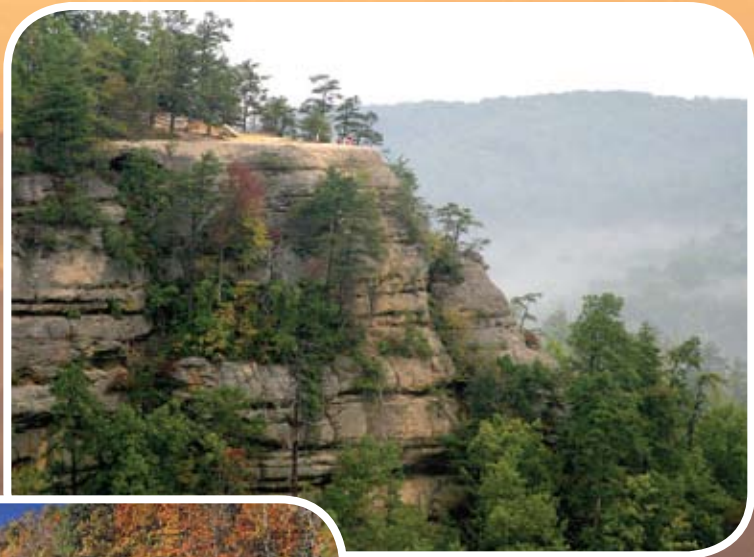


Kentucky Office of Vocational Rehabilitation **2009 Annual Report**



Statewide Council for Vocational Rehabilitation

Philosophy

We recognize and respect the contribution of all individuals as a necessary and vital part of a productive society.

Mission

To assist Kentuckians with disabilities to achieve suitable employment and independence.

Values

We value the rights, merit and dignity of all persons with disabilities and the opportunity to pursue employment as an important aspect of a full and meaningful life.

We value all staff, their individual talents, unique abilities and contributions to the agency's mission.

We value collaborative efforts and partnerships which support the agency's mission.

Message from Executive Director and Statewide Council for Vocational Rehabilitation Chairman

This annual report highlights several major accomplishments made possible through the commitment and dedication of our staff and partners and the hard work of our consumers.

The mission of the Office of Vocational Rehabilitation (OVR) is to assist Kentuckians with disabilities to achieve suitable employment and independence. Achieving our mission requires qualified rehabilitation professionals, support staff and others working as a team with consumers toward the vocational goal. We strive daily to provide the highest quality of service possible to every eligible individual seeking employment consistent with his or her skills, interests and abilities.

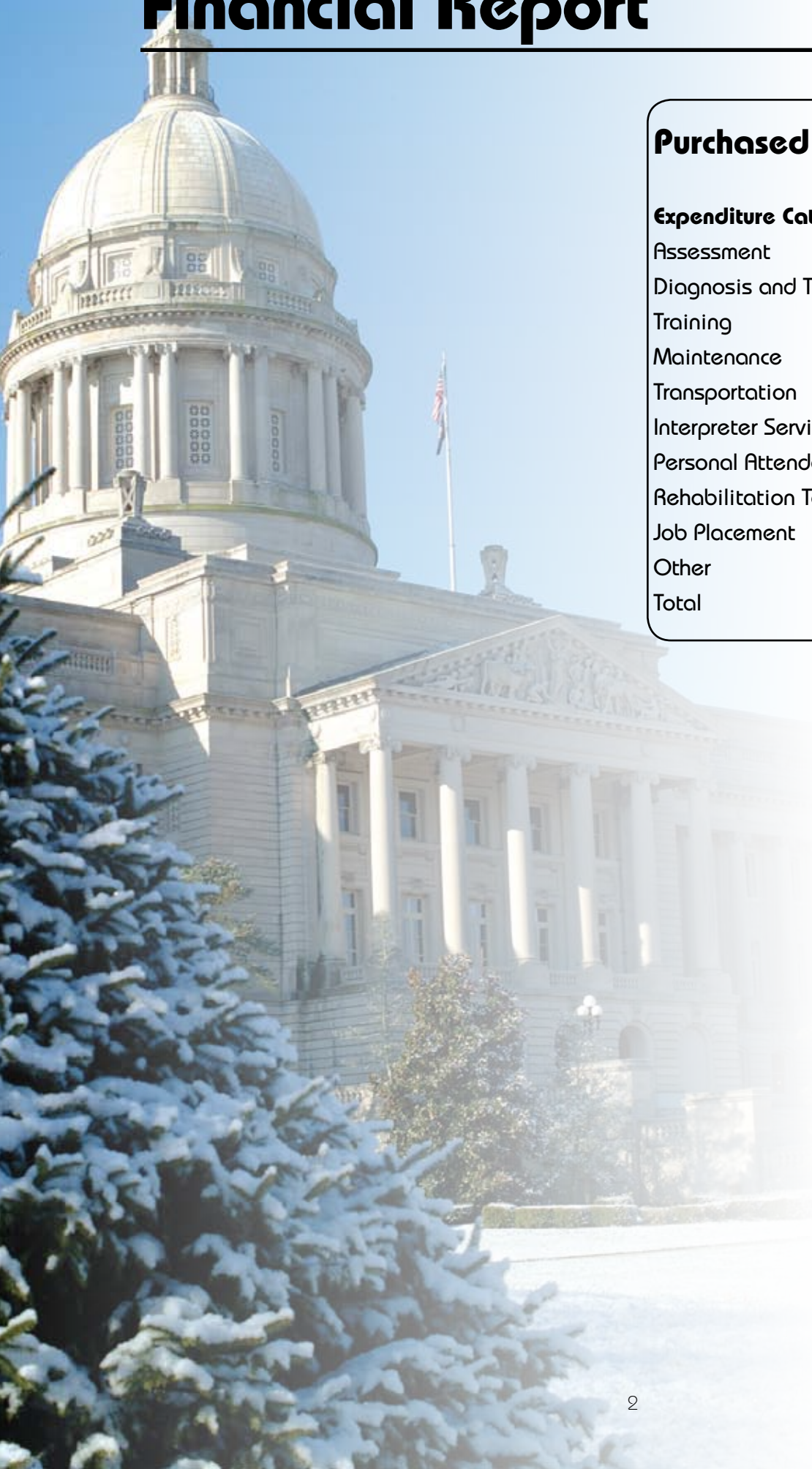


We want to thank Office of Vocational Rehabilitation staff for their efforts during this fiscal year in assisting 4,564 individuals with disabilities to obtain or maintain suitable employment. Our accomplishments are shared by the Statewide Council for Vocational Rehabilitation, legislators, employers and many others. We look forward to another successful year that we trust will result in many Kentuckians with disabilities, especially those with the most significant disabilities, obtaining suitable employment.

Lee Gordon - Chairperson
Statewide Council for Vocational Rehabilitation

Beth Smith – Executive Director
Office of Vocational Rehabilitation

Financial Report



Purchased Services FFY2009

Expenditure Category	Expenditures
Assessment	\$4,036,167.07
Diagnosis and Treatment	\$3,614,957.48
Training	\$12,045,835.70
Maintenance	\$487,562.96
Transportation	\$369,567.71
Interpreter Services	\$998,320.84
Personal Attendant Services	\$278,334.47
Rehabilitation Technology	\$2,617,919.12
Job Placement	\$1,827,769.42
Other	\$874,435.07
Total	\$27,150,869.84

Program Services Report

Individuals Served and Positive Employment Outcome Data

4,564 individuals with disabilities obtained or maintained employment after receiving services from the Kentucky Office of Vocational Rehabilitation in fiscal year 2009. Some facts about these individuals:

- Their average weekly earnings went from \$101.14 at application to \$403.17 at closure. This is an increase of \$302.03 in weekly income.
- At application, 1,140 (25%) reported that their primary source of support was through their personal income. At closure, 4,090 (90%) had personal income as their primary source of support.
- 1,770 (39%) were receiving health insurance benefits through their employer.
- They work an average of 32.5 hours per week.
- As a group, they increased their federal income tax payments by an estimated \$10.8 million, their state income tax payments by an estimated \$4.3 million, and their Social Security tax payments by an estimated \$11 million (including employer contributions)

Demographics of Individuals Served

Gender

Male	21377 (51%)
Female	20443 (49%)

Ethnicity

Caucasian	84%
African-American	15%
All other ethnicities	1%

Disability

Mental Health Disabilities	39%
Cognitive Disabilities	25%
Mobility Impairments	17%
Other Health Impairments	11%
Sensory Disabilities	8%

Age

20 and Under	18%
21-30	29%
31-40	19%
41-50	18%
51-60	12%
Over 60	3%

Program Updates

CDPVTC – Carl D. Perkins Vocational Training Center

The Carl D. Perkins Vocational Training Center (CDPVTC) saw a significant increase in enrollment during the year while expanding opportunities for OVR consumers to gain hands-on work experience. Enrollment for all programs and services reached 195 during one business day in September, 2009.

The CDPVTC served 1,082 for the fiscal year. The overall program completion rate was 87 percent. Consumer satisfaction was rated at 96 percent while counselor satisfaction with CDPVTC services was rated at 3.6 on a scale of 4.0. CDPVTC continued to operate under budget for the eighth consecutive year and returned funds to the agency. The CDPVTC also received reaccreditation at the highest level possible for its Vocational Evaluation program from the Commission on the Accreditation of Rehabilitation Facilities (CARF) during an on-site visit conducted in February, 2009.

One of the programs experiencing a significant increase in referrals was the Academic and

Lifeskills Program of Higher Achievement (ALPHA). Completing its first full year of operation, OVR counselors continued to utilize the program to assist consumers make a successful transition to post-secondary education. ALPHA provides a variety of services such as reading, math, ACT preparation, research skills, study skills, and other activities that enable students to succeed at Kentucky Community and Technical College System or other college programs.

Several improvements were made in the vocational services provided at the CDPVTC to prepare consumers for employment. The Work Adjustment Program was reorganized to provide consumers with more meaningful and realistic work tasks. Additional occupational skill training programs were opened to meet the training needs of OVR consumers. The Grounds Keeping skill training program was opened in March, 2009. The Office Careers program was launched in July, 2009 to prepare students for job opportunities with software applications such as spreadsheets, data tables, and word processing and the Cosmetology training program was expanded. Job Seeking Skills class began in July, 2009 to assist students to find and retain employment. Some of the class activities include completion of job applications, resume writing, and interviewing.

The year also saw the development of an innovative partnership with an area business. The CDPVTC established an internship agreement with Sandy Valley Fasteners, a business located in near-by Paintsville that sells standard fasteners such as nuts and bolts. Several consumers now spend a few weeks at the company gaining valuable work experience before they complete their program at the CDPVTC. The CDPVTC has plans to duplicate this highly successful collaboration with other local agencies and businesses during the coming year.



Program Updates

Community Rehabilitation Programs

During FY 2009, \$2,706,494.51 was spent on services provided by Community Rehabilitation Programs (CRP). The great bulk of this (\$1.9 million) was spent on individualized services resulting in competitive employment outcomes. These services could include anything needed by a consumer to obtain and retain employment such as work adjustment, job search, job placement and job retention services. These services resulted in 569 individuals obtaining positive employment outcomes. The CRP completed evaluations/assessments for 1,447 consumers at a cost of \$719,698. Another \$110,554.26 was paid to CRP for other services including skills training, adjustment services and transportation. During FY 2009, six new CRP programs were approved to provide services. The goal is to continue to develop CRP in all areas of the state, especially in the areas that are underserved.

Job Placement

OVR Job Placement Specialists offer an array of services to employers and consumers. Consumers are provided employability skills training, job development and job placement services, including assistance with resume writing and mock interviews. Over 200 individuals were served through the Preparing Adults for Competitive Employment Program in 2009.

Many offices provide resource labs equipped with job search technology, job clubs, and access to the Employ Kentucky Operating System (EKOS).

Employers are offered assistance in hiring and retaining a skilled workforce, including access to a qualified applicant pool and financial incentives such as on-the-job training and



tax credits. Job placement staff continues to develop many new partnerships with employers. More than 35 new partnerships with businesses were launched in 2009, many of them serving as PACE sites. This year Affiliated Computer Services (ACS) emerged as an extraordinary partner with the agency. They demonstrated a commitment to providing opportunities and accommodations for qualified applicants with disabilities by hiring over 100 consumers statewide.

May 2009 was declared OVR Job Placement Month. This was an opportunity to enhance our marketing efforts to employers and expand job placement services to consumers. Numerous statewide events brought our job seekers and staff together with employers. These expanded networking efforts and the partnerships developed will serve our consumers for years to come.

Program Updates

Supported Employment (SE)

A highlight for FY 2009 for the Supported Employment Branch was the successful grand opening and month-long public art exhibit at the downtown Louisville Free Public Library, launching the self-employment enterprises of five artists involved in the Creative Diversity Art Cooperative.

The Supported Employment Branch assisted the agency in providing Supported Employment services to 358 consumers through its established network of more than 80 providers. Through a continuing partnership with the University of KY Human Development Institute, in-depth Supported Employment training was provided to new front-line staff, along with several special topic-workshops offered to all SE and OVR staff. The Supported Employment Consultants in the Branch also assisted with training through the development/presentation of "SE Toolbox" workshops throughout the state, focusing on service delivery and documentation.

Together with the Kentucky Autism Training Center (KATC), a symposium on Autism was conducted in June, followed by a round-table discussion and planning for Kentucky's vocational needs in the area of Autism. Collaborative efforts continued through many statewide initiatives to improve services and supports for people with the most significant disabilities, such as the Medicaid Waiver programs, the Hart Supported Living Grant, and the Brain Injury Association of KY (BIAK).

Transition

A total of 9,130 consumers on counselor caseloads in FY 2009 were referred from schools. Of the agency's 4,564 positive employment outcomes, 765 (16.7%) were referred from schools. In FY 2009 OVR continued to provide quality services to transition-aged youth with disabilities in all 174 school districts in the Commonwealth. According to the Kentucky Post School Outcomes Study, OVR ranked as the agency that most often provided services to youth with disabilities covered by an Individualized Education Program. Much of our efforts are enhanced through partnerships with 77 school districts in the Community Based Work Transition Program. Our collaborative efforts were also visible at the state level through our involvement in the Kentucky Interagency Transition Council, the Kentucky Post School Outcomes Project, the State Advisory Panel for Exceptional Children, and the Kentucky Partners in Youth Transition Team.



Program Updates

Human Resources & Training

Agency training this year provided professional development opportunities for all employees. The new employees participated in the Skills Enhancement Training series to meet state requirements for mandatory training and to gain a better understanding of the agency and services provided to consumers. Managers had an opportunity to build their skills during leadership training

and continue to develop their knowledge through participation in the Education and Workforce Development Cabinet Management Academy.

The administrative assistants were provided with specialized training to enhance their role in the field, central office and the Carl D. Perkins Vocational Training Center. Substance Abuse Specialists and Job Placement Specialists spent several days together in training to gain a better understanding of "Outcome Enhancement for Ex-Offender Consumers".

The agency continues to pursue 100% compliance with the Comprehensive System of Personnel Development (CSPD) through tuition assistance initiatives through university partnerships. There are now 106 counselors, administrators and managers who are Certified Rehabilitation Counselors. Currently there are 18 counselors enrolled in CSPD approved master's level programs.

Kentucky had the rare opportunity of hosting the National Rehabilitation Association Training Conference in Louisville. Many agency employees took advantage of the opportunity to network with rehabilitation professional from other states and participate in training from national experts. The agency also provided employees with the opportunity of attending the annual



training conference for Association of Persons for Supported Employment (APSE). Every effort is made to provide access to relevant professional conferences to maintain awareness of national trends and direction within the field of rehabilitation.

Kentucky Office of Vocational Rehabilitation continues to partner with other agencies to assure that training utilizes technological advancements to provide training in a cost effective and timely manner. A dedicated website for agency training information has been developed and is scheduled for release by the end of 2009. This website will enhance communication with agency employees and also provides a method to easily launch agency online training initiatives in an effort to create more timely and cost effective training programs.

Social Security

For FY 2009, a total of 505 Social Security recipients obtained employment after receiving services from the Office of Vocational Rehabilitation. Social Security reimbursed OVR for 204 claims totaling \$2,454,722.42. This makes two consecutive years that reimbursements have totaled more than \$2 million.

Program Updates



Rehabilitation Technology

The Rehabilitation Technology Branch continues to assist consumers reach their vocational goal by assessing, recommending and providing appropriate assistive technology solutions. A total of 2,491 consumers received equipment and services that allowed them to successfully prepare for, gain, or maintain employment. Of that number, 114 received modifications to their personal vehicles at a total cost of over \$1,400,000, 150 individuals received driver evaluations and 117 received driver's training, providing yet another step to successful employment.

More than \$2,900,000 was spent on assistive technology equipment and services for OVR consumers. Throughout 2009, the rehabilitation technology staff has provided comprehensive trainings and technical assistances to external customers. Those customers included Eastern Kentucky University, Frazier Rehabilitation Hospital, Cardinal Hill Rehabilitation Hospital, Oldham County Schools, KY-AHEAD, Center for Accessible Living, Southern Baptist Seminary, and Jefferson Community and Technical College. Presentations have also been provided at many local and national conferences, including Kentucky Association for Persons in Supported Employment, Midnight Sun Assistive Technology Conference, Northern Kentucky 3rd Annual Traumatic Brain Injury Conference, and the National Rehabilitation Association national conference.

Self-Employment

The challenging goal of Self-Employment continued to be the vocation of choice for a select group of consumers in 2009. KY OVR policy emphasizes preparation, accessing resources, and supports provision. With the guidance of our self-employment specialists, our counselors provided assessment, training, and assistance with business plan development for individuals with a goal of self-employment. There were 33 individuals who opened successful businesses and many others began the planning stages. In addition to our partnership with the Small Business Development Center, OVR has identified several other qualified sources to review business plans and provide support. This expedites and enhances services to consumers. A few of the many diverse business ideas this year included; a day care center, a flea market business, a farming business, and a pressure washing business.

Program Updates

Counselor Mentoring Program

The Rehabilitation Counselor Mentoring Program has grown to 25 mentors participating in the program. This year the mentoring team developed a two-day statewide training for the counselors. The trainings included timely presentations on the New Code of Ethics, Constructive Criticism, Mentoring Multiple Generations and a mentor panel discussion on Time Management. One evening was dedicated to saluting the mentors, the success of the program since its inception seven years ago, and to thank the mentors for their outstanding service to the profession. During the event Julie McConnell was honored as this year's 'Mentor of the Year' and Malinda Davis was thanked for her years as the team leader as she resigned to pursue a promotion to branch manager.

Governor Beshear acclaimed October as Vocational Rehabilitation Counselor Mentor Month. The Mentoring Program continues to attract attention from other state vocational rehabilitation programs, providing feedback and consultation to the development of two mentorship programs. Because of retirements and promotions, the mentoring team is recruiting new mentors to ensure new counselors have necessary resources available to adequately develop their performance to meet the high standards established by the agency.

KATLC - Kentucky Assistive Technology Loan Corporation

The Kentucky Assistive Technology Loan Corporation (KATLC) had one of its best years in FY 2009. It processed 158 applications for assistive technology, making 80 approvals for a total of \$881,218. Hearing aids and vehicles with modifications remained the most requested items.



KATLC remains one of the most efficient programs in state government. Operating expenses amounted to less than \$50,000 in state funds. The program enables qualified applicants to purchase the assistive technology they need when there are no other options available. The impact it has on individual lives is evidenced in this comment received from one borrower: "I can now get out of the house and go shopping by myself. Before I had to have someone help with everything concerning getting out of the house. Thanks so much. Your help getting me a van to go around has changed my life for the better."

Program Updates

Deaf and Hard of Hearing Services

The Deaf and Hard of Hearing Services (DHHS) Branch of the Office of Vocational Rehabilitation served 1,911 individuals who are deaf or hard of hearing during FY 2009. The number includes those who have secondary disabilities or limitations in addition to deafness, e.g. individuals who are deafblind. Of this number, 487 were able to achieve a Positive Employment Outcome (PEO) in spite of a significant downturn in the economy which has caused a decrease in the number of PEO's in most parts of the state. A majority of those served by the Rehabilitation Counselors for the Deaf (RCD) are individuals with the most significant disabilities. KY DHHS is highly recognized and is considered a model of services for these populations.

Delbert Caldwell, a consumer of DHHS, was able to fulfill a lifelong dream of working at a regular job when he was hired to work in the produce section at the new Columbia Wal-Mart Super Center. "Most people (he works with) know I'm deaf," he said. "But, it doesn't matter if I'm deaf, I can still work."

Migrant Farm Workers

The Migrant Farmworkers with Disabilities Employment Partnership (MDEP) made significant progress in its second of five years of funding from the Rehabilitation Services Administration. At the end of fiscal year 2009, 1,714 hours of outreach have been performed, and out of 564 interviews conducted with individuals to determine their interest in Vocational Rehabilitation services, 142 were referred to OVR for services. Outreach was provided primarily in Central Kentucky. The project has also been instrumental in improving foreign language access to OVR services overall. Three partners anchor the MDEP: the University of Kentucky Human Development Institute, Goodwill of Kentucky and OVR.



More About PEO's

Positive Employment Outcomes by County

COUNTY	PEOs FY2009	COUNTY	PEOs FY2009	COUNTY	PEOs FY2009
Adair	9	Grant	20	McLean	5
Allen	36	Graves	33	Meade	17
Anderson	18	Grayson	15	Menifee	7
Ballard	3	Green	6	Mercer	27
Barren	37	Greenup	49	Metcalfe	3
Bath	14	Hancock	3	Monroe	3
Bell	30	Hardin	85	Montgomery	18
Boone	91	Harlan	50	Morgan	32
Bourbon	14	Harrison	15	Muhlenberg	25
Boyd	79	Hart	5	Nelson	32
Boyle	47	Henderson	59	Nicholas	5
Bracken	10	Henry	15	Ohio	19
Breathitt	5	Hickman	1	Oldham	32
Breckinridge	3	Hopkins	53	Owen	3
Bullitt	51	Jackson	9	Owsley	5
Butler	21	Jefferson	711	Pendleton	17
Caldwell	13	Jessamine	43	Perry	58
Calloway	24	Johnson	41	Pike	46
Campbell	202	Kenton	270	Powell	12
Carlisle	10	Knott	21	Pulaski	55
Carroll	8	Knox	22	Robertson	1
Carter	41	Larue	9	Rockcastle	15
Casey	10	Laurel	27	Rowan	55
Christian	84	Lawrence	21	Russell	5
Clark	29	Lee	7	Scott	52
Clay	9	Leslie	17	Shelby	9
Clinton	8	Letcher	30	Simpson	28
Crittenden	3	Lewis	11	Spencer	15
Cumberland	2	Lincoln	25	Taylor	23
Daviess	117	Livingston	0	Todd	15
Edmonson	3	Logan	28	Trigg	14
Elliott	18	Lyon	7	Trimble	4
Estill	18	Madison	94	Union	8
Fayette	415	Magoffin	10	Warren	156
Fleming	26	Marion	13	Washington	7
Floyd	58	Marshall	9	Wayne	15
Franklin	64	Martin	20	Webster	19
Fulton	0	Mason	31	Whitley	32
Gallatin	3	McCracken	79	Wolfe	5
Garrard	32	McCreary	5	Woodford	22
				TOTAL	4564

SCVR Members and Officers

Lee Gordon, Shepherdsville, Chairperson

Nancy Hunter, Maysville, Vice-Chair

Dana Haugsted, Lexington, Member-at-Large

David Allgood, Louisville

Denise Bailey, Frankfort
(Dept. of Education)

Christine Czechorski, Verona

Matt Davis, Bowling Green

Vanessa Denham, Frankfort
(Client Assistance Program)

Irene Dervin, Winchester

Connie Dotson, Lexington

Mike Fogle, Glasgow

Doris Haney, Paintsville

Ann Holstein-Boyer, Fort Wright

Rhonda Logsdon, Louisville
(Kentucky Special Parent Involvement Network)

John Mathias, Henderson

John Riesenber, Edgewood

Chastity Ross, Berea

Karen Rossi, Lexington

Terry Shockley, Frankfort

Beth Smith, OVR Executive Director

Lois Taurman, Louisville

Tom West, Frankfort

Juanita Westerfield, Corbin

2009 SCVR Accomplishments

2009 Accomplishments of the the Kentucky Statewide Council for Vocational Rehabilitation (SCVR)

- Assisted in planning the 2009 comprehensive assessment of vocational rehabilitation needs in the state;
- Reviewed the comprehensive needs assessment and provided objectives based on the assessment for the agency's strategic plan;
- Reviewed and approved the 2010 State Plan;
- Conducted the annual consumer satisfaction survey and reviewed the results;
- Monitored the six month/twelve month follow up survey;
- Recommended changes in the agency application form to enable e-mail communication between agency and consumer;
- Scheduled and helped conduct public forums to gain input on the state plan;
- Reviewed and approved changes in policy regarding vehicle modifications, home modifications, order of selection, and consumer cost-sharing;
- Held its annual Employer Recognition Awards Luncheon in September and honored B A's Automotive Service of Paducah, Scott County Board of Education of Georgetown, Sandy Valley Fasteners of Paintsville, and Affiliated Computer Services, Inc. of Lexington as outstanding employers;
- Recognized Jamie Osburn at the luncheon as OVR Entrepreneur of the Year.



Jamie Osborne of Owenton, second from left, accepts the 2009 Office of Vocational Rehabilitation (OVR) Entrepreneur of the Year Award from OVR Counselor Julie McConnell (far right), (left to right) Statewide Council for Vocational Rehabilitation Co-Chair Nancy Hunter and Chairman Lee Gordon.

District Offices

Central Office

Frankfort

(502) 564-4440

(800) 372-7172 (Toll free)

Carl D. Perkins Vocational Training Center

Thelma

(606) 788-7080

(800) 443-2187 (Toll free)

Ashland

(606) 920-2238

Bluegrass

(859) 246-2537

(888) 211-7276 (Toll free)

Bowling Green

(270) 746-7489

(800) 443-6055 (Toll free)

Covington

(859) 292-6513

Danville

(859) 239-7885

(800) 795-8481 (Toll free)

Elizabethtown

(270) 766-5121

(866) 883-0001 (Toll free)

Florence

(859) 371-9450

(877) 371-9451 (Toll free)

Lexington

(859) 246-2185

(888) 211-7276 (Toll free)

Louisville

(502) 595-4173

(800) 456-3334 (Toll free)

Madisonville

(270) 824-7549

(888) 640-2713 (Toll free)

Middletown

(502) 254-3195

(866) 304-1958 (Toll free)

Owensboro

(270) 687-7308

(888) 640-2811 (Toll free)

Paducah

(270) 575-7304

West Liberty

(606) 743-7978

(800) 440-2530

Whitesburg

(606) 633-2568



Kentucky Office of Vocational Rehabilitation
275 East Main Street
Mail Drop 2EK
Frankfort, KY 40621