported Employment Center for Excellence and the Office of Developmental Disabilities Services.

The WIN Help Desk provides basic services to individuals and supports team members during the early stages of the employment path. Anyone can reach out with benefits-related questions by calling the WIN Help Desk at 800-661-2571.

Other training provided by WIN in the past year included:

- Four one-day Understanding Social Security Benefits and Employment trainings per year attended by dozens of DHS partners, providers and VR staff
- Four two-day benefits planning training sessions throughout the state in partnership with Employment First and the Oregon Employment Learning Network (OELN), and
- A two-day benefits counseling in-service for WIN contracted benefits counselors, Work Incentives Planning and Assistance counselors, newly WIN-certified benefits counselors from local service organizations, and those certified through Employment First innovation grants. Training included how to help beneficiaries understand the benefits summary and analysis reports and financial stability and work incentives counseling, incorporating financial coaching into benefits counseling services.

Services to Deaf and hard-of-hearing Oregonians

In 2019, Oregon VR continued its work with the National Deaf Center-based transition programming, increasing the scope and types of services available to students at the Oregon School for the Deaf transitioning from secondary school to adult life. Exploration of Pre-Employment Transition Services for Deaf and hard of hearing youth in mainstream educational settings is underway at the administrative level and will continue to be a priority in 2020. VR has also continued to focus on ensuring all Oregonians with hearing loss have effective communication access and culturally appropriate VR services statewide.

Oregon VR's state coordinator for Deaf and Hard of Hearing Services (SCD), Sheila Hoover, continued to serve as an at-large member of the American Deafness and Rehabilitation Association (ADARA)

Board of Directors and remained the sole representative for the state/federal vocational rehabilitation perspective on that body through her term's completion in July. ADARA is the professional association for rehabilitation counselors and related professionals working with Deaf, hard of hearing, late deafened and Deaf-Blind Americans. Sheila was appointed to the Oregon Deaf and Hard of Hearing Services Advisory Committee for a two-year term beginning August 2019, representing VR and VR consumers' needs and priorities for services through this DHS program.

VR has continued to work closely with the DHS Office of Equity and Multicultural Services (OEMS) to ensure effective communication access for Deaf American Sign Language (ASL) users within VR and across DHS. VR field staff who have specialized training and skills in serving Deaf and ~~hard-of-hearing~~ clients resumed their quarterly meeting schedule. They created and presented two breakout sessions at

the 2019 VR in-service training and are engaged in developing tools to help all Oregon VR staff effectively serve Deaf and ~~hard-of-hearing~~ clients.

VR staff in the field served more than 1,800 Oregonians who reported some level of hearing loss as their primary disability.

The most frequently provided services across all levels of hearing loss included medical/psychological services, rehabilitation technology, personal assistance services (interpreting and captioning), training, vocational exploration and contracted job placement services. Rehabilitation rates for consumers who relied on visual modes of communication and for those who relied on auditory modes were both above the general statewide average. Consumers who depended on visual communication had a 30 percent rehabilitation rate; those who depended on auditory communication had a 42 percent rehabilitation rate. For all types of hearing loss, the rehabilitation rate was almost 40 percent.



SRC new member profile: Toni DePeel

Toni DePeel works as a ~~pre-employment transition service~~ (Pre-ETS) coordinator for Vocational Rehabilitation. In this position she focuses on youth age 14–21 by helping local education agencies provide and/or arrange for ~~pre-ETS~~ to students who experience disability. Person-centered planning, development of workshops on job readiness skills and community

networking are some of her favorite tasks. Toni is also a part of the Oregon Statewide Transition Technical Assistance Network that works to further improve Oregon's systems of designing and delivering employment services for students with disabilities. She enjoys making and sending cards to others, assisting her husband, Don, as his crew chief with their drag race motorcycle, volunteering for the Portland Rose Festival Clown Corps, singing, and enjoying the outdoors. They have two children, who are both married, and one grandson. In the evenings you may find Toni snuggling with her golden retriever, Penny.



Portland



Salem

Oregon Department of Education (ODE)

The Oregon Department of Education (ODE) fosters equity and excellence for every learner through collaboration with educators, partners and communities. One of ODE's top priorities is graduating students from college career-ready. With the Individuals with Disabilities Education Act (IDEA), ODE is "to ensure that all children with disabilities have available to them a free appropriate education that emphasizes special education and related services designed to meet their unique needs and prepare them for further education, employment and independent living."

IDEA also requires the school to invite representatives of any other agency likely to be responsible for providing or paying for transition services. When we work together with the shared responsibility of agency partners on transition planning, we can determine what the student wants for their future, and what needs or challenges are perceived as barriers to reaching student goals. This partnership reflects the value of long-term, person-centered coordination and shared responsibility, so that we are confident in reaching the student's post-secondary goals.

In 2019, Oregon continued work with the National Technical Assistance Center on Transition (NTACT) for intensive technical help to support Oregon's continued efforts to improve outcomes for youth with disabilities. This year ODE partnered with the Department of Human

Services to pilot the updated Universal Release of Information form and collaborated to develop a communication plan to roll out the new form during the 2019–2020 school year. Having one release of information form will allow a more streamlined process to collect and share information when social services agencies are working with local education agencies.

The National Technical Assistance Center on Transition

The NTACT team, which consists of members from Office of Developmental Disabilities Services, VR and ODE, also took part in the Capacity Building Institute in Charlotte, NC, in May 2019. The team updated the technical assistance plan for the state and presented on the development of the Universal Release of Information tool.

For more information on Secondary Transition for Students with Disabilities, please visit <http://www.oregon.gov/ode/students-and-family/SpecialEducation/SecondaryTransition/Pages/Secondary-Transition-for-Students-with-Disabilities.aspx>.

Transition Network Facilitators (TNF)

Oregon VR and the Oregon Department of Education continue to collaborate on the Transition Technical Assistance Network. In 2018 the TNF network expanded to include three additional staff, titled "TNF/Pre-ETS support

personnel." These positions are embedded in three regional education service districts (ESDs) and work to support the TNFs and ~~pre-employment transition services (pre-ETS)~~ coordinators in areas of high density and large rural counties. This team is working to improve Oregon's systems of designing and delivering employment services for students with disabilities. The TNFs and support personnel will work to support the collaborative efforts of Vocational Rehabilitation and Oregon's local education agencies to implement the Workforce Innovation and Opportunity Act and provide ~~pre-ETS~~.





Mt. Washington



Salem

Adult initiatives

VR counselor

Before joining the SRC, I made it a point to attend as many of the SRC quarterly meetings as I could. I learned something new and relevant to my job in VR at every meeting. The SRC is an invaluable resource and partner to VR. As a VR counselor on the SRC, it is my role to present our perspectives and concerns from the field to the council. If any of my colleagues have an idea or concern in client services or policy or just want to be heard, I am a resource and an advocate for them.

Without change, things would not progress, but a comprehensive understanding of the change is necessary. It's important for us to know in the field what that change means to us in our work. I appreciate the SRC's support of VR counselors and our participants in successfully adapting to the new policies and legislation. With all the policy and legislation changes, a group such as the SRC is an important resource for VR counselors, participants and community partners. VR and the SRC are focused on collaboration now, more than ever. It is an exciting time for us because with change comes increased responsibility to advance rights and opportunities for people with disabilities in employment. As a VR counselor on the SRC, I hope I will represent our participants' voices and contribute to the efforts our

participants work so hard to attain. As a former public sector manager, I hope that I can make a difference supporting and representing the employer partner's needs, supporting VR's dual customer model. Without the employer, we wouldn't have the jobs for the participants.

Because of this passion, I partnered with a colleague in the Washington Division of Vocational Rehabilitation (DVR), Darlene Terry, to build a team called the Interstate Disability Employment Alliance, IDEA. We started with Washington DVR and the Oregon Commission for the Blind at the table. We strategically grew to include the three local workforce boards, the four VR agencies (two Tribal, general, VA and the two blind commissions for Vancouver, WA and the Portland Metro area).

Our goal is to meet the needs of our employers in their efforts to be more inclusive in hiring, retaining and advancing people with disabilities. In the past three years since our inception, we have held five Peer to Peer Forums for champions in diversity to educate their sector colleagues on strategies for their own organizations. We are a resource for business and a liaison to connect the businesses with their successful counterparts to learn from each other. It's been amazing to see the increased interest and requests from our employers. They want to change

as well, and know they need to. They don't know how and just want help. IDEA is about helping them do that.

I take pride in the work we do for our participants. I am honored to have been appointed to the SRC and to become a part of its vision to stand up for and preserve our participants' independence and right to work. I am excited to see the collective efforts of VR and the SRC open doors to opportunities in employment for our participants. Thank you to the members of the SRC for their continued dedication and commitment to support all Oregonians experiencing disabilities.

Lynne Carter, VR Counselor and SRC Member

State Independent Living Council

Oregon's State Independent Living Council and other Independent Living Program entities have had a strong working relationship with Vocational Rehabilitation program partners.

A State Independent Living Council member continues to serve as a liaison to the State Rehabilitation Council, which shares the SILC's consumer focus. The purpose of the shared member is to keep both entities informed about new service policies, program updates and areas of need. Working together allows both programs to address areas for improvement and growth.

Besides supplying Title I Rehabilitation Act funding to support the State Independent Living Council's operational resources, the Vocational Rehabilitation Program functions as the designated state entity, receiving the Title VII Independent Living Program funds and ensuring they are distributed and accounted for as directed by the State Plan for Independent Living. These funds support service provision by Oregon's Centers for Independent Living and Independent Living services through the Oregon Commission for the Blind.

Independent Living services provide mentoring for individuals with disabilities who want to maintain and grow their independence. These services include information and referral; independent living skills training; peer counseling; systems and individual advocacy; and transition-related services to those wanting to move out of institutions, those at risk of entering an institution, and youth with disabilities leaving high school.

Centers for Independent Living frequently worked with Vocational Rehabilitation counselors and other vendors to provide employment-related services as well as non-employment services that undergird successful employment. Cooperative work between both programs was foundational to the overall success of consumers, including better job retention and improved quality of life.

Charles Richards, SILC Member

Social Security programs

Oregon Vocational Rehabilitation (VR) has operated under the traditional Cost Reimbursement (CR) Program offered by the Social Security Administration (SSA) since 1981. The program reimburses state VR agencies for money they spend rehabilitating SSA beneficiaries receiving Social Security Disability Insurance (SSDI or Title II) and/or Supplemental Security Income (SSI or Title XVI). State VR agencies only receive reimbursement if the individual reaches wage levels needed to stop SSA disability cash payments for a specified period of time.

Oregon VR also participates in the SSA Ticket To Work (TTW) Program. This program gives SSA disability recipients the ability to choose an employment service provider to help the person maintain or return to work. State VR agencies are one of the choices. TTW offers VR agencies a different type of rewards payment system. We currently only operate under this payment system for clients receiving mental health services from Oregon VR-approved agencies. Agencies receive a percentage of the TTW payments if they meet all contract requirements.

Oregon Vocational Rehabilitation (VR) has operated under the Social Security Administration's Cost Reimbursement (CR) Program since its inception in 1981. The SSA CR Program reimburses state VR agencies for money they spend rehabilitating SSA beneficiaries receiving Social Security Disability

Insurance (SSDI or Title II) and/or Supplemental Security Income (SSI or Title XVI) if that individual reaches SSA specified wage levels for a specific amount of time.

Employment First

In 2019, Oregon's Employment First initiative focused on capacity-building efforts, along with increased stakeholder engagement, outreach and awareness-building. Employment First continued to implement the Lane v. Brown Settlement Agreement.

Employment First is a collaborative effort between Vocational Rehabilitation (VR), the Office of Developmental Disabilities Services (ODDS), the Oregon Department of Education (ODE), along with stakeholders and local teams. The website is iworkwesucceed.org.

Some Employment First efforts in 2019 included:

- VR continued to support people with I/DD to get jobs in the community. In 2012, 274 people with I/DD completed their VR services and had jobs. In 2019, 853 people with I/DD completed VR services and had jobs in the community.
- Employment First continues promotion of the 20-hour policy. One of the Lane v. Brown requirements is that DHS will issue guidance to VR counselors, ODDS staff, community developmental disabilities programs (CDDPs), and brokerages stating that the recommended standard



for planning and implementing supported employment services will be the opportunity to work at least 20 hours per week. This recognizes that based on individual choice, preferences and circumstances, some people may choose to work at that level while others may not.

- The program launched Employment First podcasts, which air on the first and third Tuesday of each month. The podcasts are short, engaging ways to learn about topics ranging from how to make a referral to Vocational Rehabilitation and the history of Employment First in Oregon to an employer's perspective on hiring people with disabilities.
- Employment First launched a new resource called the Employment First Road Map. This is a tool for people with intellectual and developmental disabilities (I/DD) and their families to chart their employment journey. It is also a tool for staff to help guide the employment conversation. The website is <https://road2work.oregon.gov/>.
- The program continued implementing the Lane v. Brown Settlement Agreement. As of September 2019, the state met its targets for reductions in the use of sheltered workshops and the increase of employment services to those in the settlement class, which includes people in sheltered workshops and transition-age youth.

Supported employment for people with mental illness

"Recovery through work" best describes Individual Placement and Support (IPS) supported employment services for people living with mental illness. This program builds an individual's self-worth and skills through community engagement and employment. A multidisciplinary team delivers services; the team ideally includes a psychiatrist, mental health therapist or case manager, nurse, VR counselor, employment specialist and housing staff. The evidence-based model supports people in their efforts to achieve steady, meaningful employment in a part-time or full-time competitive job.

The state VR Program partners with the Oregon Supported Employment Center for Excellence (OSECE) and the Oregon Health Authority Health Systems Division to build community mental health programs focused on supported employment outcomes. Currently, highly trained employment specialists have served more than 13,000 individuals since 2008, often in conjunction with VR counselors.

The number of Oregon community programs using the evidenced-based IPS model has grown in 34 of 36 Oregon counties. A typical quarter for IPS programs statewide sees employment outcomes for more than 40% of participants, with several hundred new referrals. More than 1,800 individuals receive IPS each quarter, and several new programs are starting to submit outcome data. Next steps for IPS include expanding supported education services and increasing focus on career level jobs.



Deschutes River – near Sisters



Salem

Other mandated partners

Client Assistance Program (CAP)

Disability Rights Oregon's Client Assistance Program (CAP) aims to expand job opportunities and independent living for people with disabilities. CAP offers advice and tools that individuals can use to protect and assert their rights. CAP also provides advocacy related to services in Oregon, including:

- Vocational Rehabilitation services (VR)
- Independent Living (IL) centers
- Oregon Commission for the Blind (OCB) vocational services
- Tribal Vocational Rehabilitation programs

CAP can help an individual who:

- Needs help getting services
- Has been denied services, and/or
- Disagrees with their counselor's decision.

VR clients have these rights:

- Determination of eligibility for services within 60 days
- Explanation of the process and how decisions are made
- Participation in assessments and in the development of an Individualized Plan for Employment within 90 days
- To ask for a VR counselor to join an IEP (individualized education plan) meeting
- A written copy of an individualized plan for employment and all decisions

- To appeal a Notice of Action if they don't agree; request for a due process hearing within 60 days and continuation of services during appeal, and
- To register to vote or update voter registration at VR, IL and OCB offices.

In the past fiscal year report, CAP staff attended a youth transition fair in a rural Oregon county, where a high percentage of attendees were Latinx. CAP staff were able to provide information about VR services in a rural Oregon county and information about employment and employment accommodations. Disability Rights Oregon (DRO) also met with several local advocates serving communities of color whose work focuses on ensuring qualified individuals apply and receive appropriate Supplemental Security Income (SSI) services. DRO urged these agencies to refer any potential callers to DRO for assistance.

CAP staff also attended a health care conference in Portland focused on health care for LGBTQ communities. Many of the organizations and individuals present were from trans and HIV+ communities. CAP was able to distribute brochures and talk about its services to VR and ILR clients.

CAP staff gave a classroom lecture to Western Oregon University rehabilitation graduate students. The topics included the role of CAP, the protection and advocacy system in terms of services provision and the purposes of the Workforce Innovation and Opportunity Act.

CAP staff presented a program to vocational counselors with the Oregon Commission for the Blind on reasonable accommodations and the interactive process under Title I of the Americans with Disabilities Act. The training educated OCB VR counselors to better serve clients who face discrimination issues in employment, or who need to engage in the interactive process while employed to secure accommodations in employment.

CAP attended the Pacific Northwest Employment Forum, sponsored by the Association of Professionals for Supported Employment. CAP participated in a panel on job coaching and reasonable accommodations — specifically, how job coaching can be a reasonable accommodation in employment. The audience for the presentation was primarily VR counselors, job developers, job coaches and other employment support staff. The purpose of the panel was to educate this audience on the right of their clients to access job coaching in employment.

Access Technologies, Inc.

Access Technologies, Inc. (ATI) is a nonprofit organization that assists individuals of all ages, with all disabilities, in accessing and acquiring assistive technology devices and services designed to help overcome barriers to employment, education, daily living and recreation needs.

ATI manages Oregon's Statewide Assistive Technology Program and is a vendor partner with Vocational Rehabilitation. ATI provides a menu of services to best meet the unique need of each client. These services include:

AT demonstrations: For clients not in plan yet, or those who are not sure if there is any technology available to assist with their needs, ATI offers free hands-on, guided demonstrations. During these demonstrations, individuals meet with an AT specialist to explore assistive technologies that could help them gain independence, especially in the workplace or educational setting. Demonstrations are designed to allow the individual to make an informed decision on the items and decide if assistive technology is right for them.

Assessments: For clients who are in plan, the person-centered assessment evaluates the individual's environment, tasks and areas of difficulty. The assessment then identifies appropriate assistive technology that will allow the individual to complete work/school tasks with fewer difficulties and greater independence.

Short-term Loan Library: If an individual is not certain if a device, application (app) or software will meet their needs, the loan library can help them. The short-term library allows individuals to borrow an item and try it out to make sure it will work for them.

Reseller: Once an accommodation is identified, following an assessment or demonstration, ATI can assist with locating the recommended accommodation. ATI is a reseller for many assistive technology devices, applications and software.

AT trainings: When a client receives AT devices, software or applications, training is recommended. One-on-one training increases the individual's success rate. ATI's team of certified specialists provide individualized and group training on all types of AT devices, software and apps.

For more information, please contact ATI at 503-361-1201.

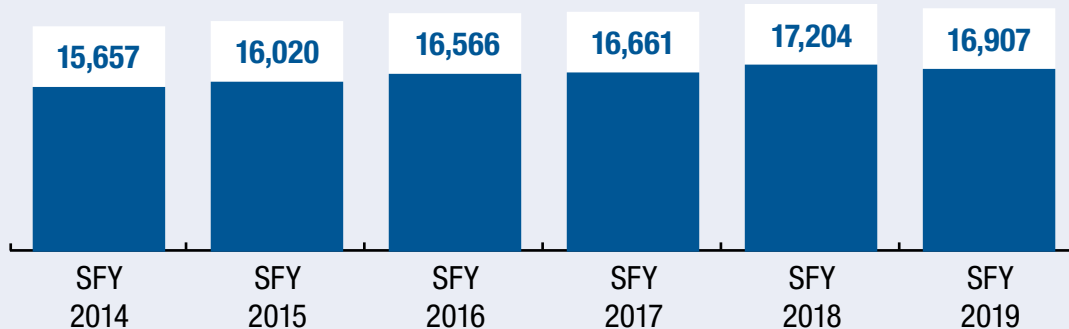


Salem

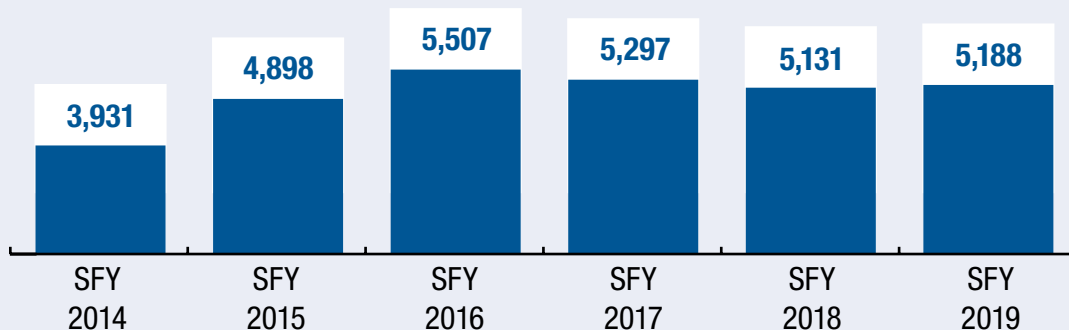
VR client outcomes, measures and demographic graphs

State fiscal year (SFY) performance

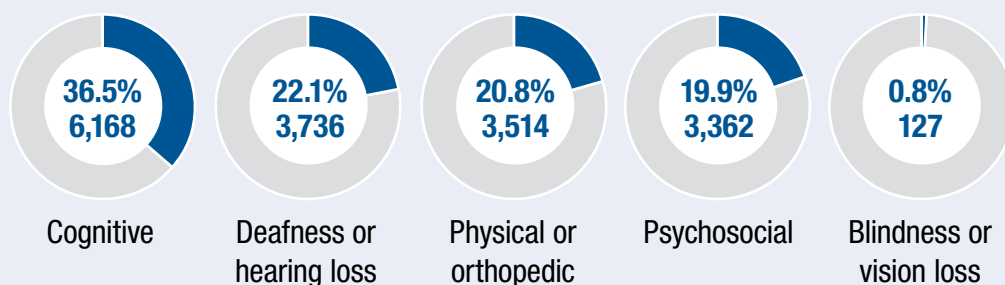
Total clients served



Number entering plan

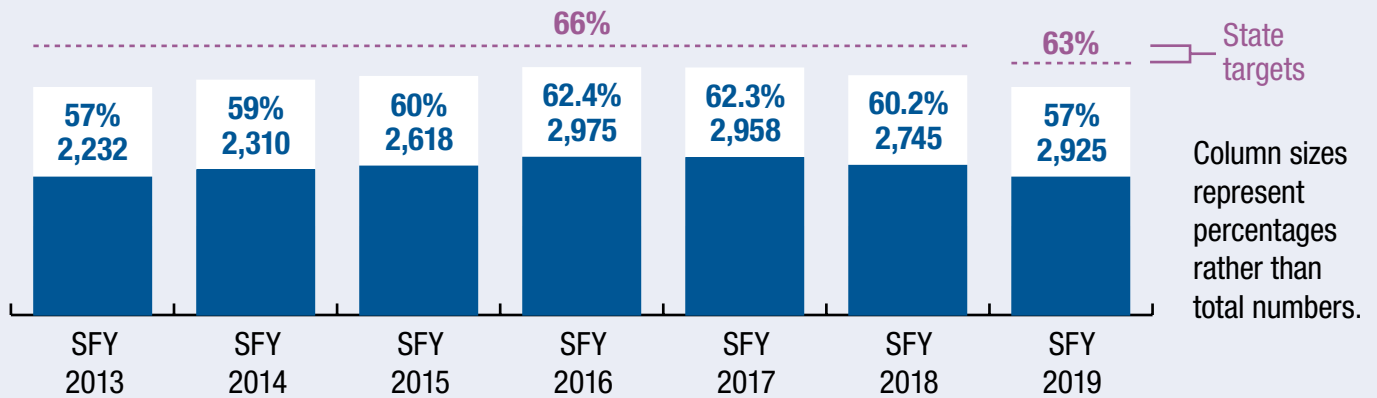


Number and percent of clients served by primary disabling condition, SFY 2019

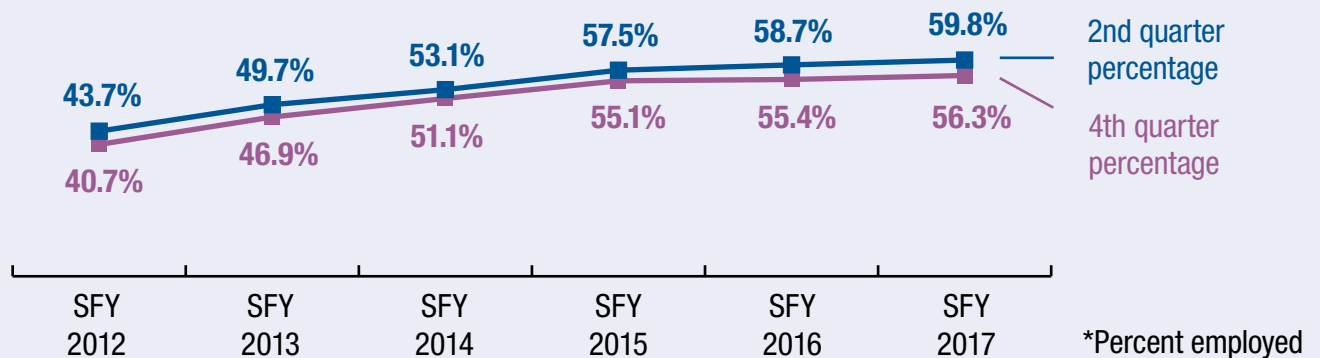


State fiscal year (SFY) performance

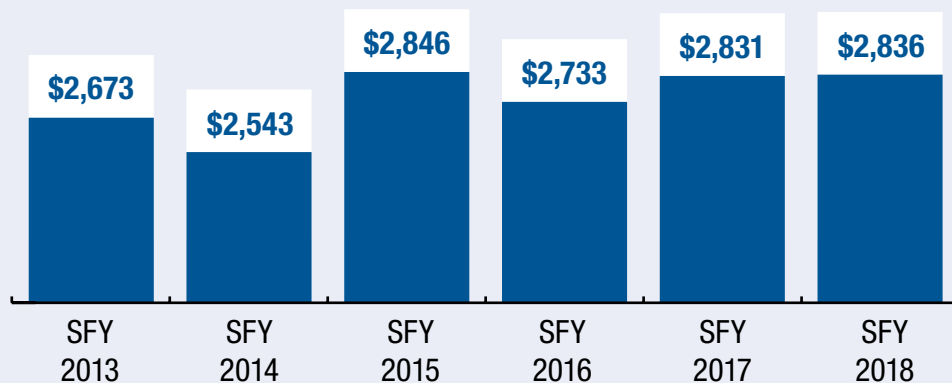
Number and percent of clients employed at exit



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

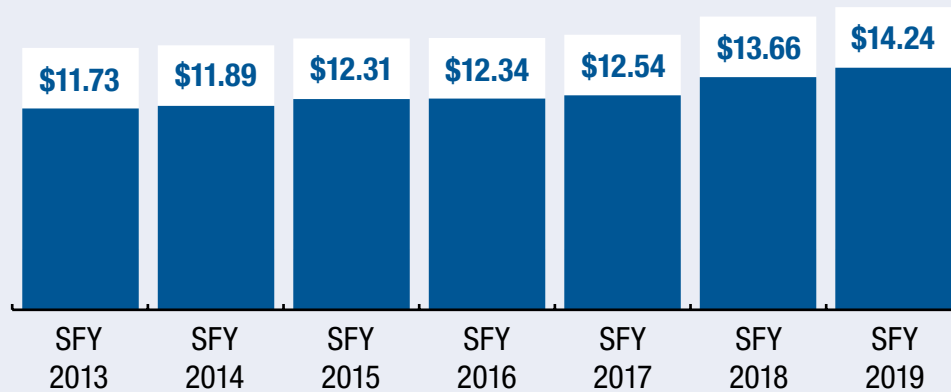


Median monthly income during second quarter after exit

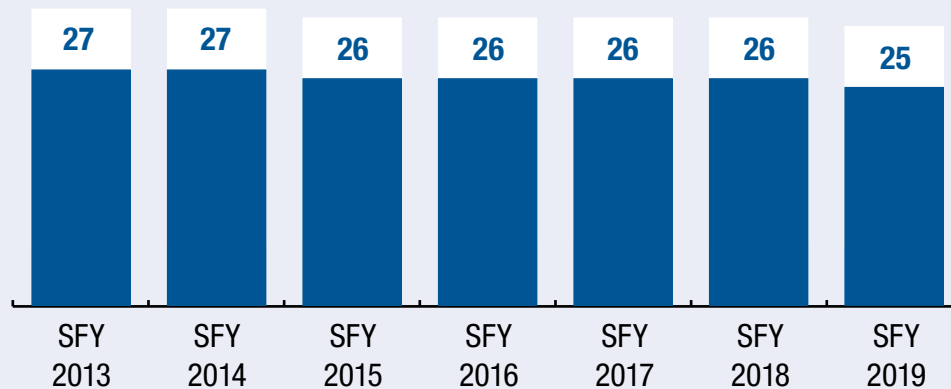


State fiscal year (SFY) performance

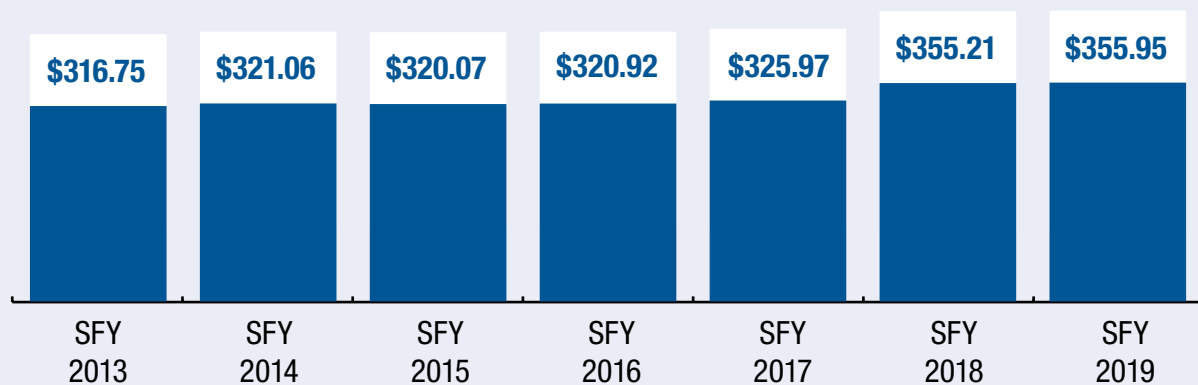
Average hourly wage at exit



Average weekly hours at exit

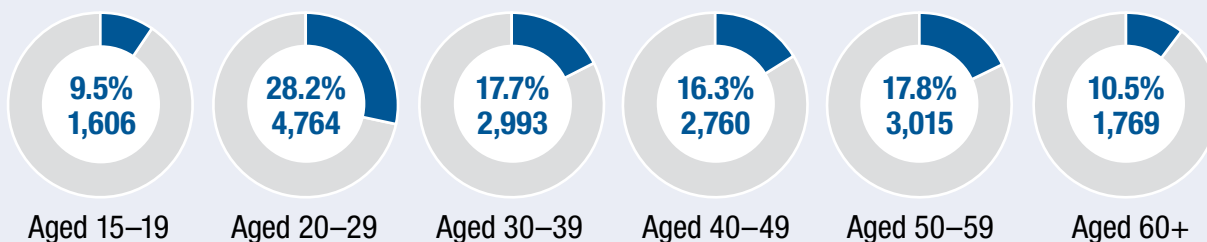


Average weekly earnings at exit

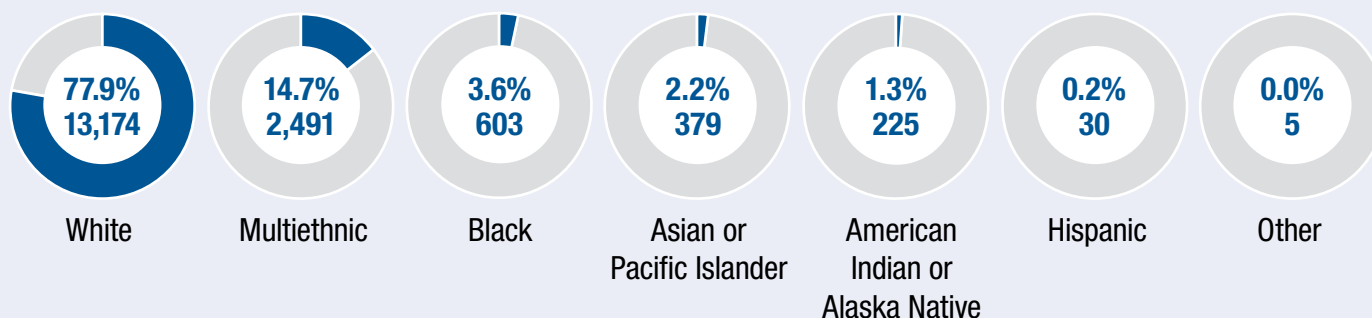


State fiscal year (SFY) 2019 performance

Number and percent of clients served by age group



Number and percent of clients served by ethnicity and race



SRC new member profile: Christy Reese

Christy Reese is passionate about supporting families to create whole lives for themselves and their children experiencing disability. She wants to help change the educational system to ensure that students with a disability have opportunities to achieve great success.

Christy's first experiences with disability came 16 years ago when her son was born. "It ignited my passion for supporting other families, and I've been able to use that in my work," she says. Christy is the operations director for Family and Community Together (FACTOregon). She has worked in the field for 12 years.

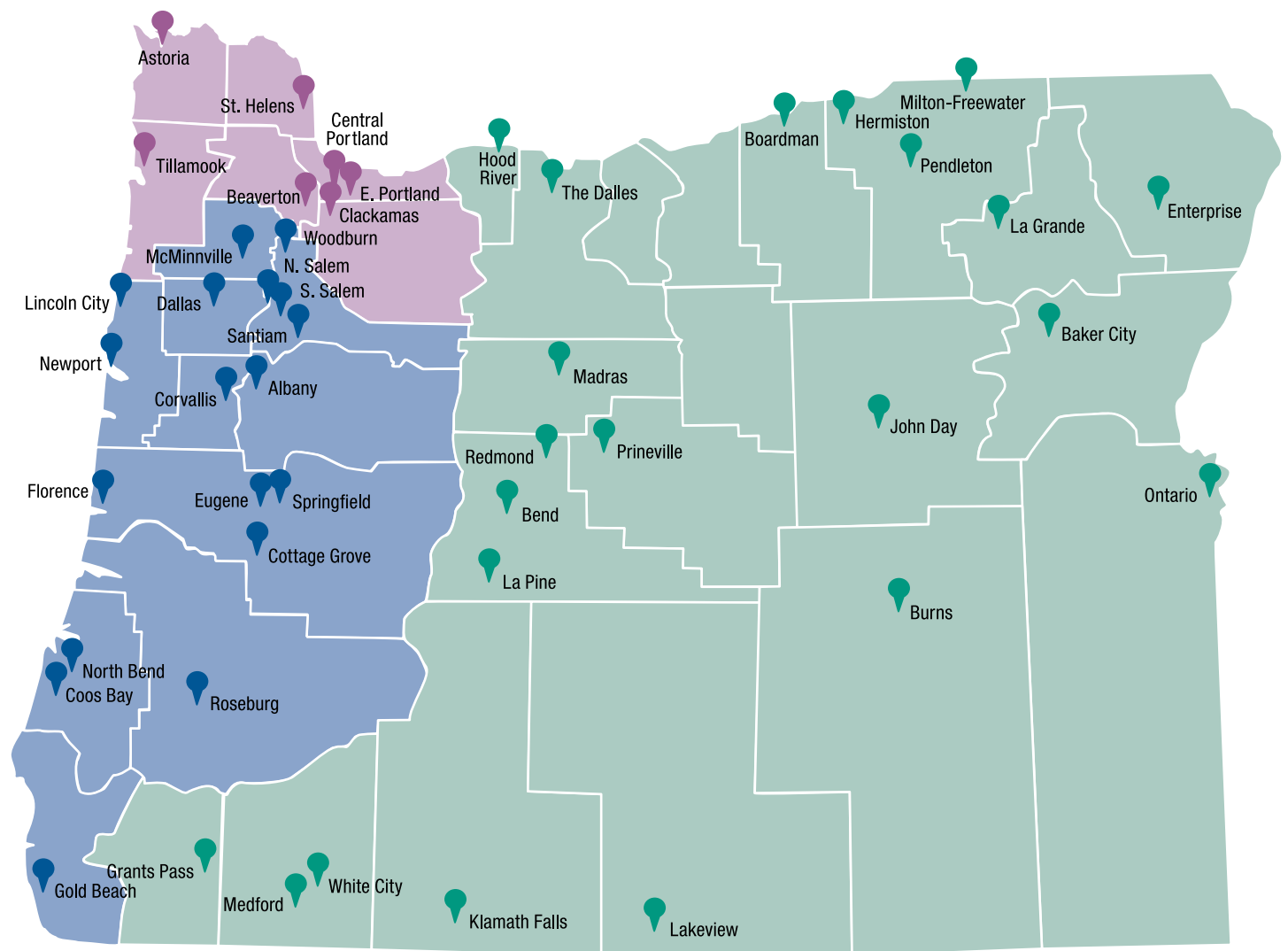
As a new SRC member, Christy especially likes being a part of a process that encourages youth in transition.

VR offices and regional managers, 2019

Regional managers

 Region 1: Kadie Ross Includes DHS districts 1, 2, 15, 16	 Region 2: Nathan Tierney Includes DHS districts 3, 4, 5, 6, 7	 Region 3: Donna Keddy Includes DHS districts 8, 9, 10, 11, 12, 13, 14
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VR office locations



Field offices and managers

ALBANY (Linn County)	CENTRAL PORTLAND (Multnomah)	GOLD BEACH (Curry County)
Bryan Campbell 1400 Queen Avenue SE, Suite 107 Albany, OR 97322 541-967-2022 (Voice) 541-967-2154 (Fax)	(Mr.) Chris Olson 1704 NE 26th Avenue Portland, OR 97212 971-673-2555 (Voice) 503-775-5696 (Fax)	Amy Kincaid 94145 W 5th Place Gold Beach, OR 97444-0808 541-247-0290 (Voice) 541-247-3434 (Fax)
ASTORIA (Clatsop County)	CLACKAMAS (Clackamas)	GRANTS PASS (Josephine County)
Mindy Gochis 450 Marine Drive, Suite 100 Astoria, OR 97103 503-325-7335 (Voice) 503-325-5795 (Fax)	Doug Franklin 4382 SE International Way, Suite B Milwaukie, OR 97222-4635 971-673-6130 (Voice) 971-673-6131 (Fax)	Kari Kingsolver 725 NE 7th Street, Suite C Grants Pass, OR 97526-1632 541-474-3130 (Voice) 541-474-3135 (Fax)
BAKER CITY (Baker County)	COOS BAY (Coos County)	HERMISTON (Umatilla County)
Dee Dee Satran 3165 10th Street, Suite 500 Baker City, OR 97814-3913 541-523-8444 (Voice) 541-523-9858 (Fax)	Amy Kincaid 1431 Airport Lane North Bend, OR 97459 MAIL: PO Box 1113 Coos Bay, OR 97420 541-808-6154 (Voice) 541-808-6163 (Fax)	Andrea Rogers 940 SE Columbia Drive Hermiston, OR 97838 541-564-5673 (Voice) 541-567-3244 (Fax)
BEAVERTON (Washington County)	CORVALLIS (Benton County)	HILLSBORO (Washington County)
Sarah Sadruddin & Mindy Gochis 8880 SW Nimbus Avenue, Suite D Beaverton, OR 97008 503-277-2500 (Voice) 503-277-2536 (Fax)	Bryan Campbell 4170 SW Research Way, Suite 140 Corvallis, OR 97333 541-757-4131 (Voice) 541-757-4241 (Fax)	Mindy Gochis Expected to open February 2020
BEND (Deschutes County)	EAST PORTLAND (Multnomah)	KLAMATH FALLS (Klamath)
Molly Joubert 1645 NE Forbes Road, Suite 100 Bend, OR 97701 541-388-6336 (Voice) 541-388-6310 (Fax)	Nateesh Noakes 305 NE 102nd Avenue, Suite 200 Portland, OR 97220-4173 971-673-5858 (Voice) 503-257-1811 (Fax)	Molly Joubert 801 Oak Avenue Klamath Falls, OR 97601-6136 541-883-5614 (Voice) 541-883-5621 (Fax)
BURNS (Harney County)	EUGENE (Lane County)	LA GRANDE (Union County)
Dee Dee Satran 809 W Jackson Burns, OR 97720 541-573-2985 (Voice) 541-573-1937 (Fax)	Sabrina Cunliffe 2885 Chad Drive Eugene, OR 97408 541-684-2450 (Voice) 541-345-1406 (Fax)	Dee Dee Satran 1607 Gekeler Lane La Grande, OR 97850-3341 541-963-2151 (Voice) 541-963-7698 (Fax)

McMINNVILLE (Yamhill County)	ONTARIO (Malheur County)	SPRINGFIELD (Lane County)
Martha Dodsworth 384 NE Norton Lane McMinnville, OR 97128 503-472-2116 (Voice) 503-434-5867 (Fax)	Dee Dee Satran 186 East Lane, Suite 1 Ontario, OR 97914-3051 541-889-9148 (Voice) 541-889-9209 (Fax)	Tessa Siebert 101 30th Street Springfield, OR 97478-5845 541-736-7812 (Voice) 541-726-2535 (Fax)
MEDFORD (Jackson County)	PENDLETON (Umatilla County)	ST HELENS (Columbia County)
Kari Kingsolver 28 W 6th Street, Suite A Medford, OR 97501-2774 541-776-6035 (Voice) 541-776-6213 (Fax)	Andrea Rogers 1555 SW Southgate Place Pendleton, OR 97801-9600 541-966-6233 (Voice) 541-276-1942 (Fax)	Mindy Gochis 500 N Hwy 30, Suite 230 St Helens, OR 97051-1200 503-366-8383 (Voice) 503-366-0215 (Fax)
NEWPORT (Lincoln County)	ROSEBURG (Douglas County)	THE DALLES (Wasco County)
Bryan Campbell 119 NE 4th Street, Suite 1 Newport, OR 97365 541-265-7843 (Voice) 541-265-3652 (Fax)	Amy Kincaid 2020 NW Newcastle Street Roseburg, OR 97471 541-440-3371 (Voice) 541-440-3493 (Fax)	Andrea Rogers 3641 Klindt Drive The Dalles, OR 97058 541-298-5573 (Voice) 541-298-1136 (Fax)
NORTH SALEM (Marion County)	SOUTH SALEM (Marion County)	TILLAMOOK (Tillamook County)
Martha Dodsworth 3402 Cherry Avenue NE, Suite 200 Salem, OR 97303 503-378-3587 (Voice) 503-378-3750 (Fax)	Rhonda Meidinger 1701 Liberty Street SE Salem, OR 97302 503-378-2483 (Voice) 503-373-7549 (Fax)	Rhonda Meidinger 4670 E 3rd Street Tillamook, OR 97141-2902 503-842-7873 (Voice) 503-815-1593 (Fax)

VR EXECUTIVE LEADERSHIP TEAM		
Keith Ozols, Director Salem: 503-945-6201 Fax: 503-947-5025	Heather Lindsey, Deputy Director Salem: 503-947-5497 Fax: 503-947-5025	Tryna Luton, Field Chief Salem: 503-945-6375 Fax: 503-947-5025
Howard Fulk, Policy and Training Program Manager Cell: 971-332-0646 Fax: 503-947-5025	Vacant, Workforce and Youth Program Manager Salem: 503-945-5679 Fax: 503-947-5025	Judy Barker, Business Operations Program Manager Salem: 503-945-6217 Fax: 503-947-5025
Kadie Ross, Region 1 Manager Office: 971-673-2548 Cell: 971-201-9385	Nathan Teirney, Region 2 Manager Office: 503-945-5880	Donna Keddy, Region 3 Manager Bend: 541-388-6336 Cell: 503-580-1193
	Emily Armstrong, Strategic Development and Innovation Officer Salem: 503-602-8259 Fax: 503-947-5025	

Establishment and overview of state rehabilitation councils



Near Black Butte Ranch

The 1992 amendments to the federal Rehabilitation Act required formation of state rehabilitation advisory councils (SRACs) and identified their functions. Oregon's Governor Barbara Roberts appointed the Oregon SRAC on Sept. 1, 1993.

SRACs were originally established to advise designated state agencies on providing vocational rehabilitation services to individuals with disabilities. The passage of the 1998 amendments to the Rehabilitation Act shifted the focus from a State Rehabilitation Advisory Council to its current role of policy partner. This significantly changed the role of the State Rehabilitation Council, giving the council independence, autonomy and a stronger advocacy role. SRCs now work in partnership with the public vocational rehabilitation program on the effectiveness of its policies, programs and services in meeting the needs of persons with disabilities.

This federal legislation identifies the council's required functions, which include:

- Work in partnership with Vocational Rehabilitation regarding essential planning and service delivery intended to result in meeting the employment potential of Oregonians with disabilities.
- Review and analyze program effectiveness, create and analyze consumer satisfaction materials, render concerns and recommendations to VR derived from performance standards and measurements of rehabilitation services.
- Advise the Governor and state agencies on the performance of vocational rehabilitation in Oregon regarding eligibility, program effectiveness and effect on individuals with disabilities. This includes preparation and distribution of an annual report.
- Coordinate the work of the State Rehabilitation Council with the activities of other disability-related councils in the state. This includes establishing and maintaining a positive working relationship with the State Independent Living Council (SILC).

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

State Rehabilitation Council members



Susie Calhoun

121 Tribal VR



Lynne Carter

VR Counselor



Gary Chiaravalli

Community Rehabilitation Program



Toni DePeel

VR Pre-Employment
Transition Coordinator



Heidi Dirkse-Graw

Advocate



Roberta Dunn

Parent Training Information



Mary Jo Erickson

Youth Transition Program



Anais Keenon

Business Representative
and Advocate



Elisha Kirsch

Business Representative



Heather Lindsey

Department of Education



John Martin

Business Representative



Jorge Martinez

Business Representative



Todd Nell

Workforce and Talent Board



Steve Paysinger, Chair

(August 2019–present)
Business, Former Consumer



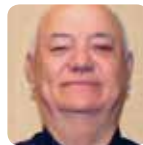
Kim Poage, Chair

(August 2018–August 2019)
Advocate Rehabilitation
Counseling Educator



Emily Purry

Advocate and Business
Representative



Clayton Rees

Advocate, former VR counselor



Christy Reese

Parent Training Information



Charles Richards

State Independent Living Council



Ted Wenk

Oregon Client Assistance Program



Lynn Wiles

Business Representative



Tel Woolsey

Advocate and Business
Representative

Acknowledgements

The council would like to thank the following:

- Kim Poage for her amazing leadership as chair during the first part of the year and Steve Paysinger for stepping up to the task to finish off the year and lead us into the next phase of SRC development.
- Clayton Rees and Roberta Dunn for excellent contributions to the SRC in their six years of service. We will miss you and welcome you to return as visitors and advocates in the future.
- Joe Miller for his dedication to the SRC and attending 70 meetings in his career with VR, as well as remaining on as an ad-hoc member of the Outreach Committee's Business Networking Group.
- Thomas Bruner for his outstanding facilitation skills that led the SRC through a very engaging strategic planning session that resulted in restructuring the quarterly meetings and committees to optimize member time and energy, prioritizing the roles and responsibilities in a way that is manageable.
- VR consumers and staff who worked hard every day to create and share their success.
- Community partners who are willing to show up and engage with the consumers, VR, the SRC and each other to support the common goals of supporting employment for Oregonians with disabilities.
- To all employers who support VR services, and especially the award winners who have gone above and beyond to be collaborative and provide opportunities for people to be successful and independent.
- All the vendors that help us get our jobs done, including but not limited to LNS Captioning, Cascade Sound, Pearl Buck Center and Garten. It is a pleasure working with you all.
- Ed Rutledge for donating his professional photography services.
- Angela Yaeger, Steven Hernandez, Macy Guppy, Sherryll Johnson Hoar, Susan Stigers and the many VR administrative staff who contributed to this year's annual report.

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



SRC members, May 2019

Left to right: Gary Chiaravalli, Keith Ozols, Mary Jo Erickson, Steve Paysinger, Kim Poage, Heidi Dirkse-Graw, Heather Lindsey, Lynn Wiles, Roberta Dunn, Crystal McMahon, Joe Miller, Clayton Rees, Elisha Kirsch, Lynne Carter, Ted Wenk, Jorge Martinez, Charles Richards.

Not shown: Susie Calhoun, Toni DePeel, Anais Keenon, John Martin, Todd Nell, Emily Purry, Christy Reese, Tel Woolsey

2020 quarterly meetings

February 2020 — Lebanon, OR
 May 2020 — Ashland, OR
 August 2020 — Pendleton, OR
 November 2020 — Tigard, OR

Salem



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

**Oregon State
Rehabilitation Council**

500 Summer St. N.E., E87
Salem, OR 97301-1120

503-945-6256
1-877-277-0513
Fax: 503-945-8991
www.orsrc.org

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

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

