



*Partnering with Vocational Rehabilitation to build  
a bridge to employment for people with disabilities*

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## VOCATIONAL REHABILITATION (VR) AND SRC 2014 ANNUAL REPORT

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*“PAVING THE ROAD TO CUSTOMER-FOCUSED,  
EMPLOYMENT-DRIVEN SERVICES”*



# STATE REHABILITATION COUNCIL OF TENNESSEE 2014 ANNUAL REPORT

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State Capital, Nashville



**TO THE HONORABLE GOVERNOR BILL HASLAM AND JANET LABRECK,  
REHABILITATION SERVICES ADMINISTRATION (RSA) COMMISSIONER AND THE  
CITIZENS OF TENNESSEE:**

December 2014

On behalf of the State Rehabilitation Council of Tennessee, it is my privilege to present the 2014 Annual Report.

I have enjoyed the honor of being chair of the SRC the past two years and completing two terms (6 years) on the SRC Board. During my tenure, I have seen many positive changes. One of the major changes has been the strong partnership that has been forged between the SRC and Division of Rehabilitation Services (DRS). Through the dedicated efforts of Samuel Cole, SRC Liaison, our SRC has built our capacity as a Board and built the partnership between the SRC and DRS. We look forward to the continued involvement of the SRC with DRS in the coming years to benefit all Tennesseans.

During this past year, the members of the SRC demonstrated leadership and strong partnerships working closely with the DRS to ensure Tennesseans with disabilities were able to obtain and maintain employment. Through our committees, we have provided: feedback to the State Plan, partnered on development and implementation of consumer satisfaction surveys, needs assessments, and focus groups. The Outreach, Public Relations, and Awareness Committee focused on identifying strategies to increase public awareness and employment partnerships with underserved communities in the State.

I would like to recognize the following retiring SRC Board Members for their dedication and commitment to helping the SRC fulfill our SRC duties: Tricia Griggs, Mary Little, and Steve Sparks.

The State Rehabilitation Council shares an open invitation to join us for a SRC meeting. The meetings are open to the public and information on the SRC can be found on the DRS website.

The members of the State Rehabilitation Council are honored to provide leadership and work in partnership with the Division of Rehabilitation Services. Thank you for the opportunity that you have given me to serve on the SRC Board.

Respectfully,

A handwritten signature in cursive script that reads "Rozann Downing".

Rozann Downing  
SRC Chair



## MESSAGE FROM CHERRELL CAMPBELL-STREET, ASSISTANT COMMISSIONER TENNESSEE DIVISION OF REHABILITATION SERVICES

Dear Friends,

This past year has brought many opportunities for transformational partnerships within the Vocational Rehabilitation Community. Projects with state agencies and community stakeholders have proven to be successful at increasing the number of Tennesseans with Disabilities in employment throughout the state.

With the signing of the Workforce Innovation and Opportunities Act, the Tennessee Vocational Rehabilitation Program is looking forward to positioning itself as one of the leaders in providing customer-focused, employment-driven services. The strong alliance we share with our State Rehabilitation Council will continue to be a foundation on which we will continue to build a legacy of accomplishments for those we have the honor of serving through our program.

Respectfully,

A handwritten signature in black ink that reads 'Cherrell Campbell-Street'.

Cherrell Campbell-Street  
Assistant Commissioner  
Tennessee Division of Rehabilitation Services

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## SRC MISSION

Serving all citizens of Tennessee, the mission of the State Rehabilitation Council of Tennessee is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

## SRC VISION

The State Rehabilitation Council of Tennessee envisions a statewide workforce that values disability and diversity and is committed to full participation of its citizens.

## SRC RESPONSIBILITIES AND FUNCTIONS

The SRC of Tennessee works in partnership with DRS to maximize employment and independent living for Tennesseans with disabilities. The SRC advocates for the VR program as well as advises DRS on issues facing consumers of the VR program. The SRC acts as the voice of the consumer and other stakeholders in the VR program.

The SRC's responsibilities and functions include:

- ✦ Review, analyze, and advise DRS regarding responsibilities related to eligibility, including order of selection, effectiveness of services provided, and functions performed by State agencies that affect the employment of individuals with disabilities.
- ✦ Partner with DRS to develop, agree to, and review VR goals and priorities. DRS and the SRC evaluate the effectiveness of the VR program and submit reports of progress to the RSA commissioner.
- ✦ Advise DRS regarding activities carried out and assist in the preparation of the State plan and amendments to the plan, applications, reports, needs assessments, and evaluations. The SRC is responsible for Attachment 4.2(c) of the State Plan which contains recommendations from the annual report, review and analysis of consumer satisfaction, other council reports, DRS responses to the comments and recommendations, and explanations for DRS's rejection of input or recommendations.
- ✦ Conduct a review and analysis of the effectiveness and consumer satisfaction with DRS, VR services provided, the employment outcomes achieved by eligible individuals.
- ✦ Prepare and submit an annual report to the Governor and the RSA commissioner on the status of VR programs in the State. This report highlights the goals and achievements of the VR program, the Council's accomplishments for the year, VR program statistics, and VR client success stories.
- ✦ Coordinate activities with other councils to avoid duplication of efforts and enhance the number of individuals served.
- ✦ Coordinate and establish working relationships between DRS and the Statewide Independent Living Council (SILC) and centers for independent living within Tennessee.
- ✦ Perform other functions consistent with VR services deemed appropriate by the SRC.

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*A State having a SRC is established in Title I, Section 101(a) (21) of the Rehabilitation Act of 1973 and in Title 34 Part 361.16 of the Code of Federal Regulations (CFR).*

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## SRC MEMBERSHIP

Council members are appointed by the Governor to serve a term of three years and may not serve more than two consecutive terms. When making appointments, the Governor must consider individuals representing a broad range of individuals with disabilities and organizations interested in individuals with disabilities. The Governor, to the extent possible, must consider that minority populations are represented on the Council. The majority of members must be individuals with disabilities not employed by DRS.

*CFR Title 34 Part 361.17 contains details on membership, appointments, terms, and electing of a chairperson.*

## OFFICERS FOR FY2014

### Rozann Downing

**SRC Chair**

***Business, Industry and Labor***

**From:** Big Sandy

**Senate District:** 24

**State Senator:** Sen. John Stevens

**House District:** 75

**State Representative:** Rep. Tim Wirgau

**VR Region:** 8



### Michael McGrath

**SRC Vice-Chair**

***Business, Industry and Labor***

**From:** Knoxville

**Senate District:** 7

**State Senator:** Sen. Richard Briggs

**House District:** 89

**State Representative:** Rep. Roger Kane

**VR Region:** 2



### Marianne Dale

**SRC Secretary**

***Disability Advocacy Group***

**From:** Henry

**Senate District:** 24

**State Senator:** Sen. John Stevens

**House District:** 75

**State Representative:** Rep. Tim Wirgau

**VR Region:** 8



### Upcoming FY2015 Officers

Chair – Marianne Dale

Vice-Chair – Michael McGrath

Secretary – Samantha Moreno

FY2013 runs from October 1, 2013 – September 30, 2014

FY2014 runs from October 1, 2014 – September 30, 2015

### Incoming Members

The SRC would like to welcome our incoming member.

- ❖ Becky Allen

### Outgoing Members

- ❖ Rozann Downing
- ❖ Tricia Griggs
- ❖ Mary Little
- ❖ Steve Sparks

## MEMBERS FOR FY2014

### **Norris Branick** *Former VR Recipient*



**From:** Jackson  
**Senate District:** 27  
**State Senator:** Sen. Lowe Finney  
**House District:** 80  
**State Representative:** Rep. Johnny Shaw  
**VR Region:** 7

### **Sharon Bryant** *Community Rehabilitation Program*



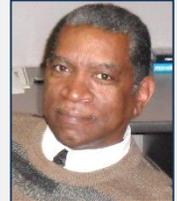
**From:** Ooltewah  
**Senate District:** 11  
**State Senator:** Sen. Bo Watson  
**House District:** 29  
**State Representative:** Rep. Mike Carter  
**VR Region:** 3

### **Cherrell Campbell-Street** *DRS Assistant Commissioner*



**From:** Nashville  
**Senate District:** 18  
**State Senator:** Sen. Ferrell Haile  
**House District:** 45  
**State Representative:** Rep. Courtney Rogers  
**VR Region:** Statewide

### **Samuel Cole** *DHS Liaison*



**From:** Nashville  
**Senate District:** 20  
**State Senator:** Sen. Steven Dickerson  
**House District:** 53  
**State Representative:** Rep. Jason Powell  
**VR Region:** Statewide

### **Tom Depauw** *Business, Industry and Labor*



**From:** Brentwood  
**Senate District:** 20  
**State Senator:** Sen. Steven Dickerson  
**House District:** 56  
**State Representative:** Rep. Beth Harwell  
**VR Region:** 5

### **Derek Flake** *Parent Training & Information Center*



**From:** Memphis  
**Senate District:** 31  
**State Senator:** Sen. Brian Kelsey  
**House District:** 96  
**State Representative:** Rep. Steve McManus  
**VR Region:** 9

### **Tricia Griggs** *Client Assistant Program*



**From:** Nashville  
**Senate District:** 19  
**State Senator:** Sen. Thelma Harper  
**House District:** 59  
**State Representative:** Rep. Sherry Jones  
**VR Region:** 5

### **John Harris** *Disability Advocacy Group*



**From:** Murfreesboro  
**Senate District:** 13  
**State Senator:** Sen. Bill Ketron  
**House District:** 48  
**State Representative:** Rep. Joe Carr  
**VR Region:** 6

### **Bob Leonard** *Statewide Independent Living Council*



**From:** Paris  
**Senate District:** 24  
**State Senator:** Sen. John Stevens  
**House District:** 75  
**State Representative:** Rep. Tim Wirgau  
**VR Region:** 8

### **Mary Little** *VR Counselor*



**From:** Greenville  
**Senate District:** 1  
**State Senator:** Sen. Steve Southerland  
**House District:** 5  
**State Representative:** Rep. David Hawk  
**VR Region:** 1

**Samantha Moreno**  
*Current VR Recipient*



**From:** Knoxville  
**Senate District:** 7  
**State Senator:** Sen. Richard Briggs  
**House District:** 89  
**State Representative:** Rep. Roger Kane  
**VR Region:** 2

**Jean Saulsberry**  
*Business, Industry and Labor*



**From:** Memphis  
**Senate District:** 32  
**State Senator:** Sen. Mark Norris  
**House District:** 88  
**State Representative:** Rep. Larry Miller  
**VR Region:** 9

**Yolanda Shields**  
*Workforce Investment Board*



**From:** Spring Hill  
**Senate District:** 23  
**State Senator:** Sen. Jack Johnson  
**House District:** 65  
**State Representative:** Rep. Jeremy Durham  
**VR Region:** 6

**Steve Sparks**  
*State Education Agency*



**From:** Nashville  
**Senate District:** 19  
**State Senator:** Sen. Thelma Harper  
**House District:** 52  
**State Representative:** Rep. Mike Stewart  
**VR Region:** 5

*The council must be comprised of at least 15 members from the following groups/organizations:*

*SILC, Parent Training and Information Center, Client Assistance Program (CAP), VR counselor (ex officio, non-voting member if Department of Human Services (DHS) employee), community program service providers, business, industry, and labor representatives (at least 4), disability groups, current or former VR recipients, State educational agency, State workforce investment board, and the DRS Assistant Commissioner (ex officio, non-voting member).*

**WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

The Workforce Innovation and Opportunity Act known as WIOA was passed by Congress and signed into law by President Obama on July 22, 2014. WIOA provides access to employment, education, training, and support services to help match employers with skilled workers. WIOA includes the reauthorization of the Rehabilitation Act of 1998 and effects State VR programs.

Learn More: [www.doleta.gov/WIOA/](http://www.doleta.gov/WIOA/)



## **SRC COMMITTEES**

The SRC in Tennessee has adopted a committee structure. The Council has a lot of responsibilities throughout the year. The committee structure allows the Council to divide up the work into smaller focused segments so the committees can address issues in-depth. Committees can do work outside of formal meetings and report back to the whole group. The SRC chair can appoint additional committees as necessary to carry out the purpose of the Council. All SRC members must serve on at least one committee. Currently, the SRC is in the process of restructuring committees and committee duties.

### ***EXECUTIVE COMMITTEE***

The Executive Committee is a standing committee that consists of the chair from each of the other committees and all officers of the SRC, including past SRC chairs, if approved by the current chair.

### ***CONSUMER SATISFACTION AND NEEDS ASSESSMENT COMMITTEE (CSNAC)***

CSNAC is a standing committee that fulfills the requirements of the law and gathers reliable data to shape policy, procedures, and program accountability.

### ***STATE PLAN AND ANNUAL REPORT COMMITTEE (SPARC)***

SPARC is a standing committee that in collaboration with DRS, prepares the State Plan and Annual Report; however, all council members are involved in the State Plan process.

### ***OUTREACH PUBLIC RELATION AND AWARENESS COMMITTEE (OPRA)***

OPRA is a standing committee that acts as the bridge between SRC/VR to the community and stakeholders with the primary purpose to gather and distribute information that impacts successful client employment outcomes.

## **THANKS FOR YOUR SERVICE**



The SRC would like to thank the following members for their dedication and years of service on the council providing guidance for the State VR program.

### **Rozann Downing**

Rozann served two terms (6 years) on the SRC as a business, industry, and labor representative. Rozann has served as Secretary, Vice-Chair, and Chair of the SRC. Rozann works with several nonprofit organizations managing finances and writing grants.

### **Tricia Griggs**

Tricia served on the SRC as the CAP representative. Tricia has served as the Vice-Chair of the SRC. Tricia is a Senior Disability Rights Advocate at Disability Rights Tennessee.

### **Mary Little**

Mary Little served one term (3 years) on the SRC as the vocational rehabilitation counselor representative. Mary is the Coordinator of Disability Services at Walters State Community College Student Support Services.

### **Steve Sparks**

Steve Sparks served two terms (6 years) on the SRC as the education representative. Steve is the Coordinator of Federal Reporting for the Division of Special Populations for the Tennessee Department of Education. Steve is changing positions and will be an IDEA Complaint Investigator.

## SRC ACCOMPLISHMENTS

- ❖ Four (4) quarterly SRC meetings were held and appropriate public notices given.



### SRC Members Collaborating

- ❖ Prepared FY2013 Annual Report with DRS.
- ❖ Developed a resource plan for calendar year 2015.
- ❖ Collaborated with DRS to write the FY 2015 Title I, Part B State Plan.
- ❖ The SRC, with Assistant Commissioner Campbell-Street and DRS staff, attended all FY 2015 Title I, Part B State Plan public hearings at neutral sites.
- ❖ Held the Middle Tennessee State Plan public hearing during the annual Tennessee Disability Mega Conference.
- ❖ The SRC and DRS submitted nominations for SRC members to the Governor and appointments are being made.
- ❖ Became members of the National Coalition of State Rehabilitation Councils (NCSRC).
- ❖ The SRC and DRS worked to release Priority Category 3.

- ❖ SRC members attended public hearings in Knoxville, Chattanooga, Nashville, and Memphis regarding VR policy changes.
- ❖ The SRC held its annual in-service training on July 31, 2014 in Nashville.
- ❖ The SRC bylaws were amended to be in line with federal regulations.
- ❖ The SRC bylaws were amended to define standing committee responsibilities and combine Executive Committee with the SPARC Committee.
- ❖ SRC Chair Rozann Downing and Secretary Marianne Dale attended the fall National Coalition of State Rehabilitation Councils (NCSRC) Conference in Denver, Colorado.
- ❖ SRC Vice-Chair Michael McGrath and SRC member John Harris attended the spring NCSRC Conference in Bethesda, Maryland.



### NCSRC Small Groups Activity

- ❖ SRC members provided outreach at the Training, Advocacy, Referral, and Peer Support (TARP) Center for Independent Living Americans with Disabilities Act (ADA) Celebration, to veterans in Henry County, the Irish Festival in Erin, the Soybean Festival in Martin, Rivers and Spires Festival in Clarksville, and in Nashville at Disability Days on the Hill.

- ✳ SRC members Rozann Downing, Marianne Dale, Bob Leonard, John Harris, and SRC liaison Samuel Cole attended the NCIL Conference in Washington, DC in July 2014.



**SRC Member Bob Leonard at NCIL Conference**

- ✳ Attended meetings regarding changes to Letters of Agreement (LOA).
- ✳ Worked with DHS webmaster, Darren Lasser, to launch the new SRC website.



**SRC Member John Harris and Chair Rozann Downing at NCIL Conference**

## SRC PRIORITIES FOR FY2015

- ✳ Vote to pass bylaw changes amended to be in line with federal regulations and with committee revisions.
- ✳ Create on SRC calendar with important dates and deadlines.
- ✳ Discuss the possibility of becoming a 501(c)(3) organization.
- ✳ Work on implementing a strategic plan.
- ✳ Print and distribute brochures regarding the SRC, VR, and importance of hiring individuals with disabilities.
- ✳ Become members of the National Rehabilitation Association (NRA).
- ✳ Collaborate with SILC to develop a statewide leadership institute to help prepare Tennesseans to serve on councils and committees such as the SRC and SILC.
- ✳ Invite client successes to quarterly SRC meetings and/or recognize the case of the quarter.
- ✳ Collaborate with DRS on a retreat for writing the FY2016 Title I, Part B State Plan.
- ✳ For the Executive Committee to conduct regularly scheduled meetings with DRS to strengthen collaboration.
- ✳ Appoint ad hoc committees as needed.
- ✳ Continue to work with DRS in reviewing and analyzing the servicing of both Priority Category 3 and Priority Category 4.

## SAMUEL COLE – SPIRIT OF ADA AWARD



On July 25<sup>th</sup> 2014, at the Foundry, at World's Fair Park in downtown Knoxville, SRC Liaison Samuel Cole, received the Spirit of Americans with Disabilities Act (ADA) Award for Community Member.

Mr. Cole was among six others who received the award in various categories including individual, service provider, business, employer, consumer, and volunteer.

The Spirit of ADA Awards celebration, an annual event organized by the disABILITY Resource Center, honors individuals or groups who exemplify the spirit of the ADA.

They promote accessibility and equal opportunity to transportation, employment, housing, government services, and other community activities. Our award winners go above and beyond the civil rights protections afforded by the ADA, hence empowering people with disabilities to live independent lives within our community.

The ADA, authored by Senator Tom Harkin, was signed into law on July 26, 1990 by president George H.W. Bush with Reverend Harold Wilkie, Sandra Parrino, Evan Kemp, and Justin Dart by his side. The ADA is a civil rights law that prevents discrimination based on disability.

## THE STATE PLAN: COLLABORATION IN ACTION

During FY2014, the SRC collaborated with DRS to write the FY 2015 Title I, Part B State Plan. The SRC not only worked on Attachment 4.2(c), but on every attachment of the State Plan. The SRC held a two-day training with DRS regarding the State Plan, and DRS kept the Council informed of feedback received from RSA. This was the second year in a row the SRC has been fully included in the writing of the entire State Plan.



The SRC commends DRS for collaborating with the SRC in the process of writing the State Plan. The SRC commends Assistant Commissioner Campbell-Street for coordinating this effort and placing importance and value on SRC involvement. The voice of the consumer was truly included in the FY 2015 Title I, Part B State Plan.

The SRC commends DRS on conducting the Public Hearings at neutral sites, providing adequate publicizing/ notification of Public Hearings, and being prepared to answer questions from the public.

We look forward to continuing this collaboration which benefits all Tennesseans.

## SRC RECOMMENDATIONS

The following is a summary of the recommendations made by the SRC in Attachment 4.2(c) of the FY2015 State Plan. DRS responses are included under each recommendation. The State Plan is the contract between the Federal Government Department of Education RSA and the State of Tennessee. The Plan is necessary to receive federal funds for the VR program (CFR Title 34 Part 361.2). The Plan describes how the VR services will be provided in accordance to laws and regulations. It essentially acts as the blueprint for the State's VR program.

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*Attachment 4.2(c) of the State Plan (CFR Title 34 Part 361.16(b)(2)(C)(v)) contains recommendations from the annual report, review and analysis of consumer satisfaction, other council reports, DRS responses to the comments and recommendations, and explanations for DRS's rejection of input or recommendations.*

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- The SRC commends Assistant Commissioner Cherrell Campbell-Street and the Division for her continued commitment to providing an open system of communication with the SRC. The SRC commends Assistant Commissioner Campbell-Street for maintaining the opening of PC 2 and the release of PC 3. The SRC recommends the division re-evaluate the order of selection on an ongoing basis to see the feasibility of opening PC 3 & 4 in FY 15. The SRC looks forward to Assistant Commissioner Campbell-Street hiring a Director of Deaf and Hard of Hearing Services and making IPE's more accessible for people who are blind and visually impaired.

**DRS RESPONSE: Priority Category 2 has been open for services since October 2012 and there was a release of all clients in Priority Category 3 from the waiting list in October 2013. The Division continues to monitor the number of cases on the waiting list as well as the capacity of the Division to open Priority Categories 3 and 4. In June of 2014, interviews were conducted for the position of Deaf and Hard of Hearing Services.**

- In order for the SRC to make informed decisions and recommendations on the State VR program, the SRC recommends DRS continue to improve the process of providing reports to the SRC with adequate time to review and provide input/feedback.

**DRS RESPONSE: The Division will continue its efforts to work with the SRC to meet both internal and external deadlines. The Division would like to express its appreciation to the council for providing feedback and hopes it too will be mindful of providing information to the Division in a timely manner.**



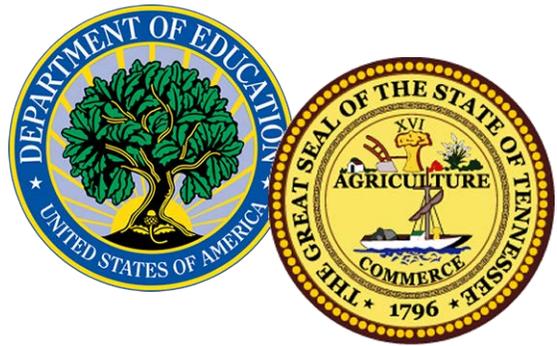
Legislative Plaza, Nashville

- The SRC recommends DRS implement a procedure to develop a student's Individualized Plan for Employment (IPE) shortly after priority category placement to provide career exploration and job placement services earlier in the student's high school career. We appreciate the willingness of DRS to consider writing IPE's earlier and providing work experiences to transition aged youth. The SRC recommends the Division set a goal to provide a Transition School to Work (TSW) Counselor in every county in the State. The SRC understands the Division is developing a plan to begin the process of planning and working with students to transition from school to work earlier in their high school career.

***DRS RESPONSE: The Division agrees with recommendation of providing a Counselor in every county of the State. For those larger counties the division will assign more than one counselor. In the current transition school to work plans, as the division increases the number of transition school to work counselors, there will be consultative services available at age 14.***

- The SRC recommends the Division create a marketing plan to educate the public on Vocational Rehabilitation Services. The SRC has received many comments from the parents that have children with disabilities that they do not know what resources are available for their children after high school.

***The Division is currently in the development of new and improved marketing materials under the leadership of the new Statewide Business Employment Consultant. The Division encourages the SRC to participate in these marketing efforts as a part of the resource plan that is submitted to the Department.***



- The SRC recommends the Division implement more Innovation and Expansion grants, specifically targeting employment for individuals that have graduated from or are attending college or university to gain work experience, additional services for deaf and hard of hearing, and services for Vocational Rehabilitation clients with autism.

***DRS RESPONSE: The Division is currently in the process of hiring a Director of Deaf and Hard of Hearing with the responsibility of increasing employment opportunities and outcomes for the Deaf and Hard of Hearing. The Division supports students attending the Mosaic program at University of Tennessee/Chattanooga. This program is designed specifically for students on the Autism spectrum.***

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*The State Plan contains the model for achieving goals and priorities and is used to evaluate the State's performance over time. The goals and priorities are created by the results of the needs assessment, performance on program standards and indicators (indicated in the Rehabilitation Act of 1973, Title I, Section 106), results of consumer satisfaction surveys, and input from State Plan meetings and hearings. The Rehabilitation Act of 1973, Title I, Section 101(a) and CFR Title 34 Part 361.29 layout the requirements of the State Plan.*

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## NATIONAL COALITION OF STATE REHABILITATION COUNCILS (NCSRC) CONFERENCE

The NCSRC is a coalition of State Rehabilitation Councils. Their mission is “On behalf of people with disabilities, our national membership coalition will advocate for and work in partnership with the national public vocational rehabilitation system’s continual quest for excellence.” There are currently 53 member organizations. NCSRC generally holds two (2) conferences per year.



On April 5-6, 2014 SRC Vice-Chair Michael McGrath and SRC member John Harris attended the NCSRC meeting in Bethesda, Maryland. At the meeting we participated in several leadership activities and interactive activities to better understand the roles of the SRC. Every activity was surrounded by the roles for which the SRC is responsible.



**Group Photo of Conference Participants**

John and I participated in role playing activities in small groups where each group member had a particular SRC member role and we had to guess their role. Role playing provided an understanding of the dynamics of an SRC and how to work together.



**Group Photo of Conference Participants**

We had a discussion about developing best practices for collaborating on the State Plan with VR. A game of State Plan Jeopardy was played to see what we learned.



**Group Photo of Conference Participants**

John and I also worked on several activities in small groups to improve how we can stay organized to better collaborate with VR and represent consumers and to get a deeper understanding of the SRC’s role. We developed plans to recruit SRC members and developed a calendar to set due dates.



### Participating in Small Groups

The conference also provided an opportunity to network with other States to see what is and is not working with their state VR agencies.



**SRC Chair Rozann Downing (on left) with RSA Commissioner Janet LaBreck (on far right) (taken at NCSRC conference in Denver in November 2013)**

RSA Commissioner Janet LaBreck was a guest speaker. Commissioner LaBreck pointed out the importance of creative and innovative ways to partner and network to increase successful employment outcomes for individuals with disabilities.

Learn more about NCSRC on their website at [www.ncsrc.net](http://www.ncsrc.net).

## EMPLOYMENT FIRST!

The first expected outcome for utilizing employment services by youth and adults with “significant” disabilities is that the individual obtains employment within an integrated setting. This is the concept of Employment First.

In 2012, the Office of Disability Employment Policy created an Employment First State Leadership Mentor Program to assist states with making this concept a reality. Present were 20 states and more than 80 state and national leaders interested in writing and reviewing existing policy and procedure to encourage the success of the Employment First movement.

The outcome has become the development and sharing of agency ideas and understanding, which helped to create a plan of action. The plan includes meaningful objectives and commitments of eight of the state agencies involved in the Mentor Program. Representatives from the State of Tennessee were also able to develop an alternative service delivery system, as well as a strategy model for funding.

The Office of Disability Employment Policy will be providing information and assistance to states that are struggling with implementing Employment First approaches. These states are referred to as “protégé states” and include Oregon, Iowa, and Tennessee. Each of these states will receive funding and mentoring to develop and implement a strategic plan.

Currently, Tennessee leaders are reviewing departmental policies, working to customize employment strategies, and increasing their understanding of work incentives for individuals receiving SSI as well as SSDI. They are also planning to work closely with local One-Stop Career Centers.

State and national leaders are encouraged to collaborate and share strategies and best practices to ensure the success of Employment First.

## STATEWIDE COMPREHENSIVE NEEDS ASSESSMENT

Every three years, the SRC collaborates with DRS to determine the rehabilitation and vocational needs of Tennesseans with disabilities. The Needs Assessment focuses on individuals with the most significant disabilities, underserved individuals with disabilities that are minorities, individuals with disabilities served through other components of the statewide workforce investment system, and assess the need to establish, develop, or improve community rehabilitation programs. The assessment is used to formulate the goals and priorities in the State Plan.

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*The Rehabilitation Act of 1973, Title I, Section 101(a)(15)(A) and CFR Title 34 Part 361.29(a) layout the requirements and purpose of the Needs Assessment.*

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Five groups were surveyed in mid-August 2013 for the 2013 Statewide Comprehensive Needs Assessment vocational rehabilitation clients and/or their caregivers, staff, workforce investment system personnel, community resource partners, and vocational rehabilitation stakeholders. Data was collected anonymously online using Survey Monkey, interviewers administered the client/caregiver survey, emails and phone calls, and Focus Groups of VR Staff and VR Clients were conducted in six Regions.

### WORKFORCE INVESTMENT SYSTEM (WIS) FINDINGS

The survey showed the majority of those surveyed requested updated staff computers as well as updated computers for clients. Computer hardware topped the list in most needed accommodations for people with disabilities.

Services that WIS felt were most helpful to VR clients include job readiness, support services, and education.

Interviewing skills, communication, and job readiness were the number one soft skills WIS felt helped clients obtain and maintain employment.

Of the services available through WIS, Job Development, Job Search, On-the-Job Training, and Assessments are the most successful components in obtaining and maintaining employment for individuals with disabilities.

### COMMUNITY RESOURCE PARTNERS FINDINGS

The survey revealed that CRP needs include interpreter services, computers to accommodate people with disabilities, documentation training, clear and effective way to stay current on policy and procedure changes in the VR program, and better training in job development and job placement.

CRP believes that potential employers are most interested in employees who have appropriate behavior, work ethic, and timeliness in respective job settings.

CRP stated successful pieces to their assessment process include:

 ***“Providing a concise report that includes realistic vocational options based on interests, aptitudes, transferrable skills, and labor market information”***

***– Survey Respondent***

 ***“Job shadowing, job sampling, and working interviews” [were a successful soft skill teaching tool for clients].***

***– Survey Respondent***

CRPs reported the unserved and underserved to be individuals with developmental disabilities, Veterans in category 3 or category

4, and individuals with felony charges and/or chronic or recent drug addictions.

The barriers reported by minorities with disabilities were VR knowledge/awareness (20%) and language barriers (14%).

### **VOCATIONAL REHABILITATION STAKEHOLDERS FINDINGS**

The survey for VR stakeholders revealed employment opportunities were an unmet need of individuals with disabilities. One respondent shared that



***“There seems to be a lack of creativity to find positions that are compatible with their disabilities.”***

**– Survey Respondent**

One Stakeholder suggested the ***“need for job carving for some individuals on spectrum.”***

The need for improved communication. One respondent made the following comment concerning communication:



***“Placing information on the VR web site and keeping it updated, be a highly visible collaborative partner with disability related organizations and efforts geared toward employment, and positive outreaches and advertising to the community.”***

**– Survey Respondent**

### **VR STAFF FINDINGS**

The survey revealed that VR staff need additional training in New Counselor Training, Job Development, Case Management, and Disabilities, more thorough understanding of connecting their clients with the right employment match based on need and client skills, and resources to build relationships with businesses in their surrounding areas.

Support services such as technology access, and job training were listed as unmet needs.

VR staff noted that unserved clients are elderly, economically unqualified, those with learning disorders, and high school students ranked as the most mentioned unserved group. Most underserved group include middle aged people, and those with less severe and more severe disabilities (autism and learning disabilities were listed).

- ❖ 49% of VR Staff agrees current accommodations meet their clients' employment needs.
- ❖ 46% of VR Staff agrees job training adequately prepares clients' for employment.
- ❖ 44% of VR Staff agrees that they are well informed and understand how and why clients' disabilities impact their chances of getting or keeping a job.
- ❖ 61% of VR Staff stated yes to helping clients obtain jobs.
- ❖ 70% of VR Staff stated the majority of their clients do not find jobs themselves.
- ❖ 81% of VR Staff agree they invite clients to participate in developing vocational goals and selecting the services of preferred providers.
- ❖ 39% of VR Staff sometimes agree that the VR assessment process correctly identifies clients' strengths and their physical, mental and emotional needs.
- ❖ 36% of VR staff stated that placement agencies are most effective method or practice that often leads to the best employment outcomes for their clients.
- ❖ 66% of VR Staff feels they are adequately informed of the developing labor market and how to advise clients in developing skill that will be in demand.

## VR CLIENT FINDINGS

The survey revealed that VR client needs include assistance with education expenses for trade schools, colleges, and graduate level courses and awareness of the policy, procedures, and stipulations for funding school or training programs.



***“Explaining how the money is dispersed would be helpful in the beginning of the person’s acceptance into the program and how it works with the available financial aid the client receives.”***

***– Survey Respondent***

VR clients also expressed a need for basic computer skills training, additional options for job training, and improved and increased employment prospects.

VR clients voiced concern about too many jobs being geared towards janitorial, cooking, and cleaning.

**Counselor Invites VR Client to Participate in Developing VR Goals, Selection Services, and Training**



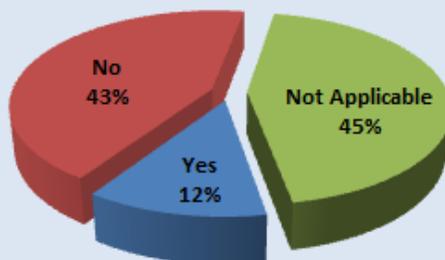
**Counselor Invites VR Client to Participate in Developing VR Goals, Selection Services, and Training**

***55% of VR Clients Agree***

***28% of VR Clients Disagree***

***17% of VR Clients Sometimes Agree***

**VR Counselor Assisted VR Client with Securing a Job**



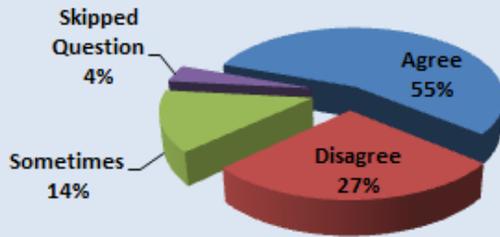
**VR Counselor Assisted VR Client with Securing a Job**

***43% of VR Clients Selected No***

***12% of VR Clients Selected Yes***

***45% Not Applicable***

**Counselor is a Strong Advocate for VR Client's Mental, Emotional, and Vocational Needs**



**Counselor is a Strong Advocate for VR Client's Mental, Emotional, and Vocational Needs**

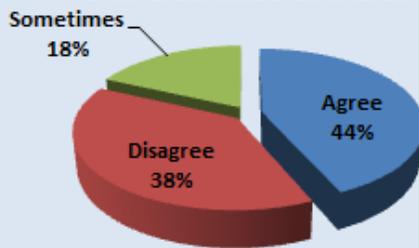
**55% of VR Clients Agree**

**27% of VR Clients Disagree**

**14% of VR Clients Sometimes Agree**

**4% Skipped Question**

**Counselor Informs VR Client's About Available Jobs of Interest and Skill Match**



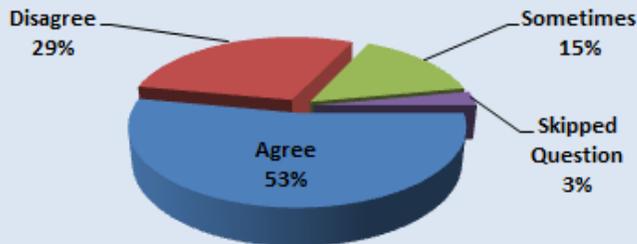
**Counselor Informs VR Client's About Available Jobs of Interest and Skill Match**

**44% of VR Clients Agree**

**38% of VR Clients Disagree**

**18% of VR Clients Sometimes Agree**

**VR Training and Services Increased Chances for Employment**



**VR Training and Services Increased Chances for Employment**

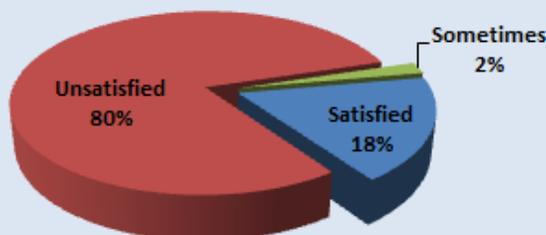
**53% of VR Clients Agree**

**29% of VR Clients Disagree**

**15% of VR Clients Sometimes Agree**

**3% Skipped Question**

**VR Client Current Job Satisfaction**



**VR Client Current Job Satisfaction**

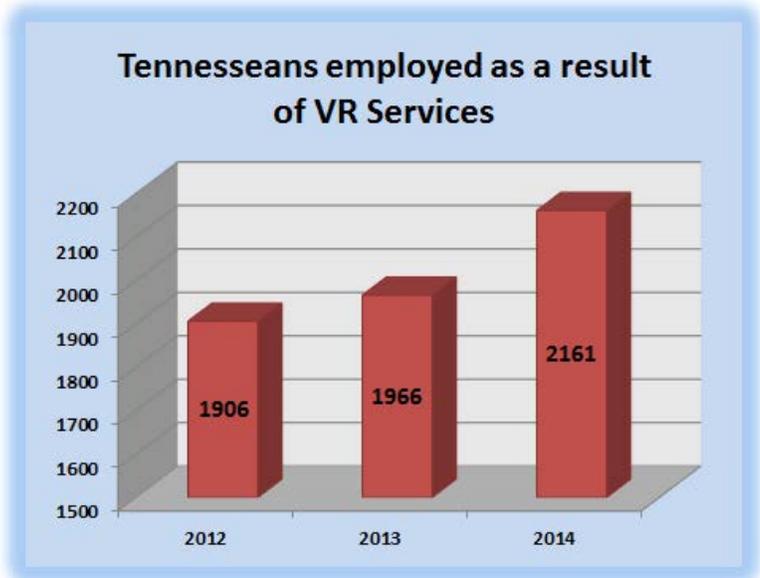
**18% of VR Clients Satisfied**

**80% of VR Clients Unsatisfied**

**2% of VR Clients Sometimes Satisfied**

## WHAT IS VOCATIONAL REHABILITATION?

Vocational Rehabilitation is a federal and State program that helps people with disabilities enter, maintain, or return to employment. VR services can include training through Community Tennessee Rehabilitation Centers (CTRC) and providing assistance that would increase an individual's ability to work. This could be through rehabilitation technology, auxiliary aids, job placement, and post-employment services. Clients receive counseling and guidance to help determine and achieve their employment goals. In the State of Tennessee, VR is run by the Tennessee Department of Human Services (DHS), Division of Rehabilitation Services (DRS).



## UNDERSTANDING ORDER OF SELECTION (OOS)

DRS operates on an OOS. When a state does not have the funding to serve every individual that has been determined eligible for services. Individuals receive services based on an OOS. Under the OOS, those persons with the most significant disabilities are served first. In Tennessee the OOS contains four priority levels with 1 being the most significant and 4 being the least significant. To be considered Priority Category 1, a client must have limitations in two of seven areas (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills). Clients also need multiple vocational rehabilitation services for 6-months or more. Currently, Tennessee services all Priority Category 1 and Priority Category 2 cases and continues to review and analyze the opening of both Priority Category 3 and Priority Category 4.

## SUSAN "GAYLE" FELTNER TRANSITION SCHOOL TO WORK DIRECTOR

Susan Gayle Feltner became a teacher of students with disabilities after she received her BS in Special Education from the University of TN, Knoxville in 1973. She taught school in Florida for three years before returning to Peabody College of Vanderbilt University to pursue a Master's Degree in Special Education.

She was the Director of First Steps, Inc. (formerly Duncanwood School) for 18 years before entering state employment for the last 17 years. She has held various positions in the area of special education with an emphasis on Transition School to Work. Her most recent position prior to joining Vocational Rehabilitation was as Transition Coordinator for the Tennessee Department of Education.

Ms. Feltner is a strong believer that students with disabilities can be strong, loyal, and productive workers with the appropriate instruction and supports.

# DIVISION OF REHABILITATION SERVICES GOALS AND PRIORITIES FOR FY2015

Goals and priorities developed and agreed to by DRS and the SRC for FY2015.

## **GOAL 1: CONTINUE INCREASING SUCCESSFUL EMPLOYMENT OUTCOMES**

- ❖ Increase the number of successful closures by 10% or more.
  - Develop marketing initiatives for use in local areas for community outreach.
  - Develop strategies for increasing referrals of transition school to work clients through local education agencies. Special focus will include the identification of any underserved population at the regional level.
- ❖ Establish a stronger focus on employment related activities including:
  - Staffing the Agency's Business Services Unit for regional and statewide responsibility for employment activities;
  - Building a comprehensive network of employment resources;
  - Implementing services to employers promoting the value of DRS and the hiring of people with disabilities;
  - Implementing new service provider agreements with CRP's and providing training for both VR staff and new vendors;
  - Continuing the current CRP monitoring process to ensure effectiveness and efficiency;
  - Continue to work collaboratively with and provide greater technical assistance to the Workforce Investment System. DRS will continue to have counselors co-located in each of the State's Local Workforce Investment Areas' comprehensive career centers.
- ❖ Monitor expenditures and available funding to determine if there is sufficient funding to schedule releases of Priority Category 3 and 4 cases.

## **GOAL 2: IMPROVE EFFICIENCY AND EFFECTIVENESS IN CLIENT SERVICES DELIVERY SYSTEM**

- ❖ Meet or exceed the Federal rehabilitation success rate of 55.8%. The division is focusing on the Employment Needs Assessment Process in order to write better Individualized Employment Plans. This effort will increase the number of successful closures.
- ❖ Meet or exceed the Federal ratio of the average hourly wage of individuals who achieved competitive employment to the average hourly wage of all employed individuals in the State.
- ❖ Ensure adherence to quality services leading to employment and quality case management practices:
  - Achieve an 80% or higher satisfaction rating for the VR program as reported by the consumer satisfaction survey program for successful outcome closures.
  - Continue improving the Division's electronic case management system (Tennessee Rehabilitation Information and Management System, TRIMS) to enhance efficiency and accuracy.
  - Continue to increase staff knowledge through continuous training.
- ❖ Ensure access to VR documents, materials and training for clients and staff:
  - Ensure that all documents and materials are available in alternate formats, as needed and requested.
  - Ensure timely requests are made when qualified interpreters are needed.
  - Provide video ASL for the Deaf.

## STATUS OF THE VOCATIONAL REHABILITATION PROGRAM

The status of the VR program examines statistics so see the changes from the previous fiscal year. The performance indicators determine how successful the program is. There have been several success stories and several advances in various VR programs throughout the year.

### VR PROGRAM STATISTICS

Statistic	FY2012	FY2013	FY2014
New Applications	7,257	7,279	7,689
Total number of people with disabilities served	24,430	23,555	22,094
Number of persons obtaining employment/closed successfully	1,906	1,966	2,161
*Success rate	46.18%	59.44%	58.15%

\* The success rate is the number of successfully closed cases divided by the total number of closed cases (both successful and unsuccessful).

### Successful Closures by VR Region

Region	Total Closures	Successful Closures	Success Rate
Region 1 – Johnson City	408	268	65.69%
Region 2 – Knoxville	427	280	65.57%
Region 3 – Chattanooga	340	201	59.12%
Region 4 – Cookeville	227	139	61.23%
Region 5 – Nashville	375	204	54.40%
Region 6 – Columbia	434	167	38.48%
Region 7 – Jackson	237	130	54.85%
Region 8 – Camden	371	259	69.81%
Region 9 – Memphis	494	227	45.95%
Region 10 – Blind and Visually Impaired	257	190	73.93%
Region 11 – Deaf and Hard of Hearing	146	96	65.75%



**Employers have recognized for some time that it's smart business to have a diverse workforce - one in which many views are represented and everyone's talents are valued. Well, disability is part of diversity."**

**--Thomas Perez**

## Performance Indicators

The performance indicators determine how the State VR program is performing. The State VR program must meet or exceed 4 of the 6 Standard 1 indicators, and at least 2 of the 3 primary indicators and standard 2 must be met or exceeded.

Indicator	RSA Minimum Performance Level	FY 2014
1.1: How many more or fewer individuals achieved employment?	Greater than or equal to prior year	+195
1.2: Of the individuals whose cases were closed after receiving services, what percentage achieved employment?	55.80%	58.15%
1.3: (Primary Indicator) Of the individuals who achieved employment, what percentage achieved competitive employment?	72.60%	91.39%
1.4: (Primary Indicator) Of the individuals who achieved competitive employment, what percentage had a significant disability?	62.40%	96.41%
1.5: (Primary Indicator) What is the ratio of the average hourly wage of individuals who achieved competitive employment to the average hourly wage of all employed individuals in the state?	0.520	0.47
1.6: What was the increase or decrease in the percentage of individuals who achieved competitive employment who had their own income as a primary source of support at closure compared to the percentage who had their own income as a primary source of support when they applied for VR services?	53.00%	56.8%
2.1: What was the ratio of the minority population served by the VR program compared to the ratio of the nonminority population served by the VR program?	0.800	0.93
Number of Indicators in Standard 1 that Passed	4	5
Number of Primary Indicators in Standard 1 that Passed (1.3 – 1.5)	2	2

*The Rehabilitation Act of 1973, Title I, Section 106, requires RSA to establish evaluation standards and performance indicators for the VR program that include outcome and related measures of program performance. The standards are published in CFR Part 361.*

## VR ACCOMPLISHMENTS FOR FY2014

- ❄️ The number of successful closures was 2161 which is an increase of 9.92% from the previous year.
- ❄️ 96.41% of individuals served and closed with successful employment outcomes were individuals with significant disabilities.
- ❄️ Increased employment opportunities for people with disabilities by building and maintaining a comprehensive network of employment resources across the state and continuing to develop and provide services to employers promoting the value of the Division and the hiring of people with disabilities through ongoing employer relationship development, maintenance with existing VR Employment Counselors, and through our contract with the University of Tennessee Knoxville (UTK) DRS Corporate Connections.
- ❄️ There were several staffing changes in FY2014 including:
  - Diedre Sawyer promoted to Assistant Director of VR
  - Susan “Gayle” Feltner hired as Transition School to Work Director
- ❄️ DRS is partnering with the Department of Mental Health and Substance Abuse to provide Individualized Placement Services (IPS) to consumers with severe mental health diagnosis in the Knoxville area.
- ❄️ DRS expanded services through new agreements with CRP’s. Training was provided to staff and vendors throughout the state. DRS has a contract with UTK DRS Corporate Connections to provide vendor training.
- ❄️ DRS contracted with Cincinnati’s Children’s Hospital in collaboration with the Tennessee Governor’s Council on Developmental Disabilities to rollout Project Search activities.
- ❄️ DRS partnered with the TennesseeWorks collaborative, sponsored by the Vanderbilt Kennedy Center, to expand services to individuals with developmental and intellectual disabilities.



## VR PROGRAMS AND INITIATIVES

### Project SEARCH

Project search was developed in 1966 at Cincinnati Children's Hospital Medical Center by Erin Riehle to train and hire individuals with intellectual and developmental disabilities to work in the hospital ([www.projectsearch.us/About.aspx](http://www.projectsearch.us/About.aspx)). Project SEARCH now has over 300 sites worldwide including sites in Tennessee.

Project SEARCH is an internship with a business where the business may hire the intern. About 90% to 100% of the students are hired upon program completion. The internship applies to individuals with intellectual and development disabilities in their last year of high school ([www.state.tn.us/cdd/](http://www.state.tn.us/cdd/)).

During the internship, interns learn job skills and the policies and procedures of the business. Interns train in different departments to see what is a good fit.



At the beginning of this school year, there are three (3) Project SEARCH Sites using the transition school to work model that are accepting students. Each site will have ten (10) to twelve (12) students.

Project SEARCH Sites:

- ❄️ LeBohner Children's Hospital in Memphis/Shelby County
- ❄️ Embassy Suites in Metro Nashville
- ❄️ Embassy Suites in Murfreesboro

### Post-Secondary Education (PSE) Alliance

The PSE Programs focus on Postsecondary options for students with Intellectual Disabilities at Colleges and Universities. These programs are another option to assist students in the transition from school to work. The PSE Alliance provides an alternate post-secondary experience with job training and job readiness activities on a college campus.

There are four (4) Universities in Tennessee that participate in the Post-Secondary Alliance.

- ❄️ **University of Memphis – TigerLife**  
[blogs.memphis.edu/tigerlife/](http://blogs.memphis.edu/tigerlife/)
- ❄️ **Vanderbilt University – NextSteps**  
[vkc.mc.vanderbilt.edu/vkc/nextsteps/](http://vkc.mc.vanderbilt.edu/vkc/nextsteps/)
- ❄️ **Lipscomb University – IDEAL**  
[www.lipscomb.edu/education/ideal-program](http://www.lipscomb.edu/education/ideal-program)
- ❄️ **University of Tennessee – FUTURE**  
[futureut.utk.edu](http://futureut.utk.edu)

Prior to the beginning of each semester, the school's program staff, the student and the VR Counselor will discuss recommendations. The recommendations will be based on observations and assessments.

Recommendations should include the following activities:

- ❄️ Assist the individual to acquire personal and work habits, skills and techniques that will enable functioning in a formal training or employment setting;
- ❄️ Develop or increase work tolerance; or
- ❄️ Orient the individual to the world of work.

## HELPFUL WEBSITES

- ❖ **Client Assistance Program** - [www.dlactn.org/cap.html](http://www.dlactn.org/cap.html) - helps individuals who have concerns or difficulties when applying for or receiving rehabilitation services funded under the Rehabilitation Act.
- ❖ **Code of Federal Regulations** - [www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR](http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR) - The US Government Printing Office contains the Code of Federal Regulations. Title 34 Part 361 refers to the SRC.
- ❖ **Community Tennessee Rehabilitation Centers (CTRC)** – [www.tn.gov/humanserv/rehab/ctrc.html](http://www.tn.gov/humanserv/rehab/ctrc.html) - A CTRC provides services that lead to employment and are designed to meet individual needs.
- ❖ **eRehab** – [www.erehab.org](http://www.erehab.org) – online training series used by SRC members to get a better understanding of the VR program, the SRC's roles and responsibilities, and the State Plan.
- ❖ **National Coalition of State Rehabilitation Councils (NCSRC)** – [www.ncsrc.net](http://www.ncsrc.net) - on behalf of people with disabilities, the NCSRC advocates for and works in partnership with the national public vocational rehabilitation system's continual quest for excellence.
- ❖ **National Rehabilitation Association (NRA)** – [www.nationalrehab.org](http://www.nationalrehab.org) - the Nation's most established and respected membership association for rehabilitation professionals. NRA members work to eliminate barriers and increase employment opportunities for people with disabilities.
- ❖ **Rehabilitation Act of 1973** - [www2.ed.gov/policy/speced/reg/narrative.html](http://www2.ed.gov/policy/speced/reg/narrative.html) - contains all articles of the Rehabilitation Act of 1973, as amended. Title I covers the VR program and SRC.
- ❖ **Rehabilitation Services Administration (RSA)** – [rsa.ed.gov](http://rsa.ed.gov) – contains information about the federal Rehabilitation Services Administration and includes various reports and VR statistics for each State (includes the State Plans).
- ❖ **Rehabilitation Services Features** - [www.tn.gov/humanserv/rehab/rehab\\_main.html](http://www.tn.gov/humanserv/rehab/rehab_main.html) - contains information on rehabilitation services such as the CTRC, Deaf and Hard of Hearing Services, and the Tennessee Technology Access Program (TTAP).
- ❖ **State Rehabilitation Council** - [www.tn.gov/humanserv/rehab/src/src.shtml](http://www.tn.gov/humanserv/rehab/src/src.shtml) - provides information on the SRC and contains last year's annual report.
- ❖ **Statewide Independent Living Council (SILC) of Tennessee** – [kc.vanderbilt.edu/pathfinder/Servicefinder/Agency.aspx?agy=18924&lng=1](http://kc.vanderbilt.edu/pathfinder/Servicefinder/Agency.aspx?agy=18924&lng=1) - promotes independent living in Tennessee.
- ❖ **Tennessee Business Enterprises (TBE)** – [www.tnvend.org](http://www.tnvend.org) – provide high quality products and customer service while maximizing employment and economic opportunities for legally blind individuals in vending/food service operations.

- ❄️ **Tennessee Rehabilitation Center Smyrna** – [www.tn.gov/humanserv/rehab/trc.html](http://www.tn.gov/humanserv/rehab/trc.html) - TRC Smyrna is a comprehensive residential rehabilitation facility that offers specialized programs and services within a campus environment.
- ❄️ **Vocational Rehabilitation Services** - [www.tn.gov/humanserv/rehab/vrs.html](http://www.tn.gov/humanserv/rehab/vrs.html) - provides information on the Tennessee Division of Rehabilitation Services including client eligibility and local offices.

## 2015 SRC QUARTERLY MEETING SCHEDULE

The SRC holds quarterly meetings throughout the State. Exact locations are to be determined. Dates are subject to change.

- ❄️ February 20, 2015 in Nashville
- ❄️ July 2, 2015 in Knoxville
- ❄️ September 3, 2015 in Memphis
- ❄️ November 5, 2015 in Nashville

## JOIN THE SRC

If you are a person with a disability or someone interested in having input regarding employment services to individuals with disabilities, the State Rehabilitation Council of Tennessee may be for you. If you are interested in learning more about this unique opportunity to serve, please contact Marianne Dale, SRC Chair, at (731) 644-0026 or [srctennessee@gmail.com](mailto:srctennessee@gmail.com).



❄️ ❄️ ***Alone we can do so little, together we can do so much."***

***--Helen Keller***

## COMMON ACRONYMS

<b>ADA</b>	<b>Americans with Disabilities Act</b>
<b>CAP</b>	<b>Client Assistance Program</b>
<b>CFR</b>	<b>Code of Federal Regulations</b>
<b>CRC</b>	<b>Certified Rehabilitation Counselor</b>
<b>CRP</b>	<b>Community Rehabilitation Provider</b>
<b>CSNAC</b>	<b>Consumer Satisfaction and Needs Assessment Committee</b>
<b>CSAVR</b>	<b>Council of State Administrators of Vocational Rehabilitation</b>
<b>CTRC</b>	<b>Community Tennessee Rehabilitation Center</b>
<b>DHS</b>	<b>Department of Human Services</b>
<b>DRS</b>	<b>Division of Rehabilitation Services</b>
<b>ED</b>	<b>Department of Education</b>
<b>FY</b>	<b>Fiscal Year (runs from October 1 – September 30)</b>
<b>IPE</b>	<b>Individualized Plan for Employment</b>
<b>IPS</b>	<b>Individualized Placement Services</b>
<b>JOBS</b>	<b>Job Objectives and Behavioral Services</b>
<b>NCIL</b>	<b>National Council on Independent Living</b>
<b>NCSRC</b>	<b>National Coalition of State Rehabilitation Councils</b>
<b>NRA</b>	<b>National Rehabilitation Association</b>
<b>OPRA</b>	<b>Outreach Public Relation and Awareness Committee</b>
<b>OOS</b>	<b>Order of Selection</b>
<b>RSA</b>	<b>Rehabilitation Services Administration</b>
<b>SETHRA</b>	<b>South East Tennessee Human Resources Agency</b>
<b>SILC</b>	<b>Statewide Independent Living Council</b>
<b>SPARC</b>	<b>State Plan and Report Committee</b>
<b>SRC</b>	<b>State Rehabilitation Council</b>
<b>TARP</b>	<b>Training, Advocacy, Referral, Peer Support</b>
<b>TBE</b>	<b>Tennessee Business Enterprises</b>
<b>TBI</b>	<b>Traumatic Brain Injury</b>
<b>TRIMS</b>	<b>Tennessee Rehabilitation Information and Management System</b>
<b>TTAP</b>	<b>Tennessee Technology Access Program</b>
<b>UTK</b>	<b>University of Tennessee Knoxville</b>
<b>VIS</b>	<b>Vision Impairment Services</b>
<b>VR</b>	<b>Vocational Rehabilitation</b>
<b>WIS</b>	<b>Workforce Investment System</b>

## VOCATIONAL REHABILITATION REGIONS

The Tennessee Division of Rehabilitation Services is divided into 11 regions. The map shows the regions and the cities containing the regional offices. Region 10 contains services for the Blind and Visually Impaired for the entire State. Region 11 contains services for the Deaf and Hard of Hearing for the entire State.



Each region contains a regional office, district office(s), and some regions contain CTCR's. The following pages break down the regions and contain contact information for the regional office, district offices, and CTCR's.

TRC Smyrna, located in region 6, is a comprehensive residential rehabilitation facility that offers specialized programs and services within a campus environment. TRC Smyrna assists individuals with disabilities in achieving their goals of employment and independent living. The TRC is located 25 miles south of Nashville in the town of Smyrna and serves clients of DRS from all 95 counties of the state. Programs of service are offered in seven primary areas:

- ❖ Comprehensive Vocational Evaluation
- ❖ Job Objectives and Behavioral Services (JOBS)
- ❖ Vocational Training
- ❖ Physical Rehabilitation Services
- ❖ Traumatic Brain Injury Program (TBI)
- ❖ Vision Impairment Services (VIS)
- ❖ Transitional Living Skills Training

A CTCR provides services that lead to employment and are designed to meet individual needs. There are currently 17 CTCR's throughout the State of Tennessee. Programs of service include:

- ❖ Comprehensive Vocational Evaluation Services include determining work interest and abilities and career exploration and planning.
- ❖ Employee Development Services include performing actual work for area businesses, building physical work tolerance, learning work skills, and gaining work experience.
- ❖ Job Development and Employment Assistance include job readiness instruction, resume development, and job search assistance.

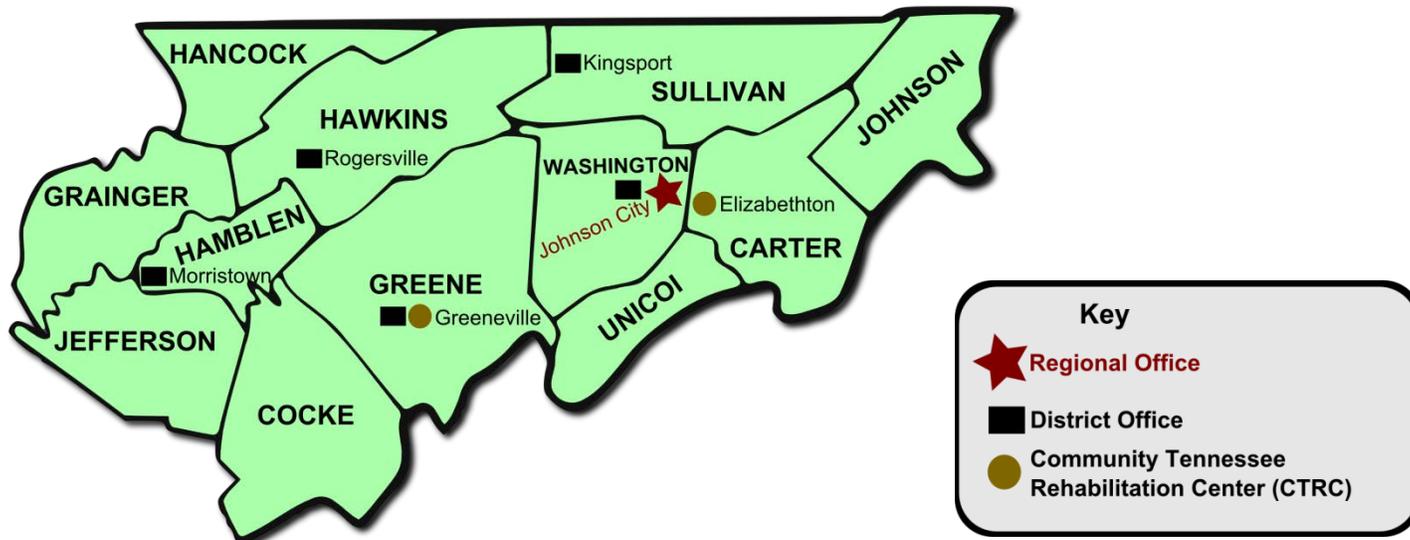
## REGION 1 – JOHNSON CITY

**Regional Supervisor:** Gracene Hensley

**Counties Served:** Carter, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, Washington

**Vocational Rehabilitation Regional Office**

905 Buffalo Street  
 Johnson City, Tennessee 37604-6719  
 Phone: (423) 434-6934  
 TTY: (423) 434-6899  
 Fax: (423) 434-6963



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<p><b><u>Greeneville</u></b>                      241 Baileyton Road                      Greeneville, TN 37745-3303                      Phone/TTY: (423) 639-5148                      Fax: (423) 639-1084</p>	<p><b><u>Elizabethton</u></b>                      407 Cherokee Park Drive                      Elizabethton, TN 37643                      Phone: (423) 542-4159                      TTY: (423) 542-3294                      Fax: (423) 542-3568</p>
<p><b><u>Johnson City</u></b>                      103 Walnut St. East                      Johnson City, TN 37601-6847                      Phone: (423) 926-3178 and TTY: (423) 434-6697                      Fax: (423) 434-6616</p>	<p><b><u>Greeneville</u></b>                      241 Baileyton Road                      Greeneville, TN 37745-3305                      Phone: (423) 639-5148                      Fax: (423) 639-1084</p>
<p><b><u>Kingsport</u></b>                      1060 Wilcox Court                      Kingsport, TN 37660-5381                      Phone: (423) 245-4278 and TTY: (423) 224-1961                      Fax: (423) 224-1965</p>	
<p><b><u>Morristown</u></b>                      2812 West Andrew Johnson Hwy.                      Morristown, TN 37814                      Phone: (423) 587-7007 and TTY: (423) 587-2388                      Fax: (423) 587-7071</p>	
<p><b><u>Rogersville</u></b>                      4017 Hwy. 66                      Rogersville, TN 37857                      Phone: (423) 601-7030</p>	

## REGION 2 – KNOXVILLE

**Regional Supervisor:** Amy Rader

**Counties Served:** Anderson, Blount, Campbell, Claiborne, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union

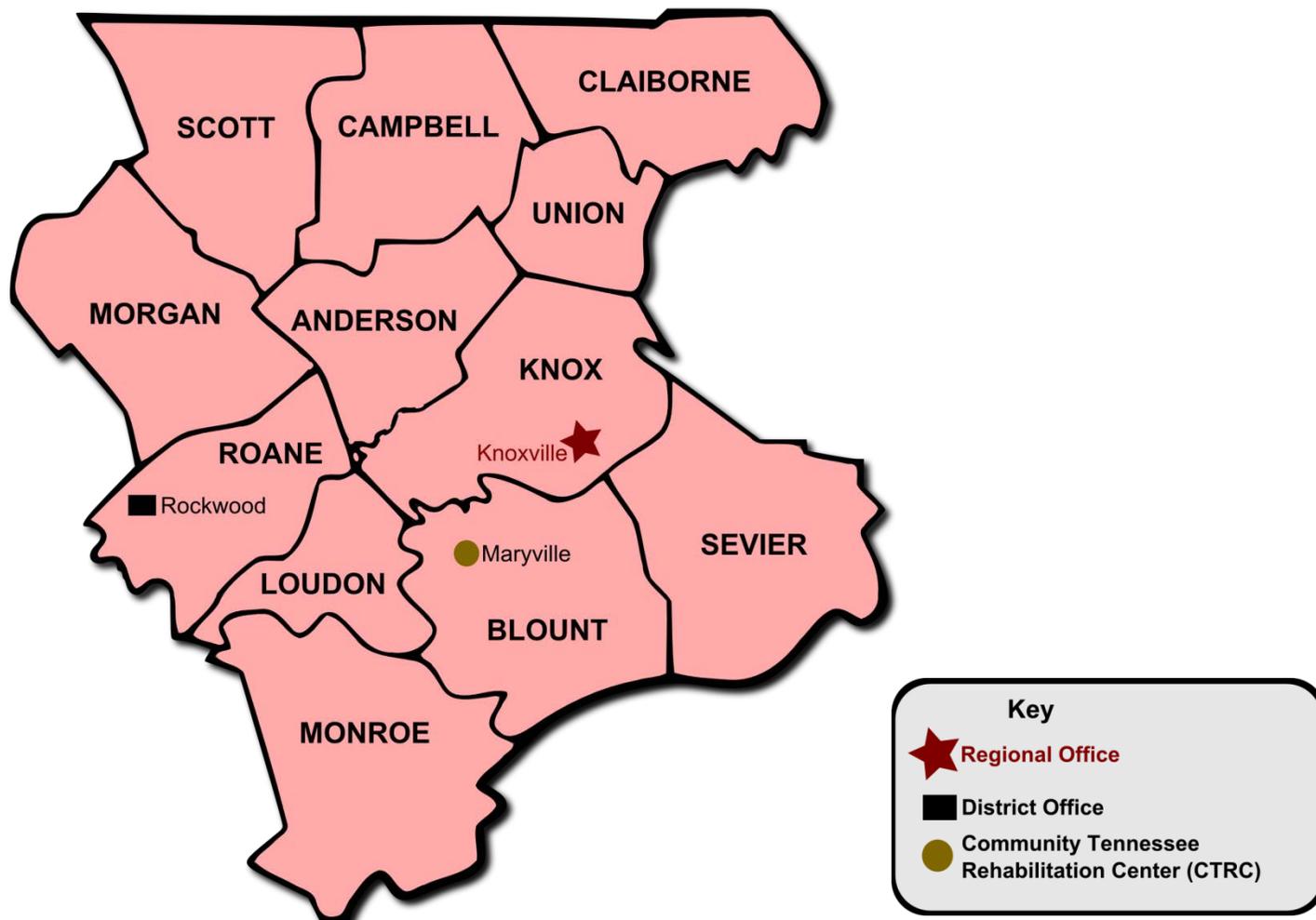
**Vocational Rehabilitation Regional Office**

520 West Summit Hill Drive, Suite 301

Knoxville, Tennessee 37902

Phone/TTY: (865) 594-6060

Fax: (865) 523-7852 or (865) 594-6535



Vocational Rehabilitation District Office	Community Tennessee Rehabilitation Center
<p><b><u>Rockwood</u></b>                      1088 North Gateway Avenue                      Rockwood, TN 37854                      Phone/TTY: (865) 717-5085                      Fax: (865) 354-9919</p>	<p><b><u>Maryville</u></b>                      1749 Triangle Park Drive                      Maryville, Tennessee 37801-3705                      Phone/TTY: (865) 981-2382                      Fax: (865) 981-1573</p>

## REGION 3 – CHATTANOOGA

**Regional Supervisor:** Vacant

**Counties Served:** Bledsoe, Bradley, Coffee, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Moore, Polk, Rhea, Sequatchie

**Vocational Rehabilitation Regional Office**  
 Eastgate Center, Suite 602-B, 5600 Brainerd Road  
 Chattanooga, Tennessee 37411  
 Phone: (423) 634-6700  
 Fax: (423) 634-1976



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<p><b><u>Cleveland</u></b>                      3069 Overlook Drive, NE, Suite A                      Cleveland, TN 37312                      Phone: (423) 478-0330 and TTY: (423) 478-0431                      Fax: (423) 559-4994</p>	<p><b><u>Cleveland</u></b>                      3069 Overlook Drive, NE, Suite B                      Cleveland, TN 37312                      Phone: (423) 478-0332 and TTY: (423) 478-0431                      Fax: (423) 559-4994</p>
<p><b><u>Dayton</u></b>                      Tennessee Career Centers Dayton                      200 Fourth Avenue, Room 106                      Dayton, TN 37321                      Phone: (423) 775-3435                      Fax: (423) 775-9122</p>	<p><b><u>Manchester</u></b>                      91 Volunteer Parkway                      Manchester, TN 37355                      Phone: (931) 723-5070                      Fax: (931) 723-5085</p>
<p><b><u>Jasper</u></b>                      SETHRA                      300 Ridley Drive                      Jasper, TN 37347                      Phone: (423) 942-1800                      Fax: (423) 942-5642</p>	<p><b><u>Winchester</u></b>                      135 Baxter Lane                      Winchester, TN 37398                      Phone/TTY: (931) 962-1162                      Fax: (931) 962-1169</p>

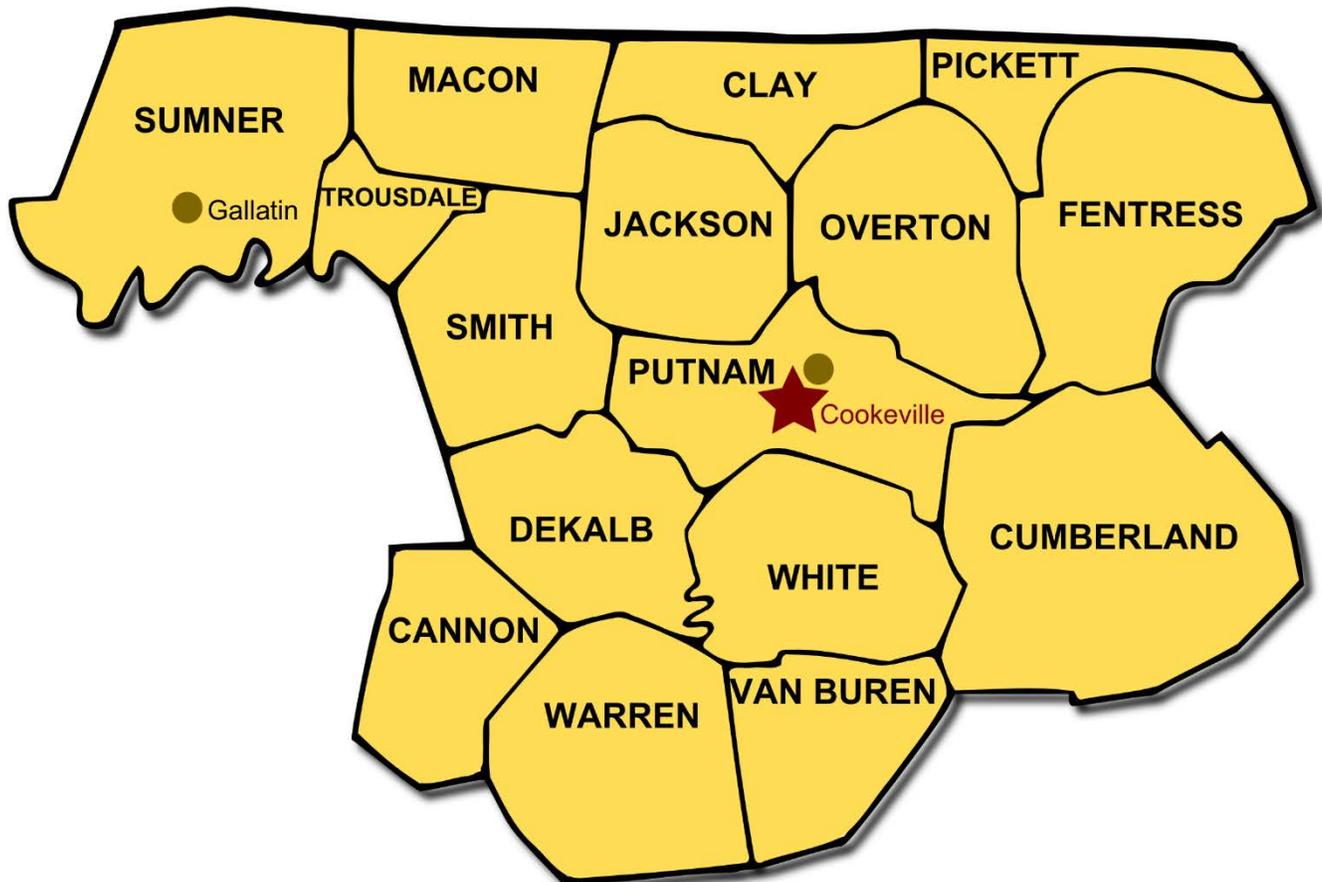
## REGION 4 – COOKEVILLE

**Interim Regional Supervisor:** Linda Suddarth

**Counties Served:** Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Sumner, Trousdale, Van Buren, Warren, White

**Vocational Rehabilitation Regional Office**

955 E. 20<sup>th</sup> Street  
 Cookeville, Tennessee 38501-2472  
 Phone: (931) 526-9783  
 TTY: (931) 525-6622  
 Fax: (931) 525-1614



### Community Tennessee Rehabilitation Centers

#### **Cookeville**

955 E. 20th Street  
 Cookeville, TN 38501-2472  
 Phone: (931) 526-4721 and TTY: (931) 525-6622  
 Fax: (931) 526-4705

#### **Gallatin**

1019 Union School Road  
 Gallatin, TN 37066  
 Phone: (615) 451-5826 and TTY: (615) 451-5885  
 Fax: (615) 451-5883

### Key

-  **Regional Office**
-  **Community Tennessee Rehabilitation Center (CTRC)**

## REGION 5 – NASHVILLE

**Regional Supervisor:** Vacant

**Counties Served:** Davidson and Robertson

### Vocational Rehabilitation Regional Office

88 Hermitage Avenue  
Nashville, Tennessee 37210  
Phone: (615) 741-1606  
TTY: (800) 270-1349  
Fax: (615) 741-8180



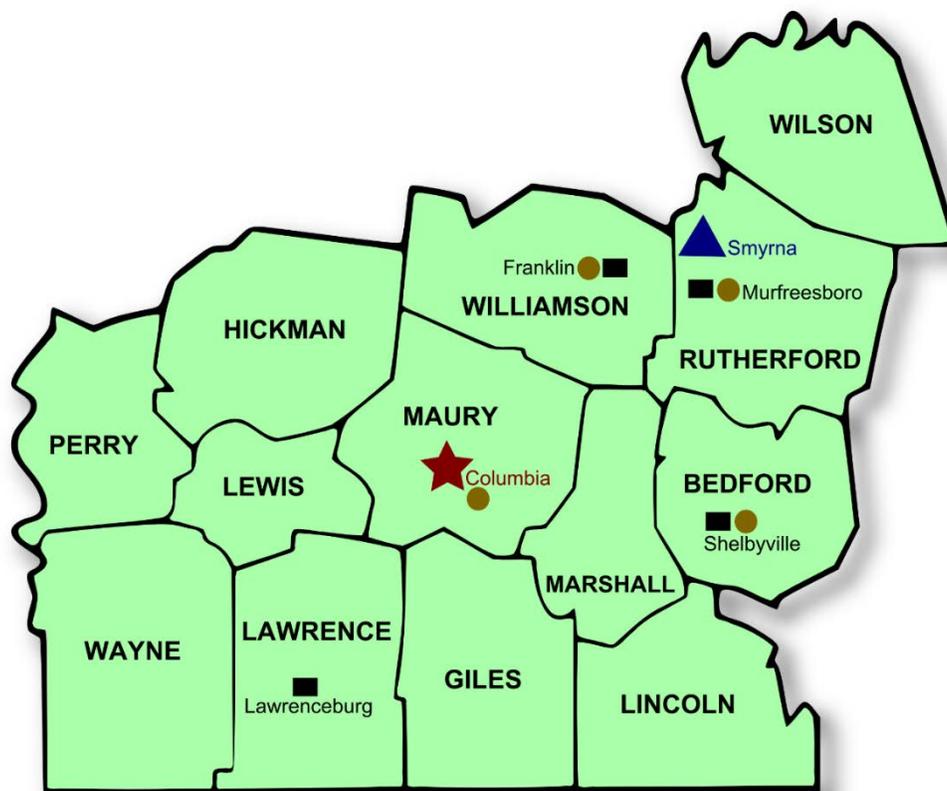
## REGION 6 – COLUMBIA

**Regional Supervisor:** Mary Gordon

**Counties Served:** Bedford, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Perry, Rutherford, Wayne, Williamson, Wilson

### Vocational Rehabilitation Regional Office

6000 Trotwood Avenue  
Columbia, Tennessee 38401-7003  
Phone/TTY: (931) 380-2563  
Fax: (931) 380-2567



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<p><b><u>Franklin</u></b>  1405-A Brookwood Avenue  Franklin, TN 37064-3324  Phone/TTY: (615) 790-5509  Fax: (615) 790-5972</p>	<p><b><u>Columbia</u></b>  206 Wayne Street  Columbia, TN 38401-4527  Phone: (931) 490-7630 and TTY: (931) 490-7633  Fax: (931) 380-2551</p>
<p><b><u>Lawrenceburg</u></b>  527 Crews Street, Suite A  Lawrenceburg, TN 38464-4434  Phone/TTY: (931) 766-1419  Fax: (931) 762-7656</p>	<p><b><u>Franklin</u></b>  1405-A Brookwood Avenue  Franklin, TN 37064-3617  Phone: (615) 790-5509  Fax: (615) 790-5972</p>
<p><b><u>Murfreesboro</u></b>  1132 Haley Road  Murfreesboro, TN 37129-4902  Phone: (615) 898-8084 and TTY: (615) 848-5128  Fax: (615) 898-8099</p>	<p><b><u>Murfreesboro</u></b>  1132 Haley Road  Murfreesboro, TN 37129-4902  Phone: (615) 898-8088  Fax: (615) 898-8099</p>
<p><b><u>Shelbyville</u></b>  1618 Railroad Avenue  Shelbyville, TN 37160-7408  Phone: (931) 685-5019  Fax: (931) 685-1380</p>	<p><b><u>Shelbyville</u></b>  1618 Railroad Avenue  Shelbyville, TN 37160-7408  Phone/TTY: (931) 685-5017  Fax: (931) 685-1380</p>
	<p><b><u>Tennessee Rehabilitation Center at Smyrna  (RESIDENTIAL FACILITY)</u></b>  460 Ninth Avenue  Smyrna, TN 37167  Phone: (615) 459-6811  TTY: (615) 223-9402  Fax: (615) 355-1373  <b>Superintendent:</b> Karen Carothers</p>

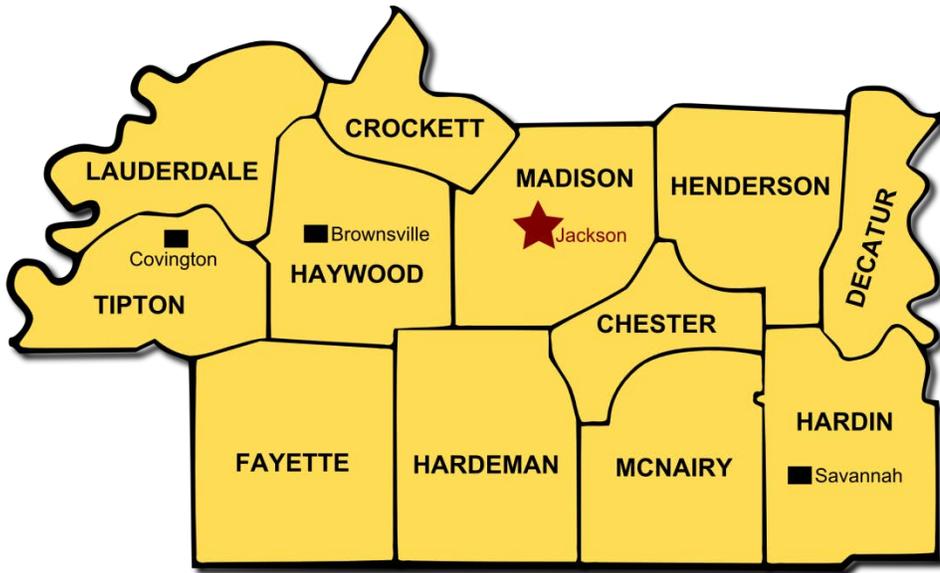
## REGION 7 – JACKSON

**Regional Supervisor:** Linda Randolph

**Counties Served:** Chester, Crockett, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, Madison, McNairy, Tipton

### Vocational Rehabilitation Regional Office

State Office Building  
 Room 140, Box 15  
 225 Martin Luther King Boulevard  
 Jackson, Tennessee 38301  
 Phone: (731) 423-5620  
 TTY: (731) 423-5625  
 Fax: (731) 426-0563



Vocational Rehabilitation District Offices
<p><b><u>Brownsville</u></b>                      1199 S. Dupree                      Brownsville, TN 38012                      Phone: (731) 772-4242 and TTY: (731) 772-3878                      Fax: (731) 779-0151</p>
<p><b><u>Covington</u></b>                      724 Hwy. 51 N.                      Covington, TN 38019                      Phone/TTY: (901) 475-2505                      Fax: (901) 475-2617</p>
<p><b><u>Savannah</u></b>                      1035A Wayne Road                      Savannah, TN 38372                      Phone/TTY: (731) 925-4968                      Fax: (731) 925-9982</p>

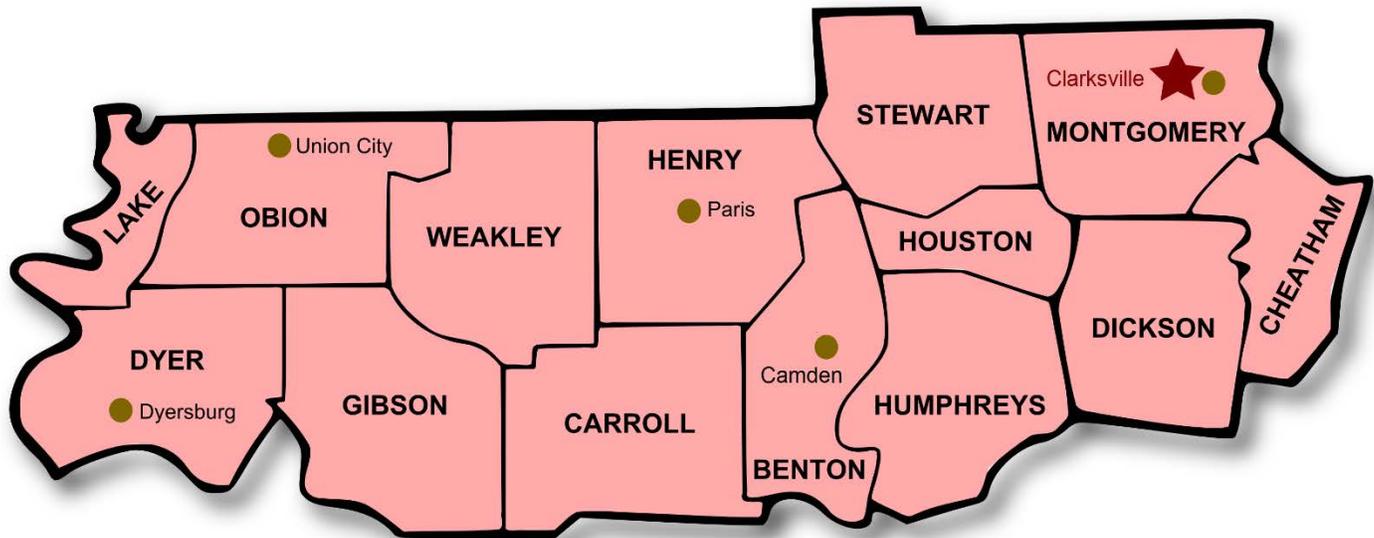
## REGION 8 – CLARKSVILLE

**Interim Regional Supervisor:** Virginia Talley

**Counties Served:** Benton, Carroll, Cheatham, Dickson, Dyer, Gibson, Henry, Houston, Humphreys, Lake, Montgomery, Obion, Stewart, Weakley

**Vocational Rehabilitation Regional Office**

1575 Corporate Parkway Blvd.  
Clarksville, Tennessee 37040  
Phone: (931) 684-5560  
Fax: (731) 584 -6795



Community Tennessee Rehabilitation Centers
<p><b><u>Camden</u></b> 560 Benton Industrial Road Camden, TN 38320 Phone: (731) 584-7015 and Fax: (731) 584-6795</p>
<p><b><u>Clarksville</u></b> 1575 Corporate Parkway Blvd. Clarksville, TN 37040-3898 Phone: (931) 648-5560 and Fax: (931) 648-6329</p>
<p><b><u>Dyersburg</u></b> 1365 Morgan Road Dyersburg, TN 38024-2198 Phone: (731) 286-8313 and Fax: (731) 286-8361</p>
<p><b><u>Paris</u></b> 1108 Tyson Avenue Paris, TN 38242 Phone: (731) 644-7361 and Fax: (731) 644-7405</p>
<p><b><u>Union City</u></b> 1419 N. Morgan Ext Union City, TN 38261 Phone: (731) 884-2600 and Fax: (731) 884-2613</p>

**Key**

-  **Regional Office**
-  **Community Tennessee Rehabilitation Center (CTRC)**

## ***REGION 9 – MEMPHIS***

**Regional Supervisor:** Vacant

**Counties Served:** Shelby

**Vocational Rehabilitation Regional Office**

1 Commerce Square  
10<sup>th</sup> Floor, Suite 1000, 40 South Main Street  
Memphis, Tennessee 38103-1820  
Phone/TDD: (901) 528-5284  
Fax: (901) 543-6036



## ***REGION 10 – SERVICES FOR THE BLIND AND VISUALLY IMPAIRED***

**Director:** Paula Knisley  
Director of Field Operations  
Department of Human Services  
Services for the Blind and Visually Impaired  
Services for the Deaf and Hard of Hearing  
520 W. Summit Hill Drive, Suite 301  
Knoxville, TN 37902  
865-594-6860

[Paula.Knisley@tn.gov](mailto:Paula.Knisley@tn.gov)

**All Counties Served**

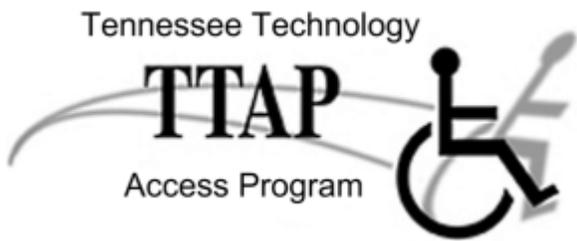
## ***REGION 11 – SERVICES FOR THE DEAF AND HARD OF HEARING***

**Director:** Paula Knisley  
Director of Field Operations  
Department of Human Services  
Services for the Blind and Visually Impaired  
Services for the Deaf and Hard of Hearing  
520 W. Summit Hill Drive, Suite 301  
Knoxville, TN 37902  
865-594-6860

[Paula.Knisley@tn.gov](mailto:Paula.Knisley@tn.gov)

**All Counties Served**

## TECHNOLOGY ACCESS CENTERS

<p><b>Tennessee Technology Access Program (TTAP)</b>          Division of Rehabilitation Services          Citizens Plaza State Office Building, 3rd Floor          400 Deaderick Street          Nashville, Tennessee 37243          Telephone: (615) 313-5183          Toll-Free in TN: 1-800-732-5059          TTY, Local: (615) 313-5695          TTY, Long-Distance: 1-800-270-1349          Fax: (615) 532-4685  <a href="http://www.tn.gov/humanserv/rehab/ttap.html">www.tn.gov/humanserv/rehab/ttap.html</a></p>	
<p><b>Signal Centers Assistive Technology Center</b>          2300 Bailey Avenue  <b>Chattanooga</b>, Tennessee 37411          Telephone: (423) 698-8528 ext. 273  <a href="http://www.bridgesfordeafandhh.org">www.bridgesfordeafandhh.org</a>  <a href="http://www.signalatcenter.org">www.signalatcenter.org</a></p>	
<p><b>The STAR Center</b>          1119 Old Humboldt Road  <b>Jackson</b>, Tennessee 38305          Telephone: (731) 668-3888          TTY: (731) 668-9664          Fax: (731) 668-1666  <a href="http://www.starcenter.tn.org">www.starcenter.tn.org</a></p>	
<p><b>East Tennessee Technology Access Center</b>          116 Childress Street  <b>Knoxville</b>, Tennessee 37920          Telephone/TTY: (865) 219-0130          Fax: (865) 219-0137  <a href="http://www.ettac.org">www.ettac.org</a></p>	
<p><b>Mid-South Access Center for Technology</b>          University of Memphis          College of Education, Health and Human Services          530 Patterson St, 119 Patterson Hall  <b>Memphis</b>, Tennessee 38152          Telephone: (901) 678-1489          TTY: (901) 678-1318          Fax: (901) 678-3215  <a href="http://www.memphis.edu/act">www.memphis.edu/act</a></p>	
<p><b>Technology Access Center of Middle Tennessee</b>          475 Metroplex Drive, Suite 301  <b>Nashville</b>, Tennessee 37211          Telephone/TTY: (615) 248-6733          Toll Free: 800-368-4651          Fax: (615) 259-2536  <a href="http://www.tacnashville.org">www.tacnashville.org</a></p>	

As a program within the Tennessee Department of Human Services (DHS), Vocational Rehabilitation Services does not discriminate on the basis of race, color, national origin, sex, disability and age in programs or activities that receive federal financial assistance from the Department of Education (ED). Discrimination on the bases of race, color and national origin is prohibited by Title VI of the Civil Rights Act of 1964; sex discrimination is prohibited by Title IX of the Education Amendments of 1972; discrimination on the basis of disability is prohibited by Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (Title II prohibits discrimination on the basis of disability by public entities, whether or not they receive federal financial assistance); and age discrimination is prohibited by the Age Discrimination Act of 1975. Please contact the DHS Civil Rights Compliance Officer for more information regarding this policy at 615-313-4700.

# STATE REHABILITATION COUNCIL OF TENNESSEE

Division of Rehabilitation Services  
Citizens Plaza Building 2nd Floor  
400 Deaderick Street  
Nashville, TN 37243-1403

(615) 313-5682  
(800) 270-1349 TTY  
(615) 741-6508 FAX

<http://www.tn.gov/humanserv/rehab/src/src.shtml>

Great Smoky Mountains National Park