



# Table of Contents

<b>Letter from the SRC Chairperson .....</b>	<b>2</b>
<b>Mission of the SRC .....</b>	<b>3</b>
<b>Goals of the SRC .....</b>	<b>3</b>
<b>Functions of the SRC .....</b>	<b>3</b>
<b>SRC Committee Reports .....</b>	<b></b>
<b>Business Partnership .....</b>	<b>4</b>
<b>Consumer Satisfaction .....</b>	<b>5</b>
<b>Intercouncil Coordination/Nominations.....</b>	<b>6</b>
<b>Legislation, Policy and Planning .....</b>	<b>7</b>
<b>2007 Photo Retrospective .....</b>	<b>8-9</b>
<b>BRS Organizational Chart .....</b>	<b>10</b>
<b>Message from the BRS Director .....</b>	<b>11</b>
<b>BRS Statistical Charts .....</b>	<b>12-18</b>
<b>Note Page .....</b>	<b>19</b>
<b>Map of CT .....</b>	<b>20</b>
<b>BRS Offices .....</b>	<b>21</b>
<b>Appointment to the SRC/SRC Members ....</b>	<b>22-23</b>
<b>SRC 2008 Meeting Dates.....</b>	<b>23</b>
<b>Contacting the SRC .....</b>	<b>24</b>



# Message from the SRC Chairperson

November 2007

Dear Colleagues and Friends:

It is an honor to present the 2007 Annual Report of the Connecticut State Rehabilitation Council (SRC) for the Bureau of Rehabilitation Services (BRS).

After being a member of the SRC for only a year, I am on the learning end of how BRS works as the SRC Chairperson. Even though I have used this system of services, it is a process of learning to appreciate all the work BRS does to assist those with disabilities. To staff I say, "Job well done!"

Our year moved quickly as we recruited new members in January. We even joined forces to address the driver education problems related to training for the joystick driving system. However, we are losing a considerable number of veteran members whose absences will be greatly missed. And at the end of this year, we are back where we started – recruiting new members.

In April, I joined BRS Director Brenda Moore and BRS Bureau Chief Amy Porter in Washington, D.C. where we attended the annual Council of State Administrators of Vocational Rehabilitation (CSAVR) meeting. We spent a day on Capitol Hill meeting with our Connecticut delegation, and/or their staff, discussing VR priorities and services as we sought assurances for continued support of the program. In talking to congressional staff, Ms. Moore emphasized the savings (dollars) made when people with disabilities return to work and the contributions they are able to make.

BRS held its public meeting in May at three locations. I joined Ms. Moore in meeting a number of consumers and family members. The comments and commitments BRS made in response to questions and concerns assured the consumers that BRS cared and staff would address their issues.

With funding from BRS and the SRC, the Connecticut Youth Leadership Project (YLP) enjoyed another banner year. The YLP hosted 38 students with disabilities from around the state building their leadership skills to help them become more vocal in their home communities. The University of Connecticut continues to provide a perfect setting for YLP.

The SRC looks forward to the coming year to coordinate and partner with other advisory councils and particularly the start-up process of the National Coalition of State Rehabilitation Councils (NCSRC) as well as work with BRS on the Walgreens project and **Connect-Ability**.

The SRC would be remiss if we did not acknowledge the SRC Liaison and the wealth of information and knowledge that is brought to the SRC from that position.

Respectfully submitted,

**John F. Sims**

Chairperson

SRC 2007 Annual Report

# Mission of the State Rehabilitation Council

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

## Goals of the State Rehabilitation Council

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

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

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

## Functions of the State Rehabilitation Council

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

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

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

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

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

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

Perform other functions as appropriate to the mission of the Council.

# State Rehabilitation Council Committee Reports

## Business Partnership Committee

### **Purpose:**

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

### **Chairperson:**

Pat Anderson

### **Members:**

Maggie Boyce; Joyce Budd; and Arline Brown McCarthy

### **2007 Review:**

This committee was negatively impacted by the resignation of several key members from the SRC. The committee chairperson resigned at the end of 2006. The replacement chairperson resigned in the middle of 2007. The current chairperson took over and learned that all of the remaining committee members would resign at the end of the year. The instability of members and leadership have prevented this committee from accomplishing the goals set forth for the year.

### **Goals for 2008:**

- ◆ Increase membership on this committee so that goals can be accomplished as listed below.
- ◆ Meet periodically with BRS human resource counselors to gain feedback on the trends of employment for BRS consumers.
- ◆ Collaborate with Connect-Ability and the CT Department of Labor to develop networking, training and technical assistance opportunities for employers.
- ◆ Collaborate with the Connect-Ability Transition Work Group to improve internship, mentoring, and work experience opportunities for youth with disabilities.
- ◆ Initiate training sessions to foster school/business partnerships to increase employment opportunities for individuals with disabilities.

# **Consumer Satisfaction**

## **Purpose:**

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

## **Chairperson:**

Barbara Konow

## **Members:**

Sandy Inzinga, Lee Nosal, and Kenn Messman

## **2007 Review:**

We developed a survey instrument to be used at each BRS office (location) to assess 13 points of services received. The full SRC reviewed it and suggested revisions; it was subsequently distributed to regions to be implemented. Surveys are made available (without influence from the counselor) after each consumer visit to a BRS counselor.

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

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

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

## **Goals for 2008:**

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

## Intercouncil Coordination/Nominations

### **Purpose:**

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

### **Chairperson:**

Vicki Hill

### **Members:**

Jerry Koret, John Sims, and Barry Latourelle

### **2007 Review:**

- ◆ Conducted outreach to potential nominees for appointment to the Council with emphasis on bringing in people who are interested in actively serving on the SRC. We have continued to seek people from diverse backgrounds through various sources in accordance with the requirements established in the Rehab Act.
- ◆ Conducted orientation for new members to provide information regarding the history and purpose of the Council.
- ◆ Encouraged individuals interested in becoming potential nominees to attend the SRC meeting.

### **Goals for 2008:**

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

## **Legislation, Policy and Planning**

### **Purpose:**

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

### **Chairpersons:**

Laraine Bronski

### **Members:**

Mary Connors; Tom Connors; Brita Darany; Sandy Inzinga; and Janette Williams

### **2007 Review:**

- ◆ Co-hosted the public forum with BRS for consumers to provide feedback and incorporated this feedback into the State Plan.
- ◆ Reviewed and provided recommendations to the State Plan.
- ◆ Supported the Connecticut Youth Leadership Project in sponsoring an act designating Disability Education Awareness Week in the public schools.
- ◆ Supported the filling of a vacancy position for a handicapped driver inspector at the Department of Motor Vehicles.

### **Goals for 2008:**

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

# 2007 Photo Retrospective

**Connect-Ability** is Launched at the June Employment Summit.



*SRC members joined stakeholders to learn about **Connect-Ability** and its communications campaign. **Connect-Ability**'s goal is to match employers with consumers, identify and remove barriers to employment faced by people with disabilities and improve the state's employment and disability services network. See SRC Member **Barry Latourelle** at the far right in the blue shirt. (Go to [www.connect-ability.com](http://www.connect-ability.com) for more information about **Connect-Ability**.)*



*SRC Member **Maggie Boyce** shares discussion topics with **Rebecca Nisley**.*



***Maureen Hearn** and SRC Member **Sharon Denson** review suggestions to improve employment options.*

*SRC Chairperson **John F. Sims** and SRC Liaison **Evelyn Oliver Knight** prepare for the meeting.*



Employment Summit photos by  
Lorene Castle, BRS.



*Randy Snow, nationally known motivational speaker, reminded attendees that work is good for everyone. He encouraged providers and employers to continue to develop employment opportunities for people who have disabilities.*

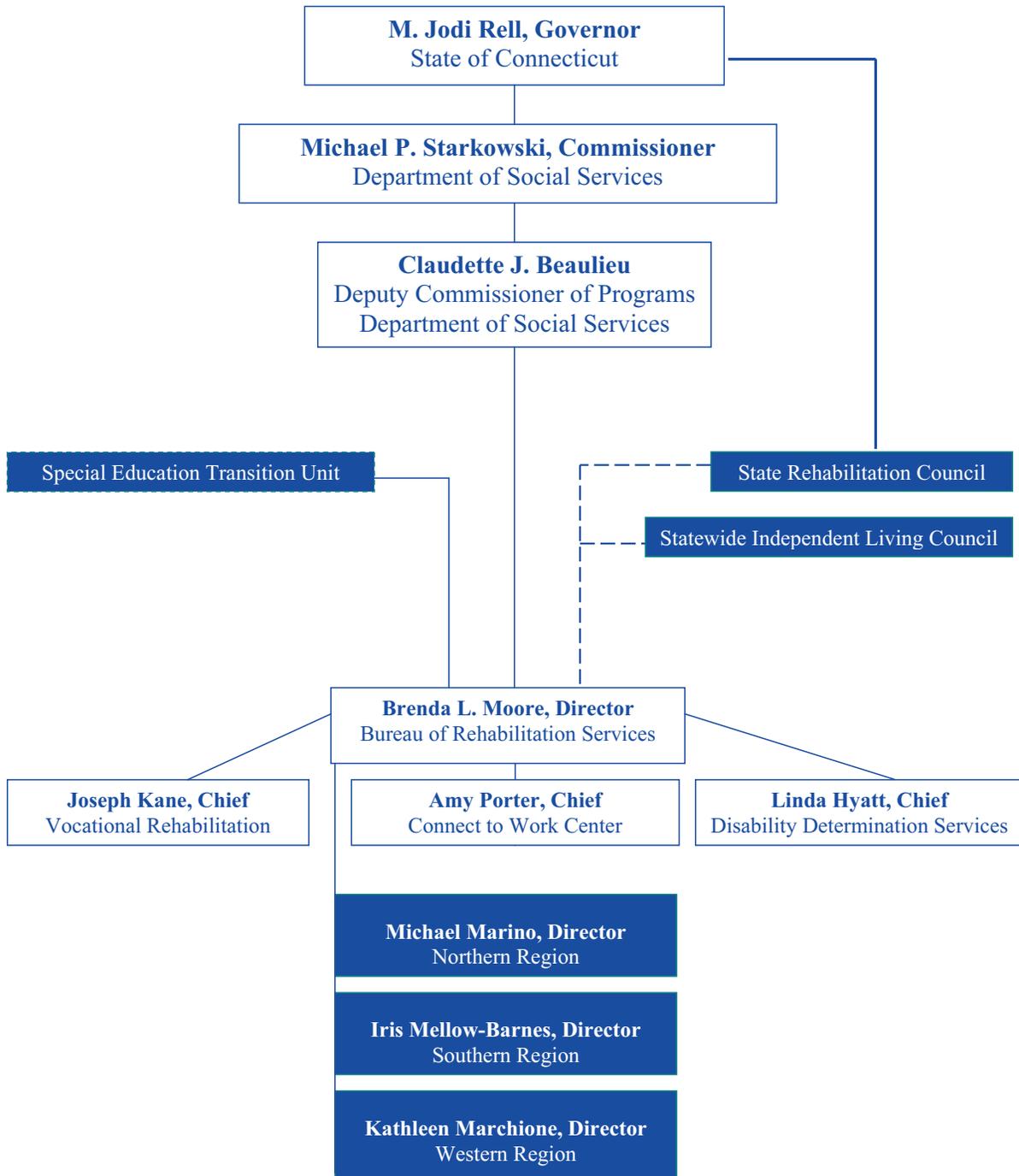


*BRS Director, **Brenda L. Moore**, and DSS Deputy Commissioner, **Claudette J. Beaulieu**, participate in round table discussions at the Employment Summit.*



*Some members gather for photo after SRC meeting. (front row): **Jerry Koret, Vicki Hill, & Barry Latourelle** (back row): **Evelyn Oliver Knight, Sandy Inzinga, Pat Anderson, Barbara Konow, Tanisha Minnis & John F. Sims.***

# BRS Organizational Chart



## Message from the BRS Director

Dear Friends:

I am happy to once again report on the successes that have been achieved at the Bureau of Rehabilitation Services (BRS) in conjunction with the State Rehabilitation Council (SRC). It is an honor to work closely with such a great council and support this annual report.

In Fiscal Year 2007, BRS served **8,727** people with significant disabilities and assisted 1,315 consumers to enter competitive employment. These individuals will pay an estimated **\$5.9** million in federal and state taxes. BRS spends an average of **\$5,160** per successful consumer. This is a wise investment of government funds.

We have initiated a major collaboration with Walgreens who is building a distribution center in Windsor, CT. With great vision, Walgreens has committed to hiring people with disabilities as one-third of their staff; persons with cognitive disabilities will fill most of these jobs. The facility will have state-of-the-art distribution equipment and accessible workstations. Walgreens is duplicating this exciting endeavor after the success of the first such center in Anderson, South Carolina.

We also launched **Connect-Ability**, a ground-breaking initiative designed to bring Connecticut employers together with job seekers with disabilities. **Connect-Ability** has created a multi-media public relations campaign that highlights the achievements of people with disabilities who are working. This glimpse into what is possible helps job seekers and businesses alike. More importantly, the focus on systems change provides an opportunity to remove key barriers to employment and provide new strategies to improve the overall employment structure in Connecticut.

SRC members have been closely involved with these initiatives; some have served on the planning committees of these endeavors. In addition, SRC Chairperson, John Sims made his first trip to the CSAVR spring meeting where he met our Connecticut congressional delegation, or their staff, in Washington, DC to garner continued support. John has certainly made efforts to improve the effectiveness of the SRC and to keep the needs of our consumers at the core of the SRC mission.

I congratulate the members of the SRC for their unwavering diligence as they represent Connecticut's residents with disabilities who are seeking solutions to their employment concerns. This should be an exciting year as the Walgreens project and **Connect-Ability** are further developed and implemented. The following charts and statistics clearly indicate that BRS is an effective program that consistently provides customized services to our consumers who are seeking to regain and retain meaningful employment. We will continue to seek new ways to help them achieve their desires for employment and independent living.

Sincerely,

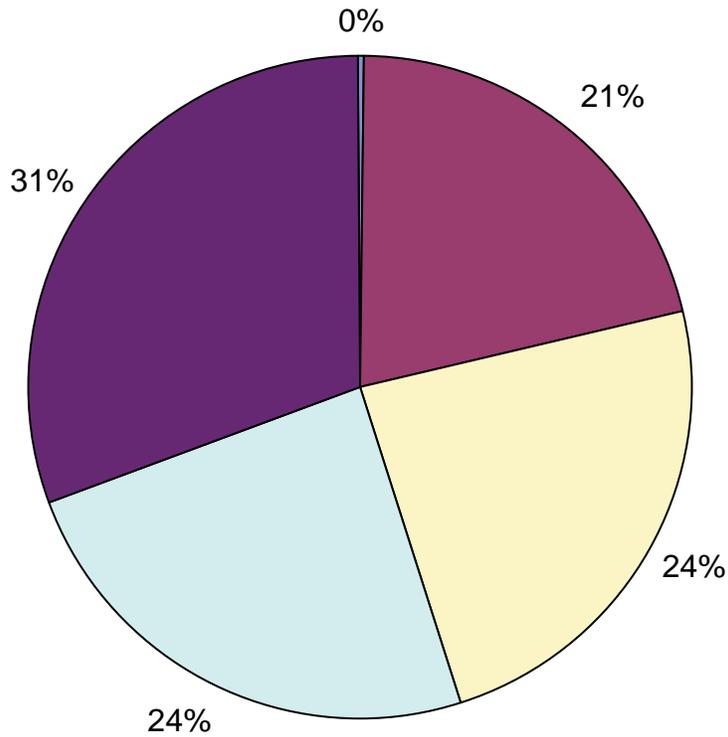
*Brenda L. Moore*

Director

# Statistics

The Bureau served 8,727 consumers in Federal Fiscal Year (FFY)2007.

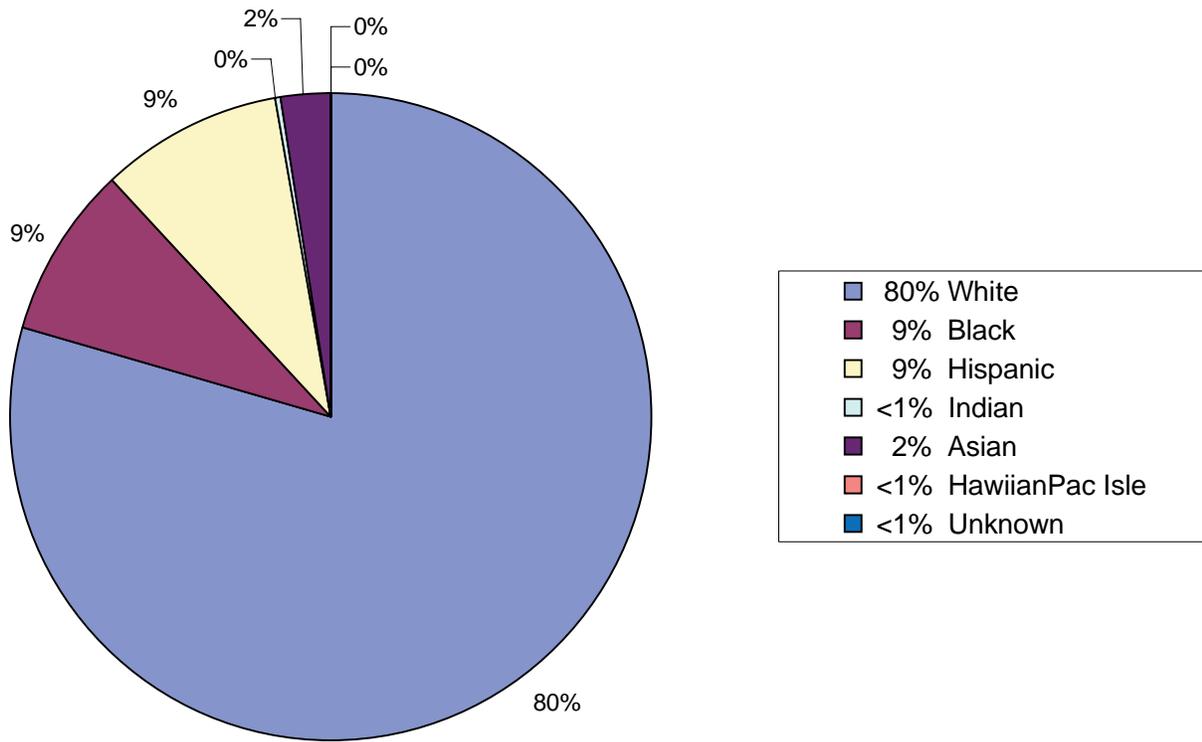
## Primary Disability Type of Consumers Served



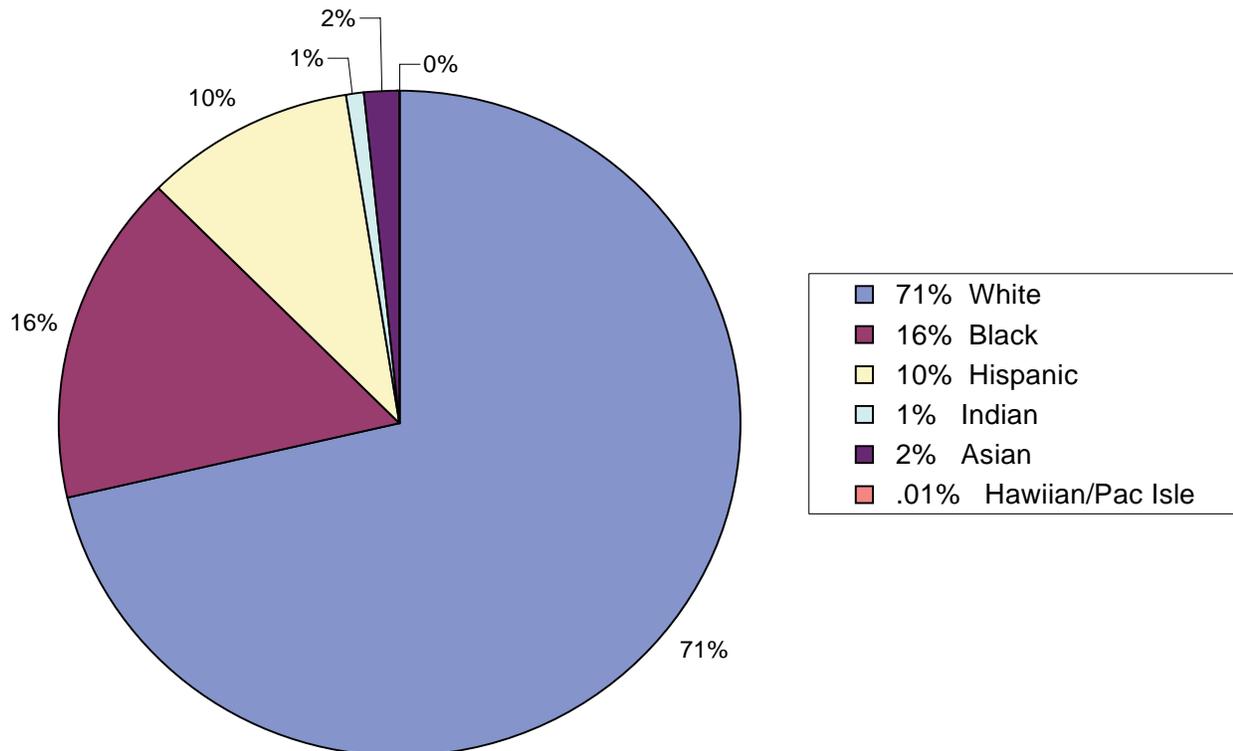
	< 1% Visual Impairments
	20.9% Communicative Impairments
	23.7% Physical Disorders
	24% Cognitive Disorders
	30.9% Mental and Emotional Disabilities

# Race/Ethnicity

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



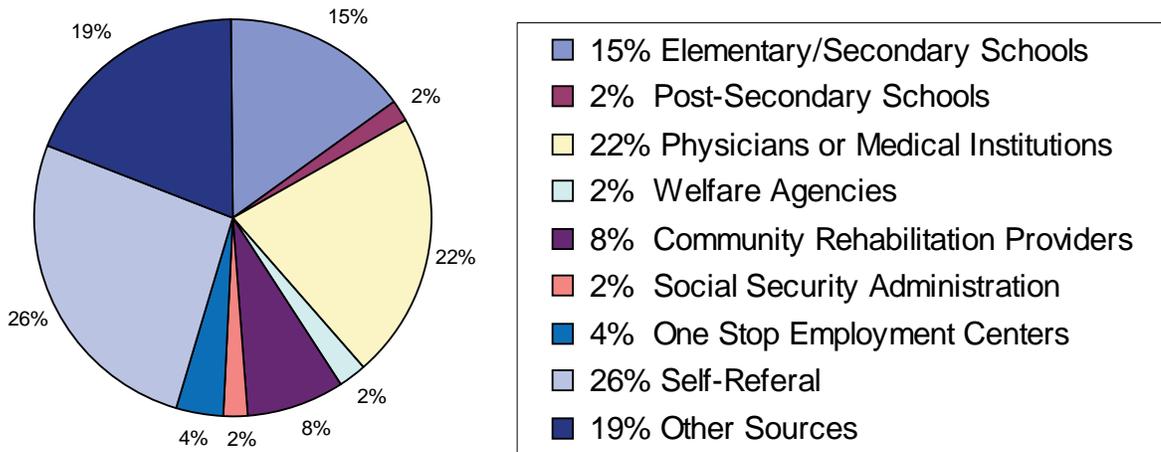
## Consumers Served in FFY 2007 by Race/Ethnicity



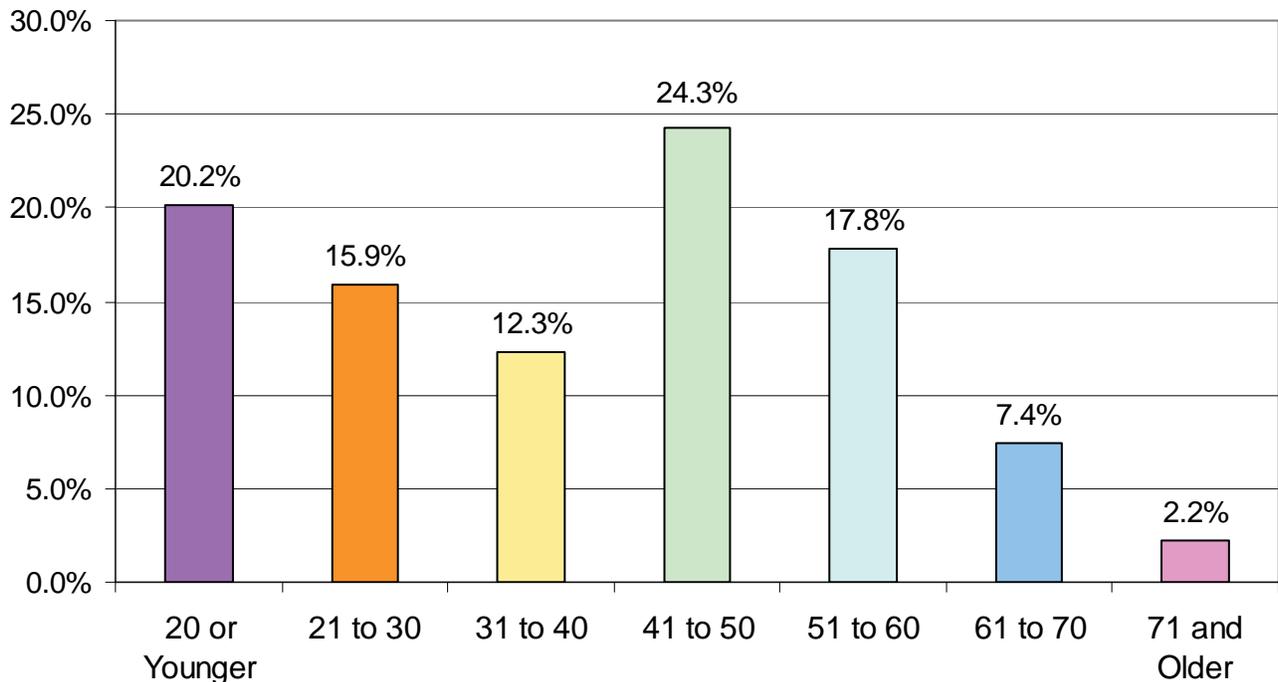
# Applications

The Bureau received 3,435 applications for services in FFY 2007.

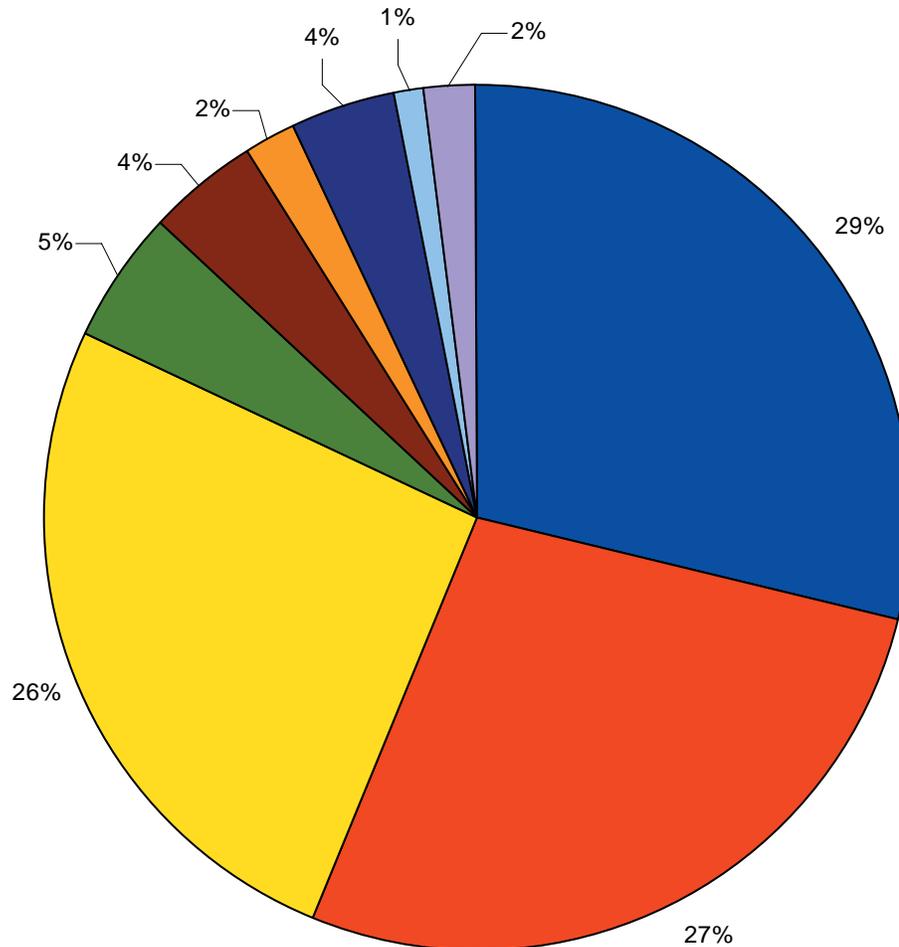
## Referral Sources of Applicants



## Age at Application



## FFY 2007 Purchased Goods and Services Total Expenditures = \$10.1 Million\*



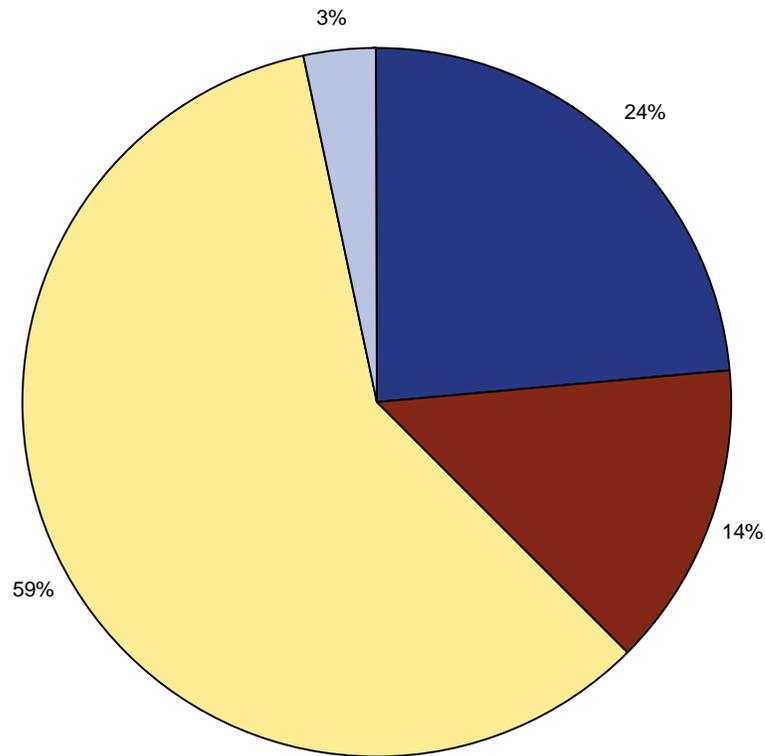
### **Expenditure Categories and Basic Descriptions**

- **29% CRP Services** - All services purchased from Community Rehabilitation Providers.
- **27% Adaptive Technology** - Rehabilitation Technology and Devices, Vehicle and Home Modifications.
- **26% Appliances** - Prosthetic, Orthotic, Hearing Aids or other assistive devices.
- **5% College** - Tuition, Fees, Books and Supplies at accredited Colleges and Universities.
- **4% Medical & Psych** - All forms of evaluation and treatment for Physical, Psychological and Psychiatric conditions.
- **2% Maintenance** - Direct cash payments to Consumers for reimbursement for goods and services purchased.
- **4% Training** - All Proprietary School Programs, On the Job Training and corresponding supplies.
- **1% Supplies and Equipment** - All goods purchased for consumers, excluding those related to training programs.
- **2% Other** - all miscellaneous services not otherwise categorized.

\* Projected Expenditures for FFY 2007 based on data available at time of print.

## FFY 2007 Vocational Services Purchased from Community Rehabilitation Providers (CRP) Total Expenditures = \$3 Million\*

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



In FFY 2007, BRS referred 1,324 consumers to CRP's for services.

### **CRP Services Categories**

- 24% Job Coaching - One-on-One vocational support to assist consumer in learning a skill or remediating for a deficit.
- 14% Job Placement - Locating and securing permanent job opportunities for consumers in the competitive labor market.
- 59% Situational Assessment - Evaluation of consumers in individual and competitive work situations in their communities.
- 3% Other CRP Services - Examples include: In-House Vocational Evaluation, Work Adjustment & Job Seeking Skills Training

\* Projected Expenditures for FFY 2007 based on data available at time of print.

# Wages/ Hours Worked by Consumers Exiting VR in FFY 2007

Average Hourly Wages of Successfully Rehabilitated Consumers = \$16.23

## Hourly Wages at Closure

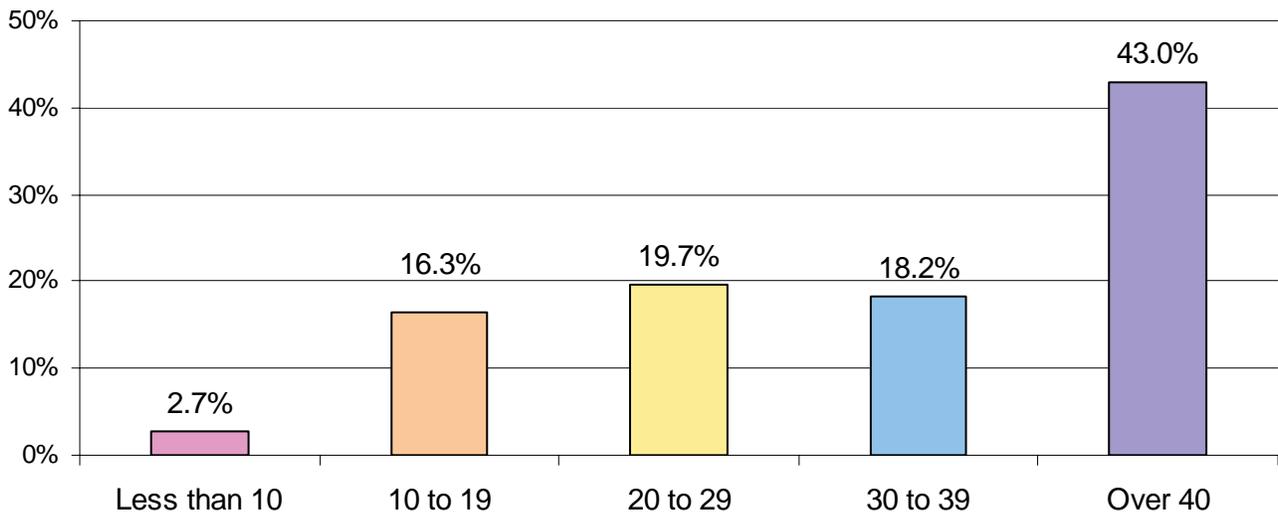


Average Number of Hours worked per week by Successful Consumers: 30.9

Percentage of Consumers working Full-time (35 Hours/week or more): 53.9%

Percentage of Consumers receiving medical benefits from their Employers: 49.1%

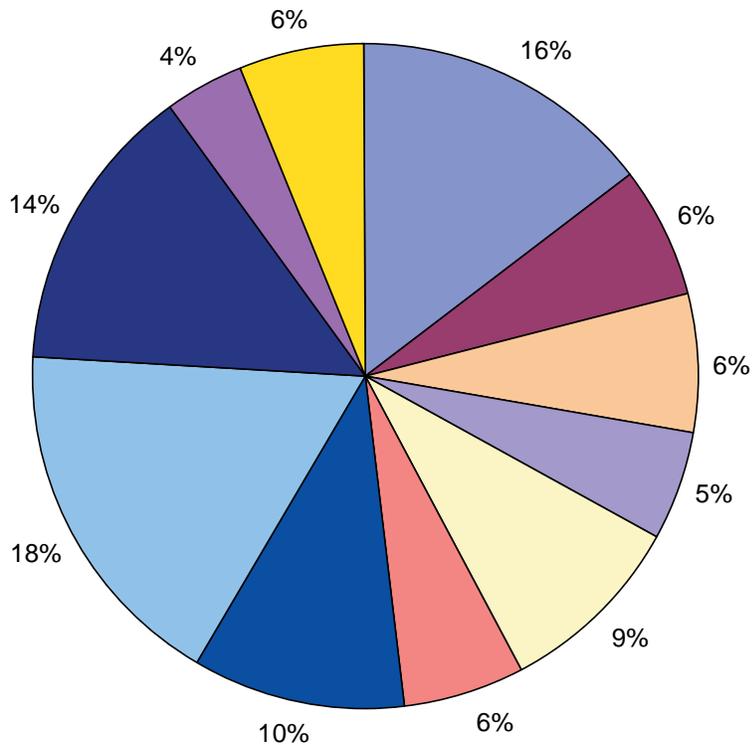
## Hours worked per week



Projected Average Annual Salary of these Consumers: \$26,078.

# Types of Jobs Consumers Acquired or Maintained in FFY 2007

BRS helped 1,316 consumers enter or maintain competitive employment in FFY 2007.



- **16% Clerical** - (1) Receptionist, (2) Administrative Assistant/Secretary, & (3) Office Clerk
- **6% Food Services** - (1) Cook/Prep Cook, (2) Kitchen Helper/Dishwasher, & (3) Dining Room Attendant/Cafeteria Worker
- **6% Human Services** - (1) Human Services Assistant, (2) Social Worker, & (3) Counselor
- **5% Industrial & Manufacturing** - (1) Production Worker, (2) Packer, & (3) Machine Operator.
- **9% Maintenance** - (1) Janitor, (2) Housekeeping & (3) Landscaper
- **6% Medical Science & Services** - (1) Home Health Aide, (2) Occupational Therapist, & (3) Nursing
- **10% Sales and Customer Service** - (1) Stock Clerk, (2) Retail Sales, & (3) Cashier
- **18% Skilled Trades** - (1) Electrician, (2) Electrical Appliance Repair, & (3) Small Engine Repair
- **14% Technical & Managerial** - (1) Computer Programmer, (2) Lawyer & (3) Financial Management
- **4% Semi & Unskilled Labor** - (1) Security Guard, (2) Merchandise Delivery & (3) Parking Lot Attendant
- **6% Education** - (1) Elementary School Teacher, (2) Secondary School Teacher & (3) Teacher's Aide

# NOTES



# BRS OFFICES

## Western Region

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

### *Local Offices:*

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

## Northern Region

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

### *Local Offices:*

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

## Southern Region

414 Chapel Street, Suite 301, New Haven, CT 06511  
Telephone: 203-974-3000      Fax: 203-789-7850  
TTY: 203-974-3013/203-974-3009

### *Local Offices:*

Ansonia: 203-735-9444\*  
Middletown: 860-704-3070\*  
New London: 860-439-7686\*  
Norwich: 860-859-5720\*

\*Voice and TDD/TTY

# Appointment to the State Rehabilitation Council

The Governor of Connecticut appoints members to the State Rehabilitation Council who represent BRS consumers and their families, business and industry, community-based providers of vocational rehabilitation services, advocacy organizations, and state agencies that serve individuals with disabilities. A majority of the Council members have physical and/or mental disabilities. Members are appointed to a three-year term; they may serve a second three-year term, as appropriate. The director of the designated state unit, (BRS at the Department of Social Services, serves ex-officio on the Council, as does a student representative (✦).

## Members of the State Rehabilitation Council

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

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

Secretary - Mary Connors, *West Haven* (First Term Ends 2007)

Treasurer - Sandy Inzinga, *Branford* (First Term Ends 2007)

Patricia Anderson, *Hartford* (First Term Ends 2007)

Maggie Boyce, *Shelton* (Resigned 2007 in Second Term)

Laraine Bronski, *Stratford* (First Term Ends 2007)

Joyce C. Budd, *Shelton* (Second Term Ends 2007)

Tom Connors, *North Branford* (First Term ends 2007)

Brita Darany, *Greenwich* (Second Term Ends 2007)

Sharon Denson, *West Hartford* (First Term Ends 2010)

Jessica Dybdahl, *Willimantic* (First Term Ends 2007) ✦

Vicki Hill, *Wallingford* (First Term Ends 2007)

Barbara Konow, *Hartford* (First Term ends 2009)  
Jerry Koret, Hamden (Second Term ends 2007)  
Barry Latourelle, East Windsor (First Term ends 2010)  
Armand Legault, *Newington* (Resigned 2007)  
Arline Brown McCarthy, *Woodbridge* (First Term ends 2007)  
Kenn Messman, *Bridgeport* (Second Term ends 2007)  
Tanisha Minnis, *Ledyard (Mashantucket)* (First Term ends 2010)  
Lois Rosenwald, *Wallingford* (Second Term ends 2007)  
Raymond Venter, *New London* (Second Term ends 2007)  
Pastor Janette S. Williams, *Hartford* (First Term ends 2009)

## State Rehabilitation Council Volunteers 2007

We encourage consumers to learn more about the SRC by serving as volunteers to the SRC. They attended SRC meetings, workshops, and public meetings in an effort to learn more about the SRC and how it interacts with BRS.

Jennifer Hannah, *Waterbury*

---

## **State Rehabilitation Council 2008 Meeting Dates**

**January 16**  
**March 19**  
**May 7**  
**July 16**  
**September 17**  
**November 19**

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

## Contacting the State Rehabilitation Council

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

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

1800-537-2549 (Toll-free in Connecticut only)

860-424-4871 (Voice)

860-424-4839 (TTY/TDD)

E-mail: [evelyn.knight@ct.gov](mailto:evelyn.knight@ct.gov)

Web Site: [www.brs.state.ct.us](http://www.brs.state.ct.us)

### Credits

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

Layout design of this publication by Evelyn Oliver Knight

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

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