

IV. Employment

A. Introduction

According to the U.S. Department of Labor's Bureau of Labor Statistics, the employment rate for adults ages 16 to 64 with a disability was 29.7 percent in 2009. This rate, also known as the proportion of the population employed or employment population ratio, was 77.8 percent for persons without a disability. Unemployment rates are determined based on the number of individuals who are employed or are jobless, looking for work, and available for work. That same year, unemployment rates were 15.6 percent for individuals with disabilities and 9.2 percent for persons without disabilities. The 2009 rates represented the first annual statistics available on the employment status of persons with a disability.

The Bureau of Labor Statistics obtained data to calculate these statistics using the monthly Current Population Survey (CPS) that collects employment and unemployment information from a sample of approximately 60,000 households in the United States. Beginning in June 2008, questions were added to the CPS to identify persons with a disability in the civilian, non-institutionalized population ages 16 and over. The CPS considers individuals to have a disability if they have a physical, mental, or emotional condition that causes serious difficulty with daily activities. Some highlights from the 2009 data were:

- For all age groups, the employment rate was much lower for persons with a disability than for those with no disability.
- The unemployment rate for persons with a disability was well above the rate for those with no disability.
- Nearly one-third of workers with a disability were employed part-time, compared with about one-fifth of those with no disability.

The American Community Survey, a large continuous demographic survey by the U.S. Census Bureau that profiles communities each year, also collects employment data on people with and without disabilities. In this survey, like the CPS, people are determined to have disabilities if they have long-lasting physical, mental, or emotional conditions or limitations that affect their ability to perform major life activities. Nationally, this survey reported that 6,723,694 of 19,054,587 individuals with disabilities ages 18 to 64 living in the community (35.3 percent) were employed. For the comparable population of individuals without disabilities, 126,478,646 of 170,126,637 individuals (74.3 percent) were employed. The employment rate for people with disabilities was highest in North Dakota (56.3 percent) and lowest in the District of Columbia (27.2 percent).

In Virginia, 168,577 of 440,575 individuals with disabilities (38.3 percent) were employed, compared to 3,406,679 of 4,441,890 persons without disabilities (76.7 percent). The

gap between the employment rate for Virginians with and without disabilities, 38.4 percentage points, gives Virginia a rank of 25th among the states. This gap is basically unchanged from 2007 when the employment rate for Virginians with disabilities was 36.3 percent and the rate for Virginians without disabilities was 76.9 percent, a gap of 40.6 percentage points. In, 2007, however, Virginia ranked 13th among the states, indicating that other states have moved ahead of Virginia in closing their employment gaps.

Employees with disabilities are a rich talent pool that is often overlooked. When employers hire individuals with disabilities, they discover untapped skills, talents, and abilities. Employers gain workers who are qualified, have a strong work ethic, are dependable, and are likely to stay on a long-term basis. These workers contribute to the economy, are self-sufficient, and are committed to their jobs. Furthermore, they are subject to the same performance standards as all other employees. This is true for individuals with varying levels and types of disabilities.

The *Virginians with Disabilities Act (Code of Virginia 51.5-1)* states that: “it is the policy of this Commonwealth to encourage and enable persons with disabilities to participate fully and equally in the social and economic life of the Commonwealth and to engage in remunerative employment.” Under this statute, the General Assembly directs state agencies to provide those services necessary to assure equal employment opportunity to Virginians with disabilities, and currently, there are some exciting employment initiatives in Virginia.

In collaboration with the Virginia Department of Rehabilitative Services (DRS), Virginia Commonwealth University’s (VCU) **Autism Spectrum Disorders (ASD) Career Links** initiative is conducting evidence-based research on vocational rehabilitation service models for individuals with ASD. This project examines vocational rehabilitation service delivery and employment outcomes among DRS clients with ASD, the impact of intensive community-based work experiences on the employment outcomes of youth with ASD, the postsecondary school participation and ultimate employment of college students with ASD, and the impact of personal digital assistants (PDAs) on the outcomes of individuals with ASD. More information on this research primarily targeting youth and young adults with ASD of varying levels who are unemployed, underemployed, or underserved in postsecondary education can be found at www.vcu-autism.org.

In 2009, the Virginia Department of Behavioral Health and Developmental Services’ (DBHDS) Office of Developmental Services joined the **State Employment Leadership Network**, a cross-state cooperative of agencies serving individuals with intellectual disabilities (ID) and other developmental disabilities (DD). This network helps those agencies enhance their states’ capacity to develop, implement, and support effective integrated employment initiatives that improve employment outcomes for individuals with ID/DD. In 2010, DBHDS issued a strategic plan entitled *Creating Opportunities: A Plan for Advancing Community-Focused Services in Virginia* (www.dbhds.virginia.gov/OPD-default.htm) that identifies a number of targeted initiatives that DBHDS plans to address over the next three and a half years. For example, an Employment Team representing state and local disability agencies and organizations

is working on an implementation plan for the strategic initiative to create employment opportunities for individuals receiving developmental services and supports in coordination with the Governor's Economic Development and Job Creation Commission.

The initiatives above are just a small sample of the publicly funded employment services available in Virginia to assist individuals with disabilities in acquiring the knowledge and skills required to obtain, maintain, and advance in employment. This chapter will discuss those services as well as services that educate employers about the valuable pool of workers with disabilities and assist them in making reasonable accommodations for those employees who need them.

Employment services, most of which are time-limited, encompass a wide range of activities such as vocational counseling and guidance, education, vocational training, work skills development, assistive technology, and job development and placement. These services are designed to focus on abilities and skills, rather than disabilities, and to promote choice and self-determination with respect to job training and employment options.

The employment programs and services described in this chapter are organized according to four primary programs that assist individuals with disabilities: Virginia's vocational rehabilitation programs, the Virginia Workforce Network, federal Work Incentive Programs, and Home and Community Based Services (HCBS) Waivers. The following are brief introductions to those services.

Vocational Rehabilitation: Two agencies located within the Health and Human Resources Secretariat have the lead responsibility for vocational rehabilitation services in Virginia under the federal *Rehabilitation Act* of 1973, as amended (PL 93-112). This statute authorizes grants to states for employment-related services for eligible individuals with disabilities, giving priority to those who are considered to be "significantly disabled." The **Department of Rehabilitative Services (DRS)** is responsible for providing vocational rehabilitation services for individuals with disabilities unless the individual has a primary disability of blindness, vision impairment or deafblindness. In that case, the **Department for the Blind and Vision Impaired (DBVI)** provides vocational rehabilitation services. The *Code of Virginia* (51.5-3-12) prescribes the responsibilities and duties of both departments.

The DRS mission is to work in partnership with people with disabilities and their families, as well as to collaborate with the public and private sectors, to provide and advocate for the highest-quality services that empower individuals with disabilities to maximize their employment, independence, and full inclusion into society. DRS has numerous public and private partners which include, but are not limited to: the Virginia Departments of Education, Behavioral Health and Developmental Services, and Social Services, Employment Service Organizations (also referred to as Community Rehabilitation Programs), Community Services Boards, Centers for Independent Living, local school divisions, and institutions of higher education. The federally mandated State Rehabilitation Council provides advice and guidance to DRS on its vocational rehabilitation and supported employment programs. The Employment

Service Organization Advisory Council provides advice on Supported Employment Services, and the Long-Term Employment Support Services Steering Committee provides advice and guidance on long-term support programs.

DBVI provides services for Virginians who are blind or vision impaired, including deafblind individuals, with the primary focus of assisting eligible blind citizens achieve quality employment outcomes. DBVI's mission is to empower these individuals to achieve their maximum level of education, employment, and personal independence. DBVI's partners in these efforts include individuals who are blind and vision impaired, their families and other caregivers, DRS, local school systems, Employment Service Organizations, Community Services Boards, and the Department of Behavioral Health and Developmental Services (DBHDS). DBVI also partners with the State Rehabilitation Council, the Statewide Independent Living Council, the Virginia Industries for the Blind, and the Board for the Blind and Vision Impaired.

Virginia Workforce Network: This is the “brand” name for Virginia’s system of “**One-Stop**” career centers known as **Virginia Workforce Centers** and other activities funded under the federal *Workforce Investment Act* (WIA). The mission of Virginia’s WIA program is to improve the quality of the state’s workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Commonwealth. It supports workforce investment activities, through statewide and local systems, that increase employment, retention, earnings, and occupational skills of participants.

The Governor of Virginia, or a designee from the Governor’s office, serves as the state’s Chief Workforce Development Officer (*Code of Virginia* 2.2-435.6 and 2.2-435.7). The Virginia Workforce Council advises the Governor on workforce training matters and serves as the state’s Workforce Investment Board (*Code of Virginia* 2.2-2669). The **Virginia Community College System (VCCS)** is the state agency with primary responsibility for coordinating workforce training at the postsecondary to associate degree levels, provides staffing for the Virginia Workforce Council, and administers the WIA program in Virginia.

The Virginia Workforce Network is comprised of multiple state-administered workforce development programs and services including vocational rehabilitation and the **Virginia Employment Commission (VEC)**, among others. The VEC promotes economic growth and stability by delivering and coordinating workforce services, and as specified by the *Code of Virginia* (60.2-113), its responsibilities encompass **Job Seeker and Employer Services** for all Virginians, including those with disabilities. These include policy development, job placement services, temporary income support, workforce information, and transition and training services for displaced workers. Programs administered by the federal Departments of Labor, Education, Health and Human Services, and Housing and Urban Development are required by the WIA to participate in One-Stop Workforce Centers, and participation by additional partners, such as the Virginia Department of Rehabilitative Services (DRS) and Department for the Blind and Vision Impaired (DBVI), is encouraged.

The **Disability Program Navigator (DPN)** initiative, implemented in 2005, is jointly sponsored by the U.S. Department of Labor Employment and Training Administration (DOLETA) and the Social Security Administration (SSA). It is codirected in Virginia by VCCS Workforce Development Services and DRS. Virginia's DPN Initiative provides services and resources to the state's 15 Workforce Investment Board (WIB) areas. It has developed new and ongoing partnerships to promote seamless, comprehensive, and integrated access to services and has expanded the workforce development system's capacity to service customers with disabilities, as well as employers who hire persons with disabilities. The initiative's "Navigators" make referrals to persons with disabilities seeking workforce services and provide technical assistance to One-Stop Workforce Centers and employers on the *Americans with Disabilities Act (ADA)* and workplace assistive technology.

In October 2010, DOLETA approved a new **Disability Employment Initiative (DEI)** award to VCCS, with DRS as a sub-grant recipient. DEI will build on the strengths and lessons learned through Virginia's DPN initiative to increase employment opportunities and economic self-sufficiency of persons with disabilities, particularly adults ages 25 and over. It will also support continuation of DPN activities and best practices with a focus on youth services. Five local Workforce Investment Boards (WIBs 6, 8, 11, 13, and 14) will participate in DEI as pilot sites, employing Disability Resource Coordinators and becoming Employment Networks (ENs) under the *Ticket to Work and Work Incentives Improvement Act* of 1999 (PL 106-170). These WIBs will actively participate in the **Ticket to Work** program. Four additional WIBs (1, 3, 12, and 17) will participate as comparison sites, and all nine will participate in data collection and program evaluation.

Work Incentive Programs: The Ticket to Work mentioned above is a program of the federal Social Security Administration (SSA) for individuals who receive Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) benefits. It is designed to transition individuals with significant disabilities who have been receiving these benefits back into the workforce. It helps those individuals overcome barriers, such as concerns about the loss of cash payments or health care benefits, which may negatively influence their decisions about seeking employment. It also increases the opportunities and choices for SSI and SSDI beneficiaries to obtain employment, vocational rehabilitation, and other support services from public and private providers, employers, and other organizations. An advantage of this program is that SSA does not conduct a medical review of a person receiving disability benefits if that person is using a Ticket to Work to pursue employment.

The **Work Incentives Planning and Assistance (WIPA) Program**, also from SSA, increases emphasis on work incentives, return-to-work supports, and jobs for SSI and SSDI beneficiaries. Local community organizations, known as **Work Incentive Planning and Assistance (WIPA) Projects**, help individuals who receive SSA disability benefits learn how employment can affect those benefits and provide them with information and planning services about work and work incentives.

MEDICAID WORKS is Virginia's Medicaid Buy-In Program for individuals with disabilities who are employed or who want to become employed. To remove barriers to employment, a Medicaid Buy-In Program allows working people with disabilities to participate in their state's Medicaid program by paying a premium, if required, while earning a higher income and retaining more in savings or other resources than is usually allowed by Medicaid. As of January 20, 2011, MEDICAID WORKS was premium-free for Virginia enrollees. Continued Medicaid health care coverage as they work and save enables individuals with disabilities to gain greater independence. Additional information on Virginia's Medicaid program can be found in the next chapter of this assessment.

Home and Community Based Services (HCBS) Waivers: Three of Virginia's HCBS Waivers provide employment support services: the Individual and Family Developmental Disabilities (DD) Waiver, the Intellectual Disability (ID) Waiver, and the Day Support Waiver. More specific information on the services under these waivers is found later in this chapter.

B. Eligibility for Employment Services

Department of Rehabilitative Services (DRS) Vocational Rehabilitation Program: To be eligible for vocational rehabilitation services from DRS, an individual must have a physical, mental, or emotional disability that constitutes a substantial impediment to employment; require vocational rehabilitation services to prepare for, secure, or regain employment; and be able to benefit from vocational rehabilitation services. In addition the individual must be legally eligible to work in the United States and be present in the state. Individuals receiving Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) benefits are presumed to be eligible for rehabilitation services if they intend to work.

The **DRS Deaf and Hard of Hearing Program** works in partnership with the Virginia Department for the Deaf and Hard of Hearing (DDHH), Department for the Blind and Vision Impaired (DBVI), and the Department of Behavioral Health and Developmental Services' (DBHDS) Program for Individuals Who Are Deaf, Hard of Hearing, Late Deafened, and Deafblind to provide vocational rehabilitation services for individuals with the disabilities just named. These four agencies have established both a Statewide Interagency Team and regional teams to address gaps in services and to strengthen agency programs. Information on related services provided by DDHH, including assistive technology, outreach, and sign-language interpreters, can be found in the Community Supports and Health chapters of this assessment.

To be eligible for vocational rehabilitation services from DRS' **Woodrow Wilson Rehabilitation Center** in Fishersville, an individual must meet the specific criteria listed below, and primary consideration is given to DRS vocational rehabilitation clients working under an Individualized Plan for Employment (IPE).

- Applicants must be medically, physically, and psychologically stable and have a favorable prognosis for completing and benefiting from the services requested. Current

documentation may be requested from a physician, mental health professional, or other professional providing treatment or diagnostic services.

- Applicants with a psychiatric diagnosis must show a minimum of six consecutive months of stability in the community. Exceptions to this requirement may be considered if the applicant is willing to participate in an outpatient evaluation at WWRC to determine feasibility for services and admission contingencies.
- Applicants with a history of substance abuse must have at least six consecutive months of documented abstinence or demonstrated completion of intense substance abuse treatment and active participation in a substance abuse aftercare program. Participation in only Twelve Step support groups does not meet this requirement. As above, exceptions may be considered if the applicant is willing to participate in an outpatient evaluation at WWRC to determine feasibility for services and admission contingencies.
- Applicants' current behavior will not jeopardize the health and safety of themselves or others at WWRC and must not disrupt the rehabilitation programs.
- Applicants must be 18 years of age or older to be admitted for residential services. WWRC programs specifically targeted to youth, such as the transition programs discussed in the Education chapter of this assessment, are exceptions to this rule.
- Applicants must be willing and able to comply with WWRC community living standards (Rules & Regulations).
- Applicants must have a viable discharge plan, developed in collaboration with their referral source, for community reintegration services that address residential options as well as support service needs.
- Applicants must have an identified funding source. All funding sources (Medicare, Medicaid, Anthem, and any other third-party insurers) must be identified, even if the applicant is being sponsored by DRS.
- Applicants who have any outstanding court charges must have them settled prior to seeking admission. Those with cases pending adjudication by the judicial system will not be considered. WWRC is not an alternative placement option.

Department for the Blind and Vision Impaired (DBVI) Vocational Rehabilitation Program:

To be eligible for DBVI vocational rehabilitation services, an individual must be blind or have a visual impairment that interferes with finding or maintaining employment and require vocational rehabilitation services to prepare for, secure, or regain employment. DBVI defines blindness and visual impairment as follows:

- **Blind:** “An individual having not better than 20/200 central visual acuity in the better eye measured at twenty feet with correcting lenses or having visual acuity greater than 20/200 but with the widest diameter of the visual field in the better eye subtending an angle of no greater than twenty degrees, measured at a distance of thirty-three centimeters using a three-millimeter white test object, or a Goldman III-4e target, or other equivalent

equipment. Such blindness shall be certified by a duly licensed physician or optometrist.” (*Code of Virginia 51.5-60*).

- **Visual Impairment:** “An individual with (1) 20/100 to 20/200 distance vision in the better eye with correcting glasses or a field limitation to 30 degrees or less in the better eye, if the person has been unable to adjust satisfactorily to the loss of vision and needs the specialized services available through DBVI Vocational Rehabilitation Program, or (2) night blindness or a rapidly progressive eye condition that, in the opinion of a qualified ophthalmologist, will reduce the distance vision to 20/200 or less.”
- **Deafblind:** “An individual with a combination of blindness and a chronic hearing impairment so severe that most speech cannot be understood with optimum amplification or progressive hearing loss having a prognosis leading to this condition and for whom the combination of impairments cause extreme difficulty in attaining independence in daily life activities, achieving psychological adjustment, or obtaining a vocation.”

Vocational rehabilitation services, including those provided by the **Virginia Rehabilitation Center for the Blind and Vision Impaired** in Richmond, are available to eligible individuals ages 14 or older. Services provided by other DBVI programs are available to individuals of all ages. Additional information regarding other DBVI programs and services may be found in the Community Supports and Health chapters of this assessment.

As noted above for DRS vocational rehabilitation services, individuals receiving SSI or SSDI benefits are presumed to be eligible for vocational rehabilitation services if they intend to work. They must also be legally eligible to work in the United States and be living or working in Virginia or moving to the state.

Virginia Workforce Network: The Virginia Employment Commission’s (VEC) **Job Seeker and Employer Services** are available universally to anyone eligible to work in the United States and are the same for persons with and without disabilities. There are no income, geographic or other restrictions to receiving these services.

To be eligible for **Workforce Investment Act Title I** adult programs, an individual must be at least 18 years of age, have the right to work in the United States, and be registered with military Selective Service if male. Participants in youth programs must be low-income and have at least one identified barrier to employment. Dislocated workers are those that are unemployed through no fault of their own, such as plant closures, layoff events, and other related circumstances.

Employers, workers and job seekers are all customers of the **One-Stop Workforce Centers**. This includes businesses, students, people with disabilities, veterans, Temporary Assistance for Needy Families (TANF) recipients, migrant and seasonal farm workers, unemployed, underemployed, and employed individuals. Eligibility for services, however, can vary. For example, a Supplemental Security Income (SSI) beneficiary with a Ticket to Work may be able to use the ticket for services only if his or her Workforce Center is a participant in a

Ticket to Work Employment Network described in the access and delivery section later in this chapter.

There are also levels of services available through the One-Stop Workforce Centers and, depending on their needs, customers may move from one level to the next or receive services from more than one level. Core services, such as access to computers and other equipment and assistance with job search, are self-directed for all customers. Intensive training and career education is contingent upon the provider's eligibility requirements and available funding. For additional information, local One-Stop Workforce Centers should be contacted directly (www.vccs.edu/WorkforceServices/VirginiaWorkforceNetwork/tabid/693/Default.aspx).

Work Incentive Programs: To be eligible for a **Ticket to Work**, an individual must generally be age 18 or over and not have reached age 65 and must be receiving Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) benefits. Exceptions and other qualifications may apply, and as manager of the program, the Social Security Administration (SSA) determines which recipients of SSI or SSDI are eligible to participate.

Work Incentives Planning and Assistance (WIPA) Programs are also available to SSI and SSDI beneficiaries ages 14 through 64. To receive WIPA services, an individual does not have to be working or even have decided to work.

Local Departments of Social Services determine who qualifies for **MEDICAID WORKS**. To qualify, applicants must meet income, asset, and eligibility requirements for the Aged, Blind, and Disabled Medicaid covered group (80 percent of the Federal Poverty Level). Current and new Medicaid enrollees who are blind or disabled, as defined by SSA, may have a total income in 2011 of no more than \$726 per month for a single individual or \$981 for a couple and resources of no more than \$2,000 if single and \$3,000 if a couple. An applicant must also be:

- ✓ at least 16 years of age and less than 65 years of age,
- ✓ employed or have documentation from an employer establishing the date when employment will begin,
- ✓ a resident of the Commonwealth, and
- ✓ a U.S. citizen, U.S. national, or qualified non-citizen.

Individuals currently receiving SSI or SSDI benefits from SSA satisfy the condition for disability. Any applicant without this SSA documentation must be evaluated by the state's Disability Determination Services program before eligibility is established. To enroll in MEDICAID WORKS, applicants must first establish a Work Incentive (WIN) account at a bank or other financial institution where earned income will be deposited. Additional information is available in the *MEDICAID WORKS Handbook* at www.dmas.virginia.gov/mb-proposal.htm.

To continue enrollment in MEDICAID WORKS, participants must continue to be disabled, employed, and less than 65 years of age and must meet earning and resource requirements. Eligibility is reviewed at least annually, and enrollees are required to inform their eligibility worker of changes that may affect their coverage, including but not limited to changes in employer or loss of employment. Enrollees must provide periodic documentation of their employment status, employer, earned income, and WIN accounts. In 2011, MEDICAID WORKS enrollees may have annual earnings as high as \$44,340 and may keep resources up to \$32,545.

The 2011 General Assembly passed House Bill 2384 raising the maximum allowable gross earnings for MEDICAID WORKS enrollees to be “equivalent with the maximum gross income amount allowed under the *Ticket to Work and Work Incentives Improvement Act* of 1999 that does not trigger collection of mandatory premiums.” At the time of passage, this change equated to a maximum individual gross income of up to \$75,000. The bill did not change eligibility requirements for MEDICAID WORKS. At the time of this assessment, the legislation was still awaiting the Governor’s signature to become effective.

More information on any of the work incentive programs described above can be obtained from local Work Incentives Planning and Assistance (WIPA) Projects.

Home and Community Based Services (HCBS) Waivers: Specific information on eligibility for HCBS Waivers appears in the Medicaid chapter of this assessment. Individuals who have been found to be eligible for the Individual and Family Developmental Disabilities (DD), Intellectual Disability (ID), and Day Support Waivers may receive employment supports, including prevocational training and individual or group models of supported employment, if that service is included in their Individual Services Plans (ISPs). To qualify for supported employment services, the individual must have a demonstrated need for training, specialized supervision, or assistance in paid employment, be someone for whom competitive employment at or above minimum wage is unlikely without this support, and need ongoing support because of his or her disability. The individual’s need for special services is reassessed annually.

C. Access to and Delivery of Employment Services

Department of Rehabilitative Services (DRS) Vocational Rehabilitation Program:

Vocational rehabilitation services are delivered to eligible individuals by DRS through 36 local field offices across Virginia. Vocational rehabilitation counselors at these offices determine an applicant’s eligibility for services and work with them to develop an agreed upon **Individualized Plan for Employment (IPE)** necessary to achieve or maintain employment. Services may be provided directly by the counselors or by public and private service providers.

The IPE is reviewed at least annually and is amended as needed. Service recipients may be required to contribute to the cost of certain services based on DRS’ financial participation policy. Diagnostic, evaluation, counseling, and similar services are available at no cost to

applicants and eligible individuals. Consideration of comparable benefits and alternate sources of funding may be required for certain services. Other services, such as assistive technology, are exempt from the comparable benefit requirement.

When DRS is unable to serve all eligible customers because of insufficient resources, an “**Order of Selection**,” based on relative need for services, must be implemented. When an Order of Selection is in effect, DRS must provide services for the category of individuals prioritized by that order. The highest priority is individuals with the most significant disabilities. The individual’s placement in a priority category is determined after an individual is found eligible for vocational rehabilitation services. Individuals in closed categories are provided referral services to the One-Stop Workforce Centers or other appropriate resources and are placed on a waiting list until resources allow the category to be opened.

DRS has had an Order of Selection in effect since July 1, 2004; however, in 2010, all priorities were open, and there was no waiting list. In February 2011, DRS announced in a communication to its State Rehabilitation Council that, effective March 1, 2011, a revised Order of Selection was in effect, and all priority categories would be closed. With no categories open, all new applicants determined eligible for vocational rehabilitation services will be placed on a waiting list. It is important to note that not all individuals with disabilities avail themselves of, or are eligible for, DRS services even when there is no Order of Selection in effect.

Descriptions of some specialized programs operated within the overall DRS vocational rehabilitation program follow. Additional information on them, and all DRS services, is available at www.vadrs.org or from the DRS central office or any of its local field offices.

Individuals with a serious mental illness may receive services from the DRS **Serious Mental Illness Program** staff. Individuals with developmental disabilities and substance abuse disorders are excluded from these services unless they have been diagnosed with a co-occurring serious mental illness. DRS counselors with special training in mental illness are assigned to eleven local Community Services Boards (CSBs) and provide vocational rehabilitation services for individuals from those localities that are experiencing serious mental illness.

Similarly, DRS counselors with special training in substance abuse provide vocational rehabilitation services as a part of treatment programs operated by eighteen CSBs. The DRS **Substance Abuse Program** is operated jointly with the Department of Behavioral Health and Developmental Services (DBHDS) and local CSBs. It provides vocational rehabilitation services for individuals who are actively involved in alcohol or substance abuse treatment or who have completed treatment.

In other areas of the state, services are provided to persons with serious mental illness and substance abuse problems by vocational rehabilitation counselors at local DRS field offices as part of their general caseloads. Participants in these specialized services may be referred to DRS by CSBs or directly by family members, physicians, and others. The DRS specialty counselors

do not provide different services for their respective populations; rather, they have specialized technical expertise based on their experience, knowledge, and training in their specialty area.

The **DRS Deaf and Hard of Hearing Program**, an interagency partnership introduced in the eligibility section above, provides vocational rehabilitation services for persons who are deaf, hard of hearing, late deafened, or deafblind. Ten regional vocational rehabilitation counselors and staff at Woodrow Wilson Rehabilitation Center's (WWRC) Special Population Services Unit who are fluent in American Sign Language (ASL) ensure communications access for persons who are deaf and hard of hearing. In all other respects, access to and delivery of services through this program are the same as for other DRS vocational rehabilitation services.

DRS has always had vocational rehabilitation clients who are recipients of **Temporary Assistance to Needy Families (TANF)**, but in 1998, they became an agency priority. At that time, the General Assembly appropriated funds to DRS for specialized employment services for TANF recipients that experience disabilities, and DRS has been in close partnerships and financial agreements with state and local social services agencies ever since. Currently, DRS has grant funding from the Virginia Department of Social Services (DSS) to support three vocational rehabilitation counselors with dedicated TANF caseloads, a program coordinator's position, and the purchase of case services for some eligible TANF recipients. The dedicated TANF vocational rehabilitation counselors serve Fairfax County, the City of Charlottesville and its surrounding counties, and the City of Richmond, Henrico County, and Chesterfield County, which all have a high volume of TANF cases. Clients are referred to DRS field offices statewide by their respective local DSS offices, and services are provided by first utilizing any available grant case service dollars. TANF clients are required to be gainfully employed or face the possibility of losing their DSS benefits, so DRS services are valued. General caseload counselors are strongly encouraged to work closely with the TANF recipient's case manager to gain additional insight into the individual's needs, share the cost of service provision, and coordinate services more effectively.

DRS Supported Employment Services are provided to individuals with the most significant disabilities who require ongoing workplace supports. Ongoing support services are generally provided by employment specialists who are associated with DRS approved vendors. These specialists typically provide initial job skills training on an intensive, one-to-one basis and gradually decrease supports as individuals become more proficient. Supported-employment services are usually limited in duration to eighteen months or less. After that period, if needed, the individual may transition to **Extended Employment Services (EES)** or **Long-Term Employment Support Services (LTESS)** provided through Employment Service Organizations (ESOs). Individuals may also transition to Home and Community Based Services (HCBS) Waiver supports, if applicable.

Neither EES nor LTESS are time-limited, and both enable individuals with disabilities to maintain employment. Through EES, ESOs provide structure, supervision, and supports in a facility-based (sheltered workshop) setting. LTESS, usually referred to as long-term, "follow-along" services, are provided after time-limited Supported Employment Services sponsored by

DRS are completed and occur in an integrated, competitive work setting. Through LTESS, ESOs provide a full array of Supported Employment Services including individually supported, facility-based, enclave, and mobile crew models.

Before adjourning its regular session, the 2010 General Assembly passed amendments to the budget for state fiscal year (SFY) 2012 partially restoring proposed cuts in state General Funds for EES and LTESS services.

As previously indicated, the **Woodrow Wilson Rehabilitation Center (WWRC)** provides vocational rehabilitation and employment services for individuals with disabilities in both residential and outpatient settings. Once enrolled in a WWRC program, a client is assigned a WWRC rehabilitation counselor who provides case management and guidance for the client, his or her sponsor, and family while the client remains in the WWRC program. The WWRC counselor coordinates implementation of the service plan agreed upon by the individual with a disability and his or her DRS counselor prior to WWRC enrollment and approves expenditures of DRS funds for services during the client's training period. The WWRC and local DRS counselors stay in close contact throughout the client's stay and discuss any needed changes to the program of services. Throughout the program, the WWRC counselor also works closely with the client and his or her rehabilitation team to develop plans for transition back into the community at the conclusion of training.

Department for the Blind and Vision Impaired (DBVI) Vocational Rehabilitation Program:

Eligibility is determined and vocational rehabilitation services are delivered through six regional DBVI offices across the state. Additional prevocational services are provided in a residential setting at the **Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI)** in Richmond, and in some cases, when a blindness center program in another state best meets an individual's needs, DBVI arranges and pays for this service. DBVI operates a Library and Resource Center adjacent to VRCBVI and has affiliated libraries at other locations statewide. In 2010, **Virginia Industries for the Blind (VIB)** operated two manufacturing facilities in Richmond and Charlottesville and had 17 service and supply operations across the state, including 11 office supply stores in federal government buildings and on military bases. DBVI uses federal funds to purchase fee-based supported employment services from a statewide network of contracted vendors. There were 67 contracted vendors at the time of this assessment, but their number and location changes from year to year.

Procedures for access and delivery of DBVI vocational rehabilitation services are similar to those described above for the Department of Rehabilitative Services (DRS). Vocational rehabilitation counselors partner with individuals who are blind or vision impaired, their families, and service providers to develop and implement an Individualized Plan for Employment (IPE) based on the individual's abilities, needs, and choices. IPEs are reviewed at least once a year and are updated as appropriate.

Diagnostic evaluation, guidance and counseling, and similar services are free of charge for eligible applicants. Other services may be provided based on financial need, and a service

recipient's financial contribution may be based on his or her resources. Consideration of comparable benefits and alternate funding sources are required for most services. Guidance and counseling, evaluation, and assistive technology services are among those that do not require comparable benefits consideration.

An "Order of Selection," which restricts services to certain categories of individuals may be implemented when DBVI's resources are insufficient to serve all eligible individuals. DBVI's Order of Selection has three categories based on severity of disability. Since January 2010, all three categories have been open, and DBVI has been serving all individuals who met eligibility criteria.

Details on access to and delivery of services vary by program. Specific information may be obtained at www.vdbvi.org or by contacting the DBVI central office in Richmond or any of its six regional offices. Additional information on DVBI programs related to Community Supports and Health services can be found in those chapters of this assessment.

Virginia Workforce Network: Individuals, with and without disabilities, may access the Virginia Employment Commission's (VEC) **Job Seeker Services** through the VEC website or by visiting VEC offices or One-Stop Workforce Centers. (Some VEC offices are also One-Stops.) Numerous local, state, and national databases of available jobs may be searched through the website, and it also allows users to access the application for State of Virginia positions and to post a resume online where it can be reviewed by potential employers.

In state fiscal year (SFY) 2010, VEC reported that a total of 14,614 "participants" with self-declared disabilities registered in their job services database, and 5,767 of them were referred to employment. During that same period, staff-assisted services were provided to 11,593 individuals with disabilities. Of these, 3,591 received career guidance, 4,780 participated in job-search activities, and 5,362 were referred to *Workforce Investment Act* (WIA) services. In all, 4,046 individuals with disabilities who received services from VEC entered employment during the year.

Multiple **One-Stop Workforce Centers**, operating in 15 local Workforce Investment Board areas across the state, simplify access by bringing employment services from multiple providers together under one roof. Each One-Stop provides a single point of access for a wide array of job training, education, and employment services designed to meet the unique needs of their local community. One-Stops also provide employers with a single point of contact where they can list job opportunities and provide information about current and future skills need by their workers.

The WIA requires that One-Stop customers with disabilities have equal access to services and that One-Stops be physically and programmatically accessible. During SFY 2010, six percent of new enrollees in WIA Title I programs (699 out of 11,007) identified themselves as having a disability. Self-reporting is the only manner in which disability information is captured, and this data represents only one of multiple programs operating within the One-Stop system.

The **Disability Employment Initiative (DEI)** and **Disability Program Navigator (DPN)** projects collaborate to support One-Stop Workforce Centers by coordinating services and resources for One-Stop staff and partners, persons with disabilities, and employers who hire them. There are currently nine Disability Program Navigators providing services to all 15 Workforce Investment Board areas. The Navigators do not work directly with individuals with disabilities; instead, they focus on developing new and ongoing partnerships to achieve seamless, comprehensive, and integrated access to services, creating systemic change, and expanding the workforce development system's capacity to serve customers with disabilities as well as their employers.

Work Incentive Programs: The Social Security Administration (SSA) provides eligible recipients of Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) benefits with a **Ticket to Work** that they can use to obtain services from **Employment Networks (ENs)**. ENs are awarded unlimited, noncompetitive contracts by the SSA to provide those services through an ongoing, open-ended Request for Proposal process. Any agency or political subdivision of a state or private entity that takes responsibility for the referral, coordination or delivery of services is eligible to apply to be an EN. Applicants may be a single entity, a partnership, an alliance of public or private entities, or a consortium of organizations that combine resources and collaborate to serve individuals within the Ticket to Work program.

Participation in the Ticket to Work program is flexible and voluntary; participation by SSI and SSDI beneficiaries is not mandated. In most cases, ENs can choose the services they want to provide, where they will be provided, and to whom. "Ticket Holders" may contact more than one EN to discuss services, and once an agreement has been reached between a Ticket Holder and an EN, they work together to develop and implement a plan that will help the individual reach his or her employment goal. If a Ticket Holder becomes dissatisfied with the chosen EN, he or she can select another from which to obtain services.

As of November 1, 2010, there were 278,874 Ticket Holders in Virginia, and 64 ENs providing services in Virginia. Twenty-six of those ENs are based in the state, and the remaining 38 are located out-of-state across the nation. There are 597 Tickets assigned to 16 of the ENs that serve Virginia, and another 8,306 Tickets are in use with Virginia's Department of Rehabilitative Services (DRS) and Department for the Blind and Vision Impaired (DBVI).

Information on work incentives and related benefits planning assistance can be obtained from Community Work Incentive Coordinators employed by **Work Incentive Planning and Assistance (WIPA) Projects**. The goal of the WIPA Program is to enable SSI and SSDI beneficiaries with disabilities, including transition-to-work youth, to make informed choices about work and to take advantage of the many work incentives available to them. WIPA services are available in every state and U.S. territory. In Virginia vaACCSES (Virginia Association of Community Rehabilitation Programs) and the Endependence Center, Inc., are WIPA Projects.

As noted in the eligibility section of this chapter, local WIPA Programs can provide information on Virginia's **MEDICAID WORKS** program. To apply for MEDICAID WORKS, individuals should contact the Department of Social Services in the city or county where they live. A list of offices can be found at www.dss.virginia.gov/localagency.

D. Available Employment Services

Department of Rehabilitative Services (DRS) Vocational Rehabilitation Program: DRS vocational rehabilitation counselors work with a service recipient and providers to determine which services will meet the recipient's needs and to develop and implement an **Individualized Plan for Employment (IPE)**. Services identified in the IPE may include:

- Vocational and career guidance and counseling;
- Evaluations to determine vocational rehabilitation needs;
- Job and behavioral skills training and postsecondary education;
- Job search and placement assistance;
- Communication accommodations, when they are not available from another legally obligated source;
- Assistive telecommunications, sensory, and other technological aids and devices;
- Rehabilitation technology services, including assistive technology devices, as well as home, vehicle, and workstation modifications;
- Tools, equipment, and occupational licenses not typically provided by an employer;
- Transportation and personal assistance services needed to participate in DRS services;
- Medical services not otherwise covered by insurance that are needed to be employed;
- Unpaid work experience; and
- Postemployment services.

The list above is not all inclusive. Additional services may be provided as required by an individual's IPE, and services vary between programs, as described below.

DRS counselors in the **Serious Mental Illness Program** and **Substance Abuse Program** provide services in ways that respond to the special needs of their respective target populations. Drawing on their specialized training and expertise, these vocational rehabilitation counselors partner with local Community Services Boards (CSBs) to focus services on vocational development, work habits, job readiness, and employment follow-along.

In addition to providing direct services for eligible individuals, vocational rehabilitation counselors in the DRS **Deaf and Hard of Hearing Program** are involved in community

outreach and education, providing technical assistance to organizations involved with job training, job placement, and employment of persons with hearing loss.

To help them sustain employment once their DRS cases are closed, participants in the **Temporary Assistance for Needy Families (TANF) Program** work with both DRS vocational rehabilitation counselors and local social services caseworkers. DRS counselors coordinate their vocational rehabilitation services while social services caseworkers assist them with other transportation, child care, food stamps, and other benefits and supports.

Specialists who work for DRS approved vendors provide ongoing **Supported Employment Services** including job-site training, transportation, family supports, and other services necessary to provide and maintain employment for persons with severe disabilities in integrated and competitive work settings. Initial supports must include at least twice-monthly contacts between a specialist and supported employee and, to create a system of natural supports within the workplace and community, may also include services provided by skilled job trainers, co-workers, or other qualified individuals.

To ensure job retention in supported employment placements, DRS may use funds from **Long-Term Employment Support Services (LTESS)** to purchase ongoing support services. LTESS job coaches provide direct, face-to-face supports with supported employees and their employer, then follow up at least monthly with telephone calls and other communications to ensure job retention and compliance with supported employment program requirements.

In 2007, DRS developed and implemented the **Work Incentive Specialist Advocates (WISA)** program to augment the **Work Incentives Planning and Assistance (WIPA) Program** and increase the use of existing Social Security Administration (SSA) work incentives by vocational rehabilitation services recipients in Virginia. Forty WISAs provide assistance to Ticket to Work recipients who are eligible to use work incentive programs such as Medicaid While Working (SSI1619b), Student Earned Income Exclusion, Impairment Related Work Program, and the Plan for Achieving Self-Support. To date, there have been 77 WISA authorizations for vocational rehabilitation services recipients.

DRS also spearheads a collaborative project funded by state agencies and grants that continues to update and customize the **WorkWORLD™ Decision Software**. Created by the Virginia Commonwealth University Employment Support Institute, the WorkWORLD software and online program for personal computers helps people with disabilities, advocates, benefit counselors, and others explore and understand how best to use various federal and state disability and benefit programs. The program automates computation of benefits, taking into account the complex interaction of income, benefit programs, and work incentives. Its computer-help system and query format help professionals and consumers understand the positive results and potential challenges of choosing to go to work. All Virginian residents can request a free copy of WorkWORLD at www.workworld.org, and registered users are notified when updates have been made to the software, typically two or more times per year as regulations change. Support for WorkWORLD has been provided by the Department of Medical Assistance Services Medicaid

Infrastructure Grant (MIG), Department for the Blind and Vision Impaired, Virginia Board for People with Disabilities, Department of Social Services, Department of Behavioral Health and Developmental Services, and Department of Education.

The ultimate goal for each student at **Woodrow Wilson Rehabilitation Center (WWRC)** is the successful application of independent-living and work skills in his or her home community. Following initial student and sponsor consultations, WWRC Vocational Evaluation Services offers a comprehensive and systematic process to identify and assess vocational interests, abilities, strengths, weaknesses, aptitudes, and functional limitations related to a student's preferred rehabilitation and employment goals. The evaluation report is used to develop a holistic service plan that will maximize the student's potential for successful, sustained employment.

While not strictly an employment program, the WWRC **Life Skills Transition Program**'s pre-employment activities build independent-living skills needed to maintain successful employment. It is part of a comprehensive approach to teaching individuals the job of daily life and living with others within WWRC's living and learning residential environment. The program takes advantage of the social aspects of campus life and provides activities on and off campus to assess needs and provide instruction across five domains:

- Pre-employment skills (basic work behaviors, attitudes, and habits; job seeking skills; basic customer service and effective communication with others; and vocational exploration),
- Basic workplace literacy (reading, math, GED assessment, and skill development),
- Interpersonal skills (disability awareness, self-advocacy, interpersonal communication, initiative and dependability, anger management, conflict resolution, self-esteem, and self-confidence),
- Independent-living skills (money management, clothing care, time management, route-finding and information-seeking, personal health care, and healthy relationships), and
- Leisure skills (exploration of interests and community resources).

WWRC **Vocational Skills Training Programs** prepare individuals with disabilities for competitive entry-level employment in more than 100 occupational career fields. Training is offered onsite at WWRC, through the community-based External Training Option Program in surrounding geographic locations, and through distance education courses for selected information technology careers. A student internship program provides opportunities to determine if trainees are job-ready, and academic support services, such as GED preparation and trade-related academic instruction, are also available.

To promote positive work environments and change negative attitudes toward people with disabilities in the workplace, DRS staff at WWRC conduct **Corporate Disability Awareness Training** for employers. These no-cost programs dispel misconceptions and teach best practices for working with people who have disabilities. Topics covered include individual

attitudes and perceptions toward people with disabilities, historical and societal perspectives, research and statistics, the *Americans with Disabilities Act* (ADA), resources for more information, and practical tips on interviewing, accommodating, and communicating with employees with disabilities.

Department for the Blind and Vision Impaired (DBVI) Vocational Rehabilitation Program:

The basic list of vocational rehabilitation services and supports described above for the Department of Rehabilitative Services (DRS) are also provided by DBVI. Other services provided by DBVI include independent-living skills training specific to its target populations and specialized equipment to enhance personal responsibility and independence. DBVI helps people with partial sight learn to fully utilize their remaining vision, creates employment for individuals with vision impairment, and provides special library materials in recorded and other accessible formats.

Services provided at the **Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI)** in Richmond include prevocational training in personal adjustment and independent-living skills, use of adaptive computer equipment, and preparation for competitive employment. VRCBVI also provides vocational training that focuses on employment opportunities as customer service representatives, and it evaluates trainees' potential for employment as vending stand operators. Participants in residential programs typically remain at the Center for three to four months, but the training period is flexible and based on need.

As noted earlier, the **Virginia Industries for the Blind (VIB)** operates numerous small businesses across the state and hires blind individuals whom it has trained to work in these enterprises. Employment opportunities may exist at VIB manufacturing facilities in Richmond and Charlottesville or in one of 17 VIB's satellite operations that include six service operations, such as switchboard operations, contract management services, and court debt collections, and 11 office supply stores on military bases and in federal government buildings. The **Randolph-Sheppard Program** trains food service managers for job placement in vending facilities across the state, including VIB satellite sites and Business Opportunities for the Blind (BOB) operations. Collectively, these opportunities generate jobs for blind workers in areas where they rarely existed in the past, and it is anticipated that such opportunities will continue to increase.

Transition Services: In addition to the vocational rehabilitation services described above, both the Department of Rehabilitative Services (DRS) and Department for the Blind and Vision Impaired (VBPD) provide services for students transitioning from school to postsecondary activities, including higher education and employment. Transition consultation is provided through cooperative agreements between DRS and DBVI and public school divisions, referred to as **local education agencies (LEAs)**. LEAs have primary responsibility for transition services under the federal *Individuals with Disabilities Education Improvement Act* (IDEA). A student who is found eligible to receive vocational rehabilitation services must be provided those services in accordance with an Individualized Plan for Employment (IPE), just as any other vocational rehabilitation client.

Additional information on the roles of DRS and DBVI in planning for and providing transition services may be found in the Education chapter of this assessment. Since DBVI's role in coordinating education services for students with visual impairments begins well before the start of transition services, information on related vision services may also be found in the Early Intervention chapter of this assessment.

Virginia Workforce Network: A range of services to improve job search skills and to bring workers and employers together are provided by the **Virginia Employment Commission (VEC)**. **Job Seeker Services** include registration for job fairs that build job search skills, referrals to job training, employment workshops, resource rooms and support materials, job referral and placement, labor market information, and tools that help job seekers assess their job skills. The **Virginia Workforce Connection** is a new web-based, virtual One-Stop system containing a wealth of employment and labor market information with access to thousands of available jobs.

VEC Employer Services staff help employers find qualified workers by screening and referring applicants for job vacancies and by coordinating or providing interview facilities. They refer employers to customized training programs and provide information and guidance on starting or expanding businesses and improving employee retention, as well as labor markets, salaries, and other workforce issues. VEC also provides information on workplace accommodations and tax credits for hiring new employees with disabilities. It also administers the Work Opportunities Tax Credit, *Trade Act* Assistance, Agricultural Labor Certification, the Migrant and Seasonal Farmworkers Program, and Veterans' Services.

Multiple agencies partner to provide services through **One-Stop Workforce Centers**. Core services include public outreach; initial assessments of workers' skill levels, aptitudes, abilities, and supportive service needs; job search and placement assistance; career counseling; various group workshops; and labor market information. More intensive services can include comprehensive and specialized assessments, development of individualized employment plans, individual and group counseling and career planning, case management for participants seeking training services, and short-term prevocational services. For those still unable to find employment, direct occupational training services are available. Additional information is available at <http://myfuture.vccs.edu/WorkforceServices/VirginiaWorkforceNetwork/tabid/693/Default.aspx>.

Virginia's **Disability Employment Initiative (DEI)** and **Disability Program Navigator (DPN)** projects collaborate with One-Stop Workforce Centers, their partners, local businesses, human resource professionals, and community-based organizations to ensure that individuals with disabilities have equal access to the workforce system in their pursuit for employment. The *Employment Resource Guide*, developed by the DPN initiative and its partners, contains information on statewide resources including job/career, employer, and agency websites. Complementary *Quick Reference Guides*, also collaboratively produced by the DPN initiative, identify local education and training resources as well as other information needed to get a job or

find a new career. Both guides are available at <http://myfuture.vccs.edu/Default.aspx?tabid=789>. Disability Program Navigators are also responsible for the following:

- Guiding One-Stop staff in helping people with disabilities access and navigate the complex provisions of programs affecting their ability to secure or retain employment.
- Developing and enhancing partnerships of One-Stops, service agencies, and community organizations to achieve integrated services and systemic changes that expand the One-Stops' capacity to serve customers with disabilities.
- Providing One-stop staff, partner agencies, and employers with training, educational materials, and technical assistance on disability etiquette, types of assistive technology available for individuals with disabilities, additional services offered by community organizations, and other topics.
- Assisting One-Stops, their partners, and employers in solving accessibility problems, including arranging for special assistance from appropriate agencies such as the Departments for the Blind and Vision Impaired (DBVI) and for the Deaf and Hard of Hearing (DDHH).
- Facilitating the transition of youth who are in school or out of school from to employment and economic self-sufficiency.
- Conducting outreach to agencies or organizations that serve people with disabilities.
- Conducting outreach to employers that dispels myths regarding employees with disabilities and to both employers and employees about incentives for hiring individuals with disabilities and making reasonable workplace accommodations.

As previously mentioned, the DEI project builds on the services and best practices of the DPN initiative with a focus on adults with disabilities ages 25 and over, including veterans and recipients of Temporary Assistance for Needy Families (TANF) benefits. The DEI project will enhance accessibility at the pilot One-Stop Workforce Centers using strategies such as accessibility surveys, video phones, and assistive technology kits and business workstations; promote employer outreach to Universal Design consultants and their participation in the Virginia Workforce Network; and encourage asset development strategies and the use of the Ticket to Work program by recipients of Supplemental Security Income (SSI) or Social Security Disability Income (SSDI) benefits.

Work Incentive Programs: A **Ticket to Work** may be used to obtain vocational rehabilitation, employment services, or a job from participants in **Employment Networks (ENs)**. "Ticket Holders" are also eligible for extended Medicaid insurance coverage and benefits planning assistance, including how to utilize work incentive benefits most effectively. EN participants vary, but include state vocational rehabilitation agencies and other providers of rehabilitation services for persons with disabilities, One-Stop Workforce Centers, employment agencies, state and local government human services providers, and other public and private entities. The specific services available from individual ENs varies widely.

Work Incentives Planning and Assistance (WIPA) Projects engage in ongoing outreach efforts to identify prospective Ticket to Work beneficiaries. The Community Work Incentive Coordinators employed by WIPA Projects assist these individuals in obtaining benefits and making the best use of them by:

- Providing information on how part-time, full-time, or seasonal work would affect individual disability benefits and other benefits received from federal, state, and local programs;
- Providing information on how work affects health care benefits, such as being the primary contact for Virginia's MEDICAID WORKS buy-in program;
- Providing information on work incentives by the Social Security Administration (SSA) and other sources;
- Discussing individual employment goals and helping identify resources and services to overcome possible barriers to reaching them;
- Helping individuals plan how to use work incentives or other benefits to successfully return to work and providing follow-along assistance once they are working to monitor work incentives and ensure compliance;
- Working with local Social Security offices to implement needed work incentives; and
- Helping individuals use their Tickets to Work and find appropriate Employment Networks.

In addition to the **MEDICAID WORKS** program discussed earlier, there are other incentives available that enable individuals to work and maintain critical benefits. **Section 1619 (a) and (b) of the Social Security Act** allow a working Supplemental Security Income (SSI) recipient to earn income at the substantial gainful activity level while receiving both a SSI payment and Medicaid at no cost, with 1619 (b) status occurring when the income level eliminates a SSI cash benefit but Medicaid eligibility is retained at no cost to the recipient. Another incentive, the **Plan for Achieving Self-Support (PASS)**, is an earned income and resource exclusion that allows a person with a disability receiving SSI benefits to set aside income or resources to reach an occupational goal. The **Impairment Related Work Expense (IRWE)** incentive allows an individual to deduct certain work-related items and services that are needed to enable the SSI beneficiary to work.

In calendar year 2009, there were 144,448 Virginians with disabilities receiving SSI benefits, and 86,549 were of working age, 18 to 64 years. Of those, only 7,023 (8.1 percent) were working, a slight decline from 7,198 in 2006. Of those working, 3.3 percent participated in the Section 1619 (a) incentive program, 29.2 percent participated in the Section 1619 (b) program, 0.2 percent (*i.e.*, two-tenths of one percent) participated in the PASS program, and 4.2 percent participated in the IRWE program. In June 2010, there were 24 enrollees in Virginia's MEDICAID WORKS program.

Home and Community Based Services (HCBS) Waivers: **Prevocational services**, which are not job task oriented, may be available through the Intellectual Disability (ID) and Day Support Waivers. These services provide training and assistance that prepare an individual for paid or unpaid employment. They teach fundamental skills such as accepting supervision, getting along with co-workers, and using a time clock. To be covered, the individual's assessment and service plan must clearly reflect the individual's need for this training and support.

The Individual and Family Developmental Disabilities (DD), ID, and Day Support Waivers may provide **supported employment (SE)** services. Supported employment can be provided via a group or individual model. It includes training in specific skills related to paid employment and the provision of ongoing or intermittent assistance and specialized supervision to enable an individual with a disability to maintain paid employment. The group model provides continuous staff support for eight or fewer individuals with disabilities in an enclave, work crew, or bench work/entrepreneurial setting. The individual model involves intermittent, one-on-one support by a job coach for an individual with disabilities in a community business after an initial intensive period of on-the-job training.

E. Cost and Payment for Employment Services

Vocational Rehabilitation Services: The Department of Rehabilitative Services (DRS) and the Department for the Blind and Vision Impaired (DBVI) receive state and federal funds to support vocational rehabilitation activities. Federal funds are provided by the **Rehabilitation Service Administration (RSA)** within the U.S. Department of Education. RSA provides grant funds both on a formula and on a discretionary basis. *Federal Rehabilitation Act* Title I and Title VI grant programs, which provide funds for employment related services for individuals with disabilities, require state matching funds. State General Funds supply this match, underwrite administrative costs, and pay for various DRS state-funded programs such as Personal Assistance Services, Long-Term Rehabilitation Case Management Services, Long-Term Employment Support Services, and others. DRS also receives federal Title VI funds for Supported Employment. Long-term follow-along funding is distributed among Employment Service Organizations (ESOs) that are approved for Supported Employment Services and Extended Employment Services, based on utility and formula.

Between 2007 and 2010, there was an overall increase of 16 percent in the number served by DRS vocational rehabilitation services, from 24,504 to 28,316. During that same period, total funds expended by DRS increased by 13 percent, from \$62,201,536 to \$70,310,835. Federal funds were the primary source for this increase. This pattern was not typical for all programs. For example, from 2007 to 2010, the DRS Deaf and Hard of Hearing Vocational Rehabilitation Program's funding declined by 19 percent, from \$2,174,818 to \$1,755,330, despite a ten percent increase in the number served, from 1,515 to 1,635.

The table immediately below provides some details about the number of participants, funding amounts and sources, and per capita costs for the DRS vocational rehabilitation

programs described in this chapter during state fiscal year (SFY) 2010. Costs for the DRS **Work Incentive Specialist Advocates Program** funded by the federal Centers for Medicare and Medicaid Services (CMS) through a Medicaid Infrastructure Grant to the Virginia Department of Medical Assistance Services were not available. Explanatory notes on other programs appear at the end of the table.

**DEPARTMENT OF REHABILITATIVE SERVICES (DRS) EMPLOYMENT SERVICES
FOR STATE FISCAL YEAR (SFY) 2010 BY PROGRAM OR SERVICE**

Number Served	Waiting List	State Funds	Federal Funds	Other Funds	Total Funds	Per Capita Cost
DRS Vocational Rehabilitation (VR) Program ^A						
28,316	36	\$8,926,341	\$61,384,494	\$0	\$70,310,835	\$2,483
Services for Individuals with Serious Mental Illness ^B						
1,346	0	\$579,861	\$0	\$0	\$579,861	\$431
Substance Abuse Services ^C						
3,256	0	\$1,128,003	\$0	\$396,515	\$1,524,518	\$468
Deaf and Hard of Hearing (DHH) Program ^D						
1,635	2	\$40,655	\$1,714,675	\$0	\$1,755,330	\$1,074
Temporary Assistance to Needy Families Program ^E						
439	0	\$0	\$601,020	\$0	\$601,020	\$1,369
Supported Employment ^F						
3,817	0	\$0	\$665,519	\$0	\$665,519	\$174
Extended Employment Services						
512	0	\$2,714,268	\$0	\$0	\$2,714,268	\$5,301
Long-Term Employment Support Services						
2,576	0	\$4,903,222	\$0	\$0	\$4,903,222	\$1,903
Woodrow Wilson Rehabilitation Center (WWRC) ^G						
3,074	400	\$5,286,242	\$264,517	\$18,287,536	\$23,838,295	\$7,755

- A. Figures for the VR Program and all other DRS programs overlap because persons who apply for vocational rehabilitation services also receive diagnostic testing when they apply. Funding includes personal, non-personal, and case service expenditures.
- B. This grant funding from the Department of Social Services is for personal services. Client case services are paid from *Federal Rehabilitation Act*, Title I, Section 110 grant funds.
- C. This funding is for personal services. Client case services are paid from federal Section 110 grant funds.
- D. Figures for the DHH Program may contain duplicates because clients may receive other DRS services. Costs for the DHH Program include only case services dollars.
- E. Funding is for personal and case services, some of which also includes federal Section 110 grant funds.
- F. This is Federal Title VI funding. Federal Title I grant funds are also utilized for SE services.
- G. WWRC total and per capita costs cannot be determined by program area because of the way operating budgets are implemented in a comprehensive rehabilitation center. Total and per capita costs across all WWRC services are shown. Capital expenditures to maintain the campus are funded in a separate budget and not shown.

Source: Department of Rehabilitative Services.

The number served by DBVI vocational rehabilitation services rose from 24,504 in 2007 to 32,141 in 2010, a 31 percent increase. For that same period, total expenditures rose from \$62,201,536 to \$70,310,835, an increase of 13 percent. Additional federal funding was the primary source for this increase as well.

The next table provides some details about the number of participants, funding amounts and sources, and per capita costs for the DBVI vocational rehabilitation programs described in this chapter during federal fiscal year (FFY) 2010. This includes services provided at the Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI) in Richmond.

**DEPARTMENT FOR THE BLIND AND VISION IMPAIRED (DBVI) EMPLOYMENT SERVICES
FOR FEDERAL FISCAL YEAR (SFY) 2010**

Number Served	Waiting List	State Funds	Federal Funds	Other Funds	Total Funds	Per Capita Cost
DBVI Vocational Rehabilitation (VR) Services						
581	0	\$2,462,658	\$2,463,229	\$0	\$4,925,887	\$8,478

Source: Department for the Blind and Vision Impaired.

Virginia Workforce Network: The U.S. Department of Labor provides funds under the federal *Wagner-Peyser Act* to support the Virginia Employment Commission's Unemployment Insurance program and **Job Seeker and Employer Services**. Information on the cost of services for persons with disabilities is not tracked separately. The U.S. Department of Labor also provides funding for the **Disability Employment Initiative** and funds the **Disability Program Navigators** jointly with the Social Security Administration.

Implementation of the *Workforce Investment Act (WIA)* is supported by federal funds received from the U.S. Department of Labor as well. For federal fiscal year (FFY) 2009, \$19,561,386 were expended to provide services for more than 18,000 Virginians, with and without disabilities. Costs were not tracked separately for participants with disabilities.

Work Incentive Programs: The national Social Security Administration (SSA) funds the **Ticket to Work** program, and specific information on expenditures in Virginia is not available. SSA also makes grant awards for community **Work Incentives Planning and Assistance (WIPA) Projects** covering a five year period; however, recipient organizations must submit annual requests for continuation of funding. From November 1, 2009, through October 31, 2010, the WIPA Program served 2,581 individuals in Virginia and did not have a waiting list. This represented a 75 percent increase over the number service during the same period in 2006-2007, despite flat funding from SSA for the past six years. Federal funds covered the full \$450,000 cost for WIPA Projects in Virginia, at an approximate cost of \$174 per participant. Costs for the **MEDICAID WORKS** program are covered along with other Medicaid expenditures in the next chapter of this assessment.

Home and Community Based Services (HCBS) Waivers: The table below provides some details about the numbers served, funding sources and amounts, and per capita costs for prevocational and supported employment services provided under HCBS Waivers during state fiscal year (SFY) 2010. The Individual and Family Developmental Disabilities (DD) Waiver is administered by the Virginia Department of Medical Assistance Services (DMAS), and the Intellectual Disability (ID) and Day Support Waivers are administered by the Virginia Department of Behavioral Health and Developmental Services (DBHDS).

Combined spending for prevocational and supported employment services under all three HCBS Waivers rose by 42 percent from \$13,325,683 in 2007 to \$18,903,763 in 2010. The number of individuals receiving these services under HCBS Waivers rose by 43 percent from 1,216 to 1,738 during that same period.

**PREVOCATIONAL AND SUPPORTED EMPLOYMENT SERVICES
PROVIDED UNDER HOME AND COMMUNITY BASED SERVICES (HCBS) WAIVERS
FOR STATE FISCAL YEAR (SFY) 2010 BY PROGRAM OR SERVICE**

	Number Served	State Funds	Federal Funds	Other Funds	Total Funds	Per Capita Cost
<u>Department of Medical Assistance Services (DMAS)</u>						
Individual and Family Developmental Disabilities (DD) Waiver						
Prevocational						
Services	8	\$22,353	\$35,843	\$0	\$58,196	\$7,275
Supported						
Employment	11	\$52,261	\$83,801	\$0	\$136,062	\$12,369
<u>Department of Behavioral Health and Developmental Services (DBHDS)</u>						
Intellectual Disabilities (ID) Waiver						
Prevocational						
Services	850	\$4,479,869	\$4,479,869	\$0	\$8,959,738	\$10,541
Supported						
Employment*	775	\$4,393,048	\$4,393,048	\$0	\$8,786,097	\$11,337
Day Support Waiver						
Prevocational						
Services	66	\$332,299	\$332,299	\$0	\$664,598	\$10,070
Supported						
Employment*	28	\$149,536	\$149,536	\$0	\$299,072	\$10,681

*Supported Employment Services include individual and enclave models.

Sources: Department of Medical Assistance Services and Department of Behavioral Health and Developmental Services, respectively.

F. Monitoring and Evaluation of Employment Services

Department of Rehabilitative Services (DRS) Vocational Rehabilitation Program: The Commissioner of DRS is responsible for oversight of the agency's vocational rehabilitation

program and for ensuring compliance with both federal (34 CFR 361.1, *et seq.*) and state (22 VAC 30-20-10 to 200) regulations. Specific federal performance *Standards and Indicators* (34 CFR 361.80-89) have been established by the national **Rehabilitation Services Administration (RSA)**.

DRS is required to submit a number of monitoring and evaluation reports to RSA. Quarterly RSA “113 Reports” include the number of applicants, number determined eligible for services, number on waiting lists under the Order of Selection, number and types of case closures, and other data. The annual RSA “911 Report” contains raw, detailed demographic data on the number and type of vocational rehabilitation case closures, and the RSA “A2 Report” describes budget expenditures for different services.

Section 107 Monitoring and Technical Assistance Reviews are conducted by the RSA to ascertain whether the DRS vocational rehabilitation program meets its federal goals and objectives. If DRS is found to be noncompliant with RSA *Standards and Indicators*, its vocational rehabilitation program must develop and implement a *Performance Improvement Plan* consistent with RSA recommendations for improvement. RSA’s last Section 107 review occurred in 2009. Currently, DRS is under a *Performance Improvement Plan* due to the results of the federal fiscal year (FFY) 2009 *Standards and Indicators*.

The DRS state agency *Strategic Plan* includes agency goals, objectives, and performance measures. Annual evaluations of vocational rehabilitation counselors are based, in part, on individual objectives tied to these performance measures. If individual objectives are not met, appropriate corrective actions occur. In addition, case audit reviews of sample cases are conducted to ensure that appropriate policies and procedures are being followed and that high-quality services are being provided.

DRS also conducts an annual survey of its clients to determine their level of satisfaction with the services they received. In FFY 2009, the overall satisfaction rate for rehabilitated and non-rehabilitated service recipients was 81 percent, and 90 percent of service recipients continue to have a fairly strong belief that DRS staff treat them well. Additionally, 84 percent agreed that they would tell a friend to go to DRS for services, and 63 percent indicated that they would definitely come back to DRS if they needed additional help.

The DRS **Office of Technology and Employment Support Services** is responsible for the department’s specialty programs and works within the Field Rehabilitation Services Division to ensure the overall quality and effectiveness of service delivery. Further oversight information on individual DRS vocational rehabilitation services follows.

The specialty vocational rehabilitation counselors who provide services for clients through the **Serious Mental Illness Program** are directly supervised by the manager of their respective field offices and also receive indirect and programmatic supervision from the Program Specialist for Serious Mental Illness. To monitor service quality and effectiveness, the Program Specialist makes regular site visits to the local Community Services Boards (CSBs) that

participate in this program, and compiles statistical summaries of the employment outcomes and expenditures for case services. In addition, statewide meetings are convened several times a year to strengthen programming and to enhance consistency of services offered across the state. Similar quality control procedures apply to the **Substance Abuse Program**.

As above, the Program Specialist for the DRS **Deaf and Hard of Hearing Program** is responsible for the quality and effectiveness of its services, and in general, oversight practices are the same as for other DRS specialty programs. The Program Specialist also holds periodic community meetings to obtain direct feedback from service recipients, and program staff participate in quarterly meetings to receive ongoing training and to address service issues to enhance service delivery to this population.

Standard oversight practices apply to the DRS **Temporary Assistance for Needy Families (TANF) Program** as well. Program Specialists use site-monitoring visits to provide technical assistance, training, and other guidance to the staff of the collaborating local social services departments. The Department of Social Services (DSS) conducts onsite audits of these local departments to monitor their fiscal management of TANF funds.

DRS maintains formal vendor agreements with Employment Services Organizations (ESOs) that outline specific expectations and standards for **Supported Employment Services**. In addition, ESOs must be accredited by the national **Commission on Accreditation of Rehabilitation Facilities (CARF)**. Program accreditation must be reviewed and renewed by CARF every three years. When applicable, ESO vendor agreements also include specific standards for the provision of **Extended Employment Services** and **Long-Term Employment Support Services**. These programs are further monitored through a quality assurance review developed by DRS in cooperation with the **DRS Employment Services Organizations Advisory Committee**.

Work Incentive Specialist Advocates (WISAs) are trained and certified by DRS using funds from the Medicaid Infrastructure Grant. Once qualified, WISAs apply to provide work incentives services for vocational rehabilitation customers as DRS vendors. WISAs must abide by DRS standards for such providers and must agree to accept the agency's fees for work incentives services.

Vocational training programs at the **Woodrow Wilson Rehabilitation Center (WWRC)** are accredited by the **Accrediting Commission of the Council on Occupational Education**, which conducts Accreditation Team site visits every six years. In addition to the typical DRS oversight mechanisms described above, WWRC distributes an annual report to the general public and provides annual outcome data to its accrediting organization, the state Department of Planning and Budget, and the state Workforce Investment Board.

WWRC also collects satisfaction information from sponsors who refer individuals for its employment services. A computer-based survey is sent out to each sponsor after case closures for clients receiving vocational rehabilitation, rehabilitation counseling, and life skills transition

services. Questions cover the usefulness of vocational evaluation recommendations, overall case management satisfaction, and the timeliness of reports. Additional consumer satisfaction surveys and focus groups of service recipients provide WWRC with their comments and suggestions for improvements.

Department for the Blind and Vision Impaired (DBVI) Vocational Rehabilitation Program: Federal **Rehabilitation Services Administration (RSA)** reporting, monitoring, performance evaluation, and corrective processes for DBVI's vocational rehabilitation programs are equivalent to those for DRS, and DBVI's Commissioner is responsible for oversight of the agency and its compliance with federal regulations (34 CFR 361.1 *et seq.*) and the *Code of Virginia* (Title 51.5, Chapter 12). RSA performance *Standards and Indicators* (34 CFR 361-80-89) also apply.

DBVI's most recent RSA *Section 107 Monitoring and Technical Assistance Review* occurred in 2009. RSA's report, available at www.rsa.ed.gov, has just been received, and DBVI's response is pending. The review found that DBVI met or exceeded required performance levels for compliance with the *Standards and Indicators*.

As was reported above for DRS, the DBVI state agency *Strategic Plan* includes its goals, objectives, and performance measures, and annual evaluations of its vocational rehabilitation counselors are based, in part, on individual objectives tied to its measures. Local supervisors monitor case activities by individual DBVI staff members, and if individual objectives are not met, appropriate corrective actions occur.

At the state level, the DBVI Vocational Rehabilitation Director is responsible for direct monitoring of all agency programs. DBVI's headquarters reviews case work by regional offices annually and conducts telephone and mail surveys to determine recipients' satisfaction with services received. All service recipients have the opportunity to participate in these surveys, and feedback is shared with appropriate staff to improve and enhance services. The same oversight practices apply to the **Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI)** in Richmond.

During state fiscal year (SFY) 2010, 329 customers completed their DBVI vocational rehabilitation program. Of these, 120 (36 percent) responded to the satisfaction survey, 54 (45 percent) of the respondents successfully reached their goals, and 66 (55 percent) did not. No problems with service providers or vendors were reported by 113 respondents (94 percent), while 7 (6 percent) indicated that problems were experienced.

Virginia Workforce Network: Oversight of the **Virginia Employment Commission's (VEC)** federally funded programs is the responsibility of the **U.S. Department of Labor's Employment Training Administration (ETA)**. Each program has its own negotiated and prescribed performance measures, and VEC is required to provide quarterly reports on outcomes. As noted in previous sections of this chapter, VEC reporting does not segregate data on its **Job Seeker and Employer Services** programs for individuals with and without disabilities.

At the state level, as required by the national *Workforce Investment Act* (WIA), the **Virginia Workforce Council (VWC)** assists the Governor in developing a five-year strategic plan detailing how the requirements of this statute will be met and how special populations will be served. VWC membership includes representatives from organized labor, the business community, the **Virginia Community College System (VCCS)**, local governments, and the General Assembly, as well as the Secretaries of Commerce and Trade, Education, and Health and Human Resources (HHR). There is no requirement for VWC membership to include people with disabilities; however, the Secretary of HHR represents the Department of Rehabilitative Services (DRS), the Department for the Blind and Vision Impaired (DBVI), and the Department of the Deaf and Hard of Hearing (DDHH), which are members of that secretariat.

As the state's WIA administrative agency, VCCS ensures that the Commonwealth complies with all applicable federal and state laws and regulations. Fifteen local **Workforce Investment Boards (WIBs)**, each serving a designated area, works with the VWC and VCCS to guide operations of the state's One-Stop Workforce Centers. Community representation varies between WIBs, based on local needs and services, but typically includes area employers, educational institutions, labor unions, economic development agencies, One-Stop partners including DRS and DBVI, and other community-based organizations. The local WIBs provide a forum to ensure that workforce training and employment initiatives meet local economic development and business needs. VCCS conducts annual reviews of WIB activities, the delivery of services by the One-Stops and youth programs, and the management of WIA funds.

To ensure that hard-to-serve populations, including people with disabilities, are served, the VWC's **One-Stop Committee** is responsible for reviewing and proposing changes to the certification process for the One-Stops, developing a certification and credentialing course for their staffs, strengthening their overall accessibility survey process, and finding ways to increase the number of General Educational Development (GED) certificates acquired by One-Stop customers in the pursuit of their employment goals. There are approximately 35 comprehensive One-Stops in Virginia. Some need to be certified for the first time, and others need to be recertified.

The VWC requires that One-Stops be physically and programmatically accessible to be certified, and its One-Stop Committee has discussed changes to strengthen the certification process that will increase the frequency of accessibility surveys conducted by DRS and the other Disability Services Agencies and include participation in the process by individuals with disabilities. DRS, in partnership with the Disability Program Navigator initiative and other interested agencies and organizations, will be instrumental in writing an up-to-date accessibility policy and protocol to be used as part of the One-Stop certification process. VCCS is in the process of hiring a One-Stop Services Coordinator whose responsibilities will include a lead role in certifying One-Stops, and DRS will collaborate closely with that Coordinator on accessibility certification standards.

The WIA also requires that the WIBs negotiate an annual agreement with the state on individual performance measures covering services for adults, minors, and dislocated workers.

Two customer satisfaction measures are based on the results of surveys asking quarterly samples of employers and individuals exiting employment programs about the services received. VCCS reports this information is reported to the U.S. Department of Labor, but it could not be used for this assessment because all programs are aggregated by WIB, not by service. In addition, the survey methodology generates a single score that does not translate into a typical customer satisfaction score and the number of survey respondents is so small that it does not accurately represent all One-Stop customers.

Work Incentive Programs: The federal **Social Security Administration (SSA)** is responsible for oversight of the **Ticket to Work** and **Work Incentives Planning and Assistance (WIPA) Program**. WIPA providers must apply for funds annually and submit quarterly program and semiannual financial reports to SSA, which also conducts periodic site visits and onsite audits. The details of these processes are too lengthy and complex to include in this assessment, and the SSA should be contacted directly for additional monitoring and evaluation information.

A member of the **Department of Medical Assistance Services' (DMAS) Program Operations Division** is responsible for monitoring **MEDICAID WORKS** enrollment and working with local departments of social services, when necessary, to assist with enrollment and eligibility issues. This staff member also serves as a resource for both the Work Incentive Specialist Advocates (WISA) authorized by the Department of Rehabilitative Services (DRS) and the Community Work Incentive Coordinators at SSA's designated WIPA Projects in Virginia. DMAS monitors new enrollment and cancellation reports and contacts all new enrollees, soon after their enrollment and periodically thereafter, to welcome them to the program and request information about their employment. In applying for MEDICAID WORKS, enrollees agree to keep DMAS informed of where they are employed, what their jobs are, their hours worked, and their incomes. DMAS uses this information to report monthly on the total number of enrollees, how many are self-employed, their age and hourly wage ranges, the average number of hours worked per week, and the number of enrollees in each of the five local department of social services regions.

Home and Community Based Services (HCBS) Waivers: The **Department of Medical Assistance Services (DMAS)** is required to ensure the health, safety, and welfare of all individuals served by HCBS Waivers and to ensure that providers comply with all federal and state regulations. As previously noted, it directly administers the **Individual and Family Developmental Disabilities (DD) Waiver**, while the **Department of Behavioral Health and Developmental Services (DBHDS)** administers and provides additional oversight for the **Intellectual Disabilities (ID) Waiver** and **Day Support Waiver**. Information on monitoring and evaluation of these waivers is included in the Medicaid chapter of this assessment.

G. Employment Services Sources Referenced in This Chapter

Links to websites and online documents reflect their Internet addresses in March 2011. Some documents retrieved and utilized do not have a date of publication.

Websites:

Code of Virginia:

<http://leg1.state.va.us>

U.S. Department of Labor:

Bureau of Labor Statistics:

www.bls.gov

Labor Force Statistics from the Current Population Survey,
Frequently Asked Questions About Disability Data:
www.bls.gov/cps/cpsdisability_faq.htm

Employment and Training Administration, Disability Program Navigator Initiative:
www.doleta.gov/disability/

U.S. Social Security Administration:

Ticket to Work:

www.yourtickettowork.com

Employment Network Directory:

www.yourtickettowork.com/endir?action=state&state=VA&Find=Find

The Work Site:

www.ssa.gov/work

Work Incentives Planning and Assistance Projects:

<http://www.socialsecurity.gov/work/WIPA.html>

vaACCSES (Virginia Association of Community Rehabilitation Programs):

www.vaaccses.org

Virginia Commonwealth University

Autism Spectrum Career Links:

www.vcu-autism.org

Rehabilitation Research & Training Center on Workplace Supports and Job Retention:

www.worksupports.com

Virginia Community College System:

www.vccs.edu

Virginia Department for the Blind and Vision Impaired:

www.vdbvi.org

Virginia Rehabilitation Center for the Blind and Vision Impaired:

www.vrcbvi.org

Virginia Department of Behavioral Health and Developmental Services:

www.dbhds.virginia.gov

Virginia Department of Medical Assistance Services:

www.dmas.virginia.gov

Virginia Department of Rehabilitative Services:

www.vadrs.org

School to Work Transition Services:

www.vadrs.org/transitionservices.htm

Woodrow Wilson Rehabilitation Center:

<http://wwrc.virginia.gov>

Your Path to Work:

www.vadrs.org/howvrworks.htm

Virginia Department of Social Services:

Local Departments of Social Services:

www.dss.virginia.gov/localagency

Virginia Employment Commission:

www.vec.virginia.gov

Virginia Workforce Network:

<http://myfuture.vccs.edu/WorkforceServices/VirginiaWorkforceNetwork/tabid/693/Default.aspx>

WorkWORLD™:

www.workworld.org/wwwwebhelp/va_medicaid_works_overview.htm

Documents:

Rehabilitation Research & Training Center on Disability Statistics and Demographics, Hunter College at CUNY. *Annual Disability Statistics Compendium 2010*. Retrieved from www.DisabilityCompendium.org.

United States Bureau of Labor Statistics. (August 25, 2010). *Persons with a Disability: Labor Force Characteristics News Release*. Retrieved from: www.bls.gov/news.release/archives/disabl_08252010.htm.

United States Census Bureau. (2007). *American Community Survey: Annual Disability Statistics Compendium*. Retrieved from <http://factfinder.census.gov>.

vaACCSES (Virginia Association of Community Rehabilitation Programs). *Project WIT—Work Incentives Training for Successful Employment: A Day to Day User’s Guide*.

Virginia Administrative Code, 12 VAC 30-120-754. *Individual and Family Developmental Disability (DD) Waiver: Supported Employment*. Retrieved from: <http://leg1.state.va.us/cgi-bin/legp504.exe?000+reg+12VAC30-120-754>.

Virginia Community College System. *Job and Career Assistance: Quick Reference Guides*. Retrieved from: <http://myfuture.vccs.edu/Default.aspx?tabid=789>.

Virginia Department for the Blind and Vision Impaired. (September 2010). *Agency Strategic Plan, 2008-2010*. Retrieved from: www.vdbvi.org/StrategicPlan.htm.

Virginia Department for the Blind and Vision Impaired. *Rehabilitation Services Administration Annual Review FY 2009*. Retrieved from: www.rsa.ed.gov/my_data.cfm?form_id=107&mode=view&grant_award_id=18878.

Virginia Department of Behavioral Health & Developmental Services. (June 25, 2010). *Creating Opportunities: A Plan for Advancing Community-Focused Services in Virginia*. Retrieved from: www.dbhds.virginia.gov/OPD-default.htm.

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