Edward Anthony, Ph.D., Acting Commissioner
Rehabilitation Services Administration
U.S. Department of Education
400 Maryland Ave., S.W.
Washington, DC 20202-2800

Dear Commissioner Anthony:

The Wyoming Division of Vocational Rehabilitation is submitting our Fiscal Year 2010 State Plan in hard copy and electronically via the Internet. I respectfully request that the following material be approved:

- State Plan Pre-Print
- State Plan Attachments:

4.2(c): Summary of Input and Recommendations of the State Rehabilitation Council; Response of the Designated State Unit; and Explanations for Rejection of Input or Recommendations

4.10: Comprehensive System of Personnel Development

4.11: Assessments; Estimates; Goals and Priorities; Strategies; and Progress Reports
   (b): Annual Estimates of Individuals to be Served and Costs of Services
   (c)(1): State’s Goals and Priorities
   (c)(4): Goals and Plans for Distribution of Title VI, Part B Funds
   (d): State’s Strategies
   (e)(2): Evaluation and Report of Progress in Achieving Identified Goals and Priorities and Use of Title I Funds for Innovation and Expansion Activities

Although included with this Plan, the following previously approved Attachments remain current and are not being updated with this submission:

Attachment 4.8(b): Cooperation and Coordination with Other Agencies and Other Entities
   (1): Cooperation with Agencies That Are Not in the Statewide Workforce Investment System and with Other Entities

“Linking Human and Economic Development for Wyoming’s Future”
(2): Coordination with Education Officials
(3): Cooperative Agreements with Private Non-Profit Vocational Rehabilitation Service Providers
(4): Evidence of Collaboration Regarding Supported Employment Services and Extended Services

Attachment 4.11 (a): Results of Comprehensive Statewide Assessment of the Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop, or Improve Community Rehabilitation Programs

Attachment 6.3: Quality, Scope and Extent of Supported Employment Services

Also enclosed are the following:

- Form ED 80-0013 for Title I
- Form ED 80-0013 for Title VI-B

In accordance with the Governor's Executive Order 2004-2 (May 18, 2004), this material has not been submitted to the Wyoming State Clearinghouse (Budget Division of the Wyoming Department of Administration and Information) for review. This Executive Order exempts programs previously authorized by the Wyoming Legislature from the review process.

Sincerely,

Jim McIntosh
Administrator

Enclosures
State Plan for the State Vocational Rehabilitation Services Program and State Plan Supplement for the State Supported Employment Services Program

State Plan for Fiscal Year 2010

Section 1: State Certifications

1.1 The (enter the name of designated state agency or designated state unit below)... **Wyoming Division of Vocational Rehabilitation**
   ... is authorized to submit this State Plan under Title I of the Rehabilitation Act of 1973, as amended [1] and its supplement under Title VI, Part B, of the Rehabilitation Act [2].

1.2 As a condition for the receipt of federal funds under Title I, Part B, of the Rehabilitation Act for the provision of vocational rehabilitation services, the... (enter the name of the designated state agency below) **Wyoming Department of Workforce Services**
   ... agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan [3], the Rehabilitation Act, and all applicable regulations [5], policies and procedures established by the secretary. Funds made available under Section 111 of the Rehabilitation Act are used solely for the provision of vocational rehabilitation services under Title I of the Rehabilitation Act and the administration of the State Plan for the vocational rehabilitation services program.

1.3 As a condition for the receipt of federal funds under Title VI, Part B, of the Rehabilitation Act for supported employment services, the designated state agency agrees to operate and administer the State Supported Employment Services Program in accordance with the provisions of the supplement to this State Plan [6], the Rehabilitation Act and all applicable regulations [7], policies and procedures established by the secretary. Funds made available under Title VI, Part B, are used solely for the provision of supported employment services and the administration of the supplement to the Title I State Plan.

1.4 The designated state agency and/or the designated state unit has the authority under state law to perform the functions of the state regarding this State Plan and its supplement.

1.5 The state legally may carry out each provision of the State Plan and its supplement.

1.6 All provisions of the State Plan and its supplement are consistent with state law.

1.7 The (enter title of state officer below) **Wyoming State Treasurer**
   ... has the authority under state law to receive, hold and disburse federal funds made available under this State Plan and its supplement.
1.8 The (enter title of state officer below)...

Administrator Wyoming Division of Vocational Rehabilitation

... has the authority to submit this State Plan for vocational rehabilitation services and the State Plan supplement for supported employment services.

1.9 The agency that submits this State Plan and its supplement has adopted or otherwise formally approved the plan and its supplement.

Signed

Jim McIntosh

Name of Signatory

Administrator Wyoming Division of Vocational Rehabilitation

Title of Signatory

Date Signed 06/16/09

(mm/dd/yyyy)

Section 1 Footnotes

[1] Public Law 93 112, as amended by Public Laws 93 516, 95 602, 96 221, 99 506, 100-630, 102-569, 103-073, and 105-220.


[3] All references in this plan to "designated state agency" or to "the state agency" relate to the agency identified in this paragraph.

[4] No funds under Title I of the Rehabilitation Act may be awarded without an approved State Plan in accordance with Section 101(a) of the Rehabilitation Act and 34 CFR part 361.

[5] Applicable regulations include the Education Department General Administrative Regulations (EDGAR) in 34 CFR Parts 74, 76, 77, 79, 80, 81, 82, 85 and 86 and the State Vocational Rehabilitation Services Program regulations in 34 CFR Part 361.

[6] No funds under Title VI, Part B, of the Rehabilitation Act may be awarded without an approved supplement to the Title I State Plan in accordance with Section 625(a) of the Rehabilitation Act.


Section 2: Public Comment on State Plan Policies and Procedures

2.1 Public participation requirements. (Section 101(a)(16)(A) of the Rehabilitation Act; 34 CFR 361.10(d), .20(a), (b), (d); and 363.11(g)(9))

(a) Conduct of public meetings.

The designated state agency, prior to the adoption of any substantive policies or procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan, including making any substantive amendments to the policies and procedures, conducts public meetings throughout the state to provide the public, including individuals with disabilities, an opportunity to comment on the policies or procedures.

(b) Notice requirements.

The designated state agency, prior to conducting the public meetings, provides
appropriate and sufficient notice throughout the state of the meetings in accordance with state law governing public meetings or, in the absence of state law governing public meetings, procedures developed by the state agency in consultation with the State Rehabilitation Council, if the agency has a council.

(c) Special consultation requirements. The state agency actively consults with the director of the Client Assistance Program, the State Rehabilitation Council, if the agency has a council and, as appropriate, Indian tribes, tribal organizations and native Hawaiian organizations on its policies and procedures governing the provision of vocational rehabilitation services under the State Plan and supported employment services under the supplement to the State Plan.

Section 3: Submission of the State Plan and its Supplement

3.1 Submission and revisions of the State Plan and its supplement. (Sections 101(a)(1), (23) and 625(a)(1) of the Rehabilitation Act; Section 501 of the Workforce Investment Act; 34 CFR 76.140; 361.10(e), (f), and (g); and 363.10)

(a) The state submits to the commissioner of the Rehabilitation Services Administration the State Plan and its supplement on the same date that the state submits either a State Plan under Section 112 of the Workforce Investment Act of 1998 or a state unified plan under Section 501 of that Rehabilitation Act.

(b) The state submits only those policies, procedures or descriptions required under this State Plan and its supplement that have not been previously submitted to and approved by the commissioner.

(c) The state submits to the commissioner, at such time and in such manner as the commissioner determines to be appropriate, reports containing annual updates of the information relating to the:

- comprehensive system of personnel development;
- assessments, estimates, goals and priorities, and reports of progress;
- innovation and expansion activities; and
- other updates of information required under Title I, Part B, or Title VI, Part B, of the Rehabilitation Act that are requested by the commissioner.

(d) The State Plan and its supplement are in effect subject to the submission of modifications the state determines to be necessary or the commissioner requires based on a change in state policy, a change in federal law, including regulations, an interpretation of the Rehabilitation Act by a federal court or the highest court of the state, or a finding by the commissioner of state noncompliance with the requirements of the Rehabilitation Act, 34 CFR 361 or 34 CFR 363.

3.2 Supported Employment State Plan supplement. (Sections 101(a)(22) and 625(a) of the Rehabilitation Act; 34 CFR 361.34 and 363.10)

(a) The state has an acceptable plan for carrying out Part B of Title VI of the Rehabilitation Act that provides for the use of funds under that part to supplement funds made available under Part B of Title I of the Rehabilitation Act for the cost of services leading to supported employment.

(b) The Supported Employment State Plan, including any needed annual revisions, is submitted as a supplement to the State Plan.
Section 4: Administration of the State Plan

4.1 Designated state agency and designated state unit. (Section 101(a)(2) of the Rehabilitation Act; 34 CFR 361.13(a) and (b))

(a) Designated state agency.

(1) There is a state agency designated as the sole state agency to administer the State Plan or to supervise its administration in a political subdivision of the state by a sole local agency.

(2) The designated state agency is:

(A) a state agency that is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities; or

(B) X a state agency that is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and includes a vocational rehabilitation unit as provided in paragraph (b) of this section.

(3) In American Samoa, the designated state agency is the governor.

(b) Designated state unit.

(1) If the designated state agency is not primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities, in accordance with subparagraph 4.1(a)(2)(B) of this section, the state agency includes a vocational rehabilitation bureau, division or unit that:

(A) is primarily concerned with vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities and is responsible for the administration of the designated state agency's vocational rehabilitation program under the State Plan;

(B) has a full-time director;

(C) has a staff, at least 90 percent of whom are employed full-time on the rehabilitation work of the organizational unit; and

(D) is located at an organizational level and has an organizational status within the designated state agency comparable to that of other major organizational units of the designated state agency.

(2) The name of the designated state vocational rehabilitation unit is Wyoming Division of Vocational Rehabilitation.

4.2 State independent commission or State Rehabilitation Council. (Sections 101(a)(21) and 105 of the Rehabilitation Act; 34 CFR 361.16 and .17)

The State Plan must contain one of the following assurances.

(a) The designated state agency is an independent state commission that:

(1) is responsible under state law for operating or overseeing the operation of the vocational rehabilitation program in the state and is primarily concerned with the vocational rehabilitation or vocational and other rehabilitation of individuals with disabilities in accordance with subparagraph 4.1(a)(2)(A) of this section.

(2) is consumer controlled by persons who:

(A) are individuals with physical or mental impairments that substantially limit major life activities; and
(B) represent individuals with a broad range of disabilities, unless the
designated state unit under the direction of the commission is the state
agency for individuals who are blind;
(3) includes family members, advocates or other representatives of individuals
with mental impairments; and
(4) undertakes the functions set forth in Section 105(c)(4) of the Rehabilitation
Act and 34 CFR 361.17(h)(4).

or

(b) The state has established a State Rehabilitation Council that meets the criteria
set forth in Section 105 of the Rehabilitation Act, 34 CFR 361.17 and the
designated state unit:
(1) jointly with the State Rehabilitation Council develops, agrees to and reviews
annually state goals and priorities and jointly submits to the commissioner
annual reports of progress in accordance with the provisions of Section
101(a)(15) of the Rehabilitation Act, 34 CFR 361.29 and subsection 4.11 of
this State Plan;
(2) regularly consults with the State Rehabilitation Council regarding the
development, implementation and revision of state policies and procedures of
general applicability pertaining to the provision of vocational rehabilitation
services;
(3) includes in the State Plan and in any revision to the State Plan a summary of
input provided by the State Rehabilitation Council, including recommendations
from the annual report of the council described in Section 105(c)(5) of the
Rehabilitation Act and 34 CFR 361.17(h)(5), the review and analysis of
consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act
and 34 CFR 361.17(h)(4), and other reports prepared by the council and the
response of the designated state unit to the input and recommendations,
including explanations for rejecting any input or recommendation; and
(4) transmits to the council:
(A) all plans, reports and other information required under 34 CFR 361 to be
submitted to the commissioner;
(B) all policies and information on all practices and procedures of general
applicability provided to or used by rehabilitation personnel in carrying
out this State Plan and its supplement; and
(C) copies of due process hearing decisions issued under 34 CFR 361.57,
which are transmitted in such a manner as to ensure that the identity of
the participants in the hearings is kept confidential.

c) If the designated state unit has a State Rehabilitation Council, Attachment 4.2(c)
provides a summary of the input provided by the council consistent with the
provisions identified in subparagraph (b)(3) of this section; the response of the
designated state unit to the input and recommendations; and, explanations for the
rejection of any input or any recommendation.

4.3 Consultations regarding the administration of the State Plan. (Section 101(a)(16)(B) of
the Rehabilitation Act; 34 CFR 361.21)
The designated state agency takes into account, in connection with matters of general
policy arising in the administration of the plan and its supplement, the views of:
(a) individuals and groups of individuals who are recipients of vocational rehabilitation
services or, as appropriate, the individuals' representatives;
(b) personnel working in programs that provide vocational rehabilitation services to
individuals with disabilities;
(c) providers of vocational rehabilitation services to individuals with disabilities;
(d) the director of the Client Assistance Program; and
(e) the State Rehabilitation Council, if the state has a council.

4.4 Nonfederal share. (Sections 7(14) and 101(a)(3) of the Rehabilitation Act; 34 CFR 80.24 and 361.60)
The nonfederal share of the cost of carrying out this State Plan is 21.3 percent and is provided through the financial participation by the state or, if the state elects, by the state and local agencies.

4.5 Local administration. (Sections 7(24) and 101(a)(2)(A) of the Rehabilitation Act; 34 CFR 361.5(b)(47) and .15)
The State Plan provides for the administration of the plan by a local agency.

If “Yes”, the designated state agency:
(a) ensures that each local agency is under the supervision of the designated state unit with the sole local agency, as that term is defined in Section 7(24) of the Rehabilitation Act and 34 CFR 361.5(b)(47), responsible for the administration of the vocational rehabilitation program within the political subdivision that it serves; and
(b) develops methods that each local agency will use to administer the vocational rehabilitation program in accordance with the State Plan.

4.6 Shared funding and administration of joint programs. (Section 101(a)(2)(A)(ii) of the Rehabilitation Act; 34 CFR 361.27)
The State Plan provides for the state agency to share funding and administrative responsibility with another state agency or local public agency to carry out a joint program to provide services to individuals with disabilities. Yes ___ No X

If “Yes”, the designated state agency submits to the commissioner for approval a plan that describes its shared funding and administrative arrangement. The plan must include:
(a) a description of the nature and scope of the joint program;
(b) the services to be provided under the joint program;
(c) the respective roles of each participating agency in the administration and provision of services; and
(d) the share of the costs to be assumed by each agency.

4.7 Statewideness and waivers of statewideness. (Section 101(a)(4) of the Rehabilitation Act; 34 CFR 361.25, .26, and .60(b)(3)(i) and (ii))
(a) Services provided under the State Plan are available in all political subdivisions of the state.
(b) The state unit may provide services in one or more political subdivisions of the state that increase services or expand the scope of services that are available statewide under this State Plan if the:
(1) nonfederal share of the cost of these services is met from funds provided by a local public agency, including funds contributed to a local public agency by a
private agency, organization or individual;

(2) services are likely to promote the vocational rehabilitation of substantially larger numbers of individuals with disabilities or of individuals with disabilities with particular types of impairments; and

(3) state, for purposes other than the establishment of a community rehabilitation program or the construction of a particular facility for community rehabilitation program purposes, requests in Attachment 4.7(b)(3) a waiver of the statewideness requirement in accordance with the following requirements:

(A) identification of the types of services to be provided;
(B) written assurance from the local public agency that it will make available to the state unit the nonfederal share of funds;
(C) written assurance that state unit approval will be obtained for each proposed service before it is put into effect; and
(D) written assurance that all other State Plan requirements, including a state's order of selection, will apply to all services approved under the waiver.

(c) Contributions, consistent with the requirements of 34 CFR 361.60(b)(3)(ii), by private entities of earmarked funds for particular geographic areas within the state may be used as part of the nonfederal share without the state requesting a waiver of the statewideness requirement provided that the state notifies the commissioner that it cannot provide the full nonfederal share without using the earmarked funds.

4.8 Cooperation, collaboration and coordination. (Sections 101(a)(1l), (24)(B), and 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 361.22, .23, .24, and .31, and 363.11(e))

(a) Cooperative agreements with other components of statewide work force investment system.

The designated state agency or the designated state unit has cooperative agreements with other entities that are components of the statewide work force investment system and replicates those agreements at the local level between individual offices of the designated state unit and local entities carrying out the One-Stop service delivery system or other activities through the statewide work force investment system.

(b) Cooperation and coordination with other agencies and entities.

Attachment 4.8(b) (1)-(4) describes the designated state agency's:

(1) cooperation with and use of the services and facilities of the federal, state, and local agencies and programs, including programs carried out by the undersecretary for Rural Development of the United States Department of Agriculture and state use contracting programs, to the extent that those agencies and programs are not carrying out activities through the statewide work force investment system;

(2) coordination, in accordance with the requirements of paragraph 4.8(c) of this section, with education officials to facilitate the transition of students with disabilities from school to the receipt of vocational rehabilitation services;

(3) establishment of cooperative agreements with private nonprofit vocational rehabilitation service providers, in accordance with the requirements of paragraph 5.10(b) of the State Plan; and,

(4) efforts to identify and make arrangements, including entering into cooperative agreements, with other state agencies and entities with respect to the provision of supported employment and extended services for individuals with the most significant disabilities, in accordance with the requirements of subsection 6.5 of the supplement to this State Plan.
(c) Coordination with education officials.

(1) Attachment 4.8(b)(2) describes the plans, policies and procedures for coordination between the designated state agency and education officials responsible for the public education of students with disabilities that are designed to facilitate the transition of the students who are individuals with disabilities from the receipt of educational services in school to the receipt of vocational rehabilitation services under the responsibility of the designated state agency.

(2) The State Plan description must:

(A) provide for the development and approval of an individualized plan for employment in accordance with 34 CFR 361.45 as early as possible during the transition planning process but, at the latest, before each student determined to be eligible for vocational rehabilitation services leaves the school setting or if the designated state unit is operating on an order of selection before each eligible student able to be served under the order leaves the school setting; and

(B) include information on a formal interagency agreement with the state educational agency that, at a minimum, provides for:

(i) consultation and technical assistance to assist educational agencies in planning for the transition of students with disabilities from school to postschool activities, including vocational rehabilitation services;

(ii) transition planning by personnel of the designated state agency and the educational agency for students with disabilities that facilitates the development and completion of their individualized education programs under Section 614(d) of the Individuals with Disabilities Education Act;

(iii) roles and responsibilities, including financial responsibilities, of each agency, including provisions for determining state lead agencies and qualified personnel responsible for transition services; and

(iv) procedures for outreach to students with disabilities as early as possible during the transition planning process and identification of students with disabilities who need transition services.

(d) Coordination with statewide independent living council and independent living centers.

The designated state unit, the Statewide Independent Living Council established under Section 705 of the Rehabilitation Act and 34 CFR 364, and the independent living centers described in Part C of Title VII of the Rehabilitation Act and 34 CFR 366 have developed working relationships and coordinate their activities.

(e) Cooperative agreement with recipients of grants for services to American Indians.

(1) There is in the state a recipient(s) of a grant under Part C of Title I of the Rehabilitation Act for the provision of vocational rehabilitation services for American Indians who are individuals with disabilities residing on or near federal and state reservations. Yes X No

(2) If "Yes", the designated state agency has entered into a formal cooperative agreement that meets the following requirements with each grant recipient in the state that receives funds under Part C of Title I of the Rehabilitation Act:

(A) strategies for interagency referral and information sharing that will assist in eligibility determinations and the development of individualized plans for employment;

(B) procedures for ensuring that American Indians who are individuals with disabilities and are living near a reservation or tribal service area are
provided vocational rehabilitation services; and

(C) provisions for sharing resources in cooperative studies and assessments, joint training activities, and other collaborative activities designed to improve the provision of services to American Indians who are individuals with disabilities.

4.9 Methods of administration. (Section 101(a)(6) of the Rehabilitation Act; 34 CFR 361.12, .19 and .51(a) and (b))

(a) In general.
The state agency employs methods of administration, including procedures to ensure accurate data collection and financial accountability, found by the commissioner to be necessary for the proper and efficient administration of the plan and for carrying out all the functions for which the state is responsible under the plan and 34 CFR 361.

(b) Employment of individuals with disabilities.
The designated state agency and entities carrying out community rehabilitation programs in the state, who are in receipt of assistance under Part B, of Title I of the Rehabilitation Act and this State Plan, take affirmative action to employ and advance in employment qualified individuals with disabilities covered under and on the same terms and conditions as set forth in Section 503 of the Rehabilitation Act.

(c) Facilities.
Any facility used in connection with the delivery of services assisted under this State Plan meets program accessibility requirements consistent with the provisions, as applicable, of the Architectural Barriers Rehabilitation Act of 1968, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act of 1990 and the regulations implementing these laws.

4.10 Comprehensive system of personnel development. (Section 101(a)(7) of the Rehabilitation Act; 34 CFR 361.18)
Attachment 4.10 describes the designated state agency's procedures and activities to establish and maintain a comprehensive system of personnel development designed to ensure an adequate supply of qualified state rehabilitation professional and paraprofessional personnel for the designated state unit. The description includes the following:

(a) Data system on personnel and personnel development.
Development and maintenance of a system for collecting and analyzing on an annual basis data on qualified personnel needs and personnel development with respect to:

(1) Qualified personnel needs.

(A) The number of personnel who are employed by the state agency in the provision of vocational rehabilitation services in relation to the number of individuals served, broken down by personnel category;

(B) The number of personnel currently needed by the state agency to provide vocational rehabilitation services, broken down by personnel category; and

(C) Projections of the number of personnel, broken down by personnel category, who will be needed by the state agency to provide vocational rehabilitation services in the state in five years based on projections of the number of individuals to be served, including individuals with significant disabilities, the number of personnel expected to retire or leave the field, and other relevant factors.
Personnel development.

(A) A list of the institutions of higher education in the state that are preparing vocational rehabilitation professionals, by type of program;

(B) The number of students enrolled at each of those institutions, broken down by type of program; and

(C) The number of students who graduated during the prior year from each of those institutions with certification or licensure, or with the credentials for certification or licensure, broken down by the personnel category for which they have received, or have the credentials to receive, certification or licensure.

Plan for recruitment, preparation and retention of qualified personnel.

Development, updating on an annual basis, and implementation of a plan to address the current and projected needs for qualified personnel based on the data collection and analysis system described in paragraph (a) of this subsection and that provides for the coordination and facilitation of efforts between the designated state unit and institutions of higher education and professional associations to recruit, prepare and retain personnel who are qualified in accordance with paragraph (c) of this subsection, including personnel from minority backgrounds and personnel who are individuals with disabilities.

Personnel standards.

Policies and procedures for the establishment and maintenance of personnel standards to ensure that designated state unit professional and paraprofessional personnel are appropriately and adequately prepared and trained, including:

(1) standards that are consistent with any national- or state-approved or recognized certification, licensing, registration, or, in the absence of these requirements, other comparable requirements (including state personnel requirements) that apply to the profession or discipline in which such personnel are providing vocational rehabilitation services.

(2) To the extent that existing standards are not based on the highest requirements in the state applicable to a particular profession or discipline, the steps the state is currently taking and the steps the state plans to take in accordance with the written plan to retrain or hire personnel within the designated state unit to meet standards that are based on the highest requirements in the state, including measures to notify designated state unit personnel, the institutions of higher education identified in subparagraph (a)(2), and other public agencies of these steps and the time lines for taking each step.

(3) The written plan required by subparagraph (c)(2) describes the following:

(A) specific strategies for retraining, recruiting and hiring personnel;

(B) the specific time period by which all state unit personnel will meet the standards required by subparagraph (c)(1);

(C) procedures for evaluating the designated state unit's progress in hiring or retraining personnel to meet applicable personnel standards within the established time period; and

(D) the identification of initial minimum qualifications that the designated state unit will require of newly hired personnel when the state unit is unable to hire new personnel who meet the established personnel standards and the identification of a plan for training such individuals to meet the applicable standards within the time period established for all state unit personnel to meet the established personnel standards.

Staff development.

Policies, procedures and activities to ensure that all personnel employed by the
designated state unit receive appropriate and adequate training. The narrative describes the following:

(1) A system of staff development for professionals and paraprofessionals within the designated state unit, particularly with respect to assessment, vocational counseling, job placement and rehabilitation technology.

(2) Procedures for the acquisition and dissemination to designated state unit professionals and paraprofessionals significant knowledge from research and other sources.

(e) Personnel to address individual communication needs.
Availability of personnel within the designated state unit or obtaining the services of other individuals who are able to communicate in the native language of applicants or eligible individuals who have limited English speaking ability or in appropriate modes of communication with applicants or eligible individuals.

(f) Coordination of personnel development under the Individuals with Disabilities Education Act.
Procedures and activities to coordinate the designated state unit's comprehensive system of personnel development with personnel development under the Individuals with Disabilities Education Act.

4.11. Statewide assessment; annual estimates; annual state goals and priorities; strategies; and progress reports. (Sections 101(a)(15), 105(c)(2) and 625(b)(2) of the Rehabilitation Act; 34 CFR 361.17(h)(2), .29, and 363.11(b))

(a) Comprehensive statewide assessment.

(1) Attachment 4.11(a) documents the results of a comprehensive, statewide assessment, jointly conducted every three years by the designated state unit and the State Rehabilitation Council (if the state has such a council). The assessment describes:

(A) the rehabilitation needs of individuals with disabilities residing within the state, particularly the vocational rehabilitation services needs of:

(i) individuals with the most significant disabilities, including their need for supported employment services;

(ii) individuals with disabilities who are minorities and individuals with disabilities who have been unserved or underserved by the vocational rehabilitation program carried out under this State Plan; and

(iii) individuals with disabilities served through other components of the statewide work force investment system.

(B) The need to establish, develop or improve community rehabilitation programs within the state.

(2) For any year in which the state updates the assessments, the designated state unit submits to the commissioner a report containing information regarding updates to the assessments.

(b) Annual estimates.
Attachment 4.11(b) identifies on an annual basis state estimates of the:

(1) number of individuals in the state who are eligible for services under the plan;

(2) number of eligible individuals who will receive services provided with funds provided under Part B of Title I of the Rehabilitation Act and under Part B of Title VI of the Rehabilitation Act, including, if the designated state agency uses an order of selection in accordance with subparagraph 5.3(b)(2) of this State Plan, estimates of the number of individuals to be served under each priority
category within the order; and

(3) costs of the services described in subparagraph (b)(1), including, if the designated state agency uses an order of selection, the service costs for each priority category within the order.

(c) Goals and priorities.

(1) Attachment 4.11(c)(1) identifies the goals and priorities of the state that are jointly developed or revised, as applicable, with and agreed to by the State Rehabilitation Council, if the agency has a council, in carrying out the vocational rehabilitation and supported employment programs.

(2) The designated state agency submits to the commissioner a report containing information regarding any revisions in the goals and priorities for any year the state revises the goals and priorities.

(3) Order of selection.

If the state agency implements an order of selection, consistent with subparagraph 5.3(b)(2) of the State Plan, Attachment 4.11(c)(3):

(A) shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;

(B) provides a justification for the order; and

(C) identifies the service and outcome goals, and the time within which these goals may be achieved for individuals in each priority category within the order.

(4) Goals and plans for distribution of Title VI, Part B, funds.

Attachment 4.11(c)(4) specifies, consistent with subsection 6.4 of the State Plan supplement, the state's goals and priorities with respect to the distribution of funds received under Section 622 of the Rehabilitation Act for the provision of supported employment services.

(d) Strategies.

(1) Attachment 4.11(d) describes the strategies, including:

(A) the methods to be used to expand and improve services to individuals with disabilities, including how a broad range of assistive technology services and assistive technology devices will be provided to those individuals at each stage of the rehabilitation process and how those services and devices will be provided to individuals with disabilities on a statewide basis;

(B) outreach procedures to identify and serve individuals with disabilities who are minorities, including those with the most significant disabilities in accordance with subsection 6.6 of the State Plan supplement, and individuals with disabilities who have been underserved or underserved by the vocational rehabilitation program;

(C) as applicable, the plan of the state for establishing, developing or improving community rehabilitation programs;

(D) strategies to improve the performance of the state with respect to the evaluation standards and performance indicators established pursuant to Section 106 of the Rehabilitation Act; and

(E) strategies for assisting other components of the statewide work force investment system in assisting individuals with disabilities.

(2) Attachment 4.11 (d) describes how the designated state agency uses these strategies to:

(A) address the needs identified in the assessment conducted under paragraph 4.11(a) and achieve the goals and priorities identified in the
State Plan attachments under paragraph 4.11(c);

(B) support the innovation and expansion activities identified in subparagraph
4.12(a)(1) and (2) of the plan; and

(C) overcome identified barriers relating to equitable access to and
participation of individuals with disabilities in the State Vocational
Rehabilitation Services Program and State Supported Employment
Services Program.

(e) Evaluation and reports of progress.

(1) The designated state unit and the State Rehabilitation Council, if the state unit
has a council, jointly submits to the commissioner an annual report on the
results of an evaluation of the effectiveness of the vocational rehabilitation
program and the progress made in improving the effectiveness of the program
from the previous year.

(2) Attachment 4.11(e)(2):

(A) provides an evaluation of the extent to which the goals identified in
Attachment 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3) were
achieved;

(B) identifies the strategies that contributed to the achievement of the goals
and priorities;

(C) describes the factors that impeded their achievement, to the extent they
were not achieved;

(D) assesses the performance of the state on the standards and indicators
established pursuant to Section 106 of the Rehabilitation Act; and

(E) provides a report consistent with paragraph 4.12(c) of the plan on how
the funds reserved for innovation and expansion activities were utilized in
the preceding year.

4.12 Innovation and expansion. (Section 101(a)(18) of the Rehabilitation Act; 34 CFR
361.35)

(a) The designated state agency reserves and uses a portion of the funds allotted to
the state under Section 110 of the Rehabilitation Act for the:

(1) development and implementation of innovative approaches to expand and
improve the provision of vocational rehabilitation services to individuals with
disabilities under this State Plan, particularly individuals with the most
significant disabilities, consistent with the findings of the statewide assessment
identified in Attachment 4.11(a) and goals and priorities of the state identified
in Attachments 4.11(c)(1) and, if applicable, Attachment 4.11(c)(3); and

(2) support of the funding for the State Rehabilitation Council, if the state has
such a council, consistent with the resource plan prepared under Section
105(d)(1) of the Rehabilitation Act and 34 CFR 361.17(i), and the funding of
the Statewide Independent Living Council, consistent with the resource plan
prepared under Section 705(e)(1) of the Rehabilitation Act and 34 CFR
364.21(i).

(b) Attachment 4.11 (d) describes how the reserved funds identified in subparagraph
4.12(a)(1) and (2) will be utilized.

(c) Attachment 4.11(e)(2) describes how the reserved funds were utilized in the
preceding year.

4.13 Reports. (Section 101(a)(10) of the Rehabilitation Act; 34 CFR 361.40)

(a) The designated state unit submits reports in the form and level of detail and at the
Section 5: Administration of the Provision of Vocational Rehabilitation Services

5.1 Information and referral services. (Sections 101(a)(5)(D) and (20) of the Rehabilitation Act; 34 CFR 361.37)

The designated state agency has implemented an information and referral system that is adequate to ensure that individuals with disabilities, including individuals who do not meet the agency's order of selection criteria for receiving vocational rehabilitation services if the agency is operating on an order of selection, are provided accurate vocational rehabilitation information and guidance, including counseling and referral for job placement, using appropriate modes of communication, to assist such individuals in preparing for, securing, retaining or regaining employment, and are referred to other appropriate federal and state programs, including other components of the statewide work force investment system in the state.

5.2 Residency. (Section 101(a)(12) of the Rehabilitation Act; 34 CFR 361.42(c)(1))

The designated state unit imposes no duration of residence requirement as part of determining an individual's eligibility for vocational rehabilitation services or that excludes from services under the plan any individual who is present in the state.

5.3 Ability to serve all eligible individuals; order of selection for services. (Sections 12(d) and 101(a)(5) of the Rehabilitation Act; 34 CFR 361.36)

(a) The designated state unit is able to provide the full range of services listed in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, as appropriate, to all eligible individuals with disabilities in the state who apply for services.

Yes X No ___

(b) If No:

(1) Individuals with the most significant disabilities, in accordance with criteria established by the state, are selected first for vocational rehabilitation services before other individuals with disabilities.

(2) Attachment 4.11(c)(3):

(A) shows the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;

(B) provides a justification for the order of selection; and

(C) identifies the state's service and outcome goals and the time within which these goals may be achieved for individuals in each priority category within the order.

(3) Eligible individuals who do not meet the order of selection criteria have access to the services provided through the designated state unit's information and referral system established under Section 101(a)(20) of the Rehabilitation Act, 34 CFR 361.37, and subsection 5.1 of this State Plan.
5.4 Availability of comparable services and benefits. (Sections 101(a)(8) and 103(a) of the Rehabilitation Act; 34 CFR 361.53)

(a) Prior to providing any vocational rehabilitation services, except those services identified in paragraph (b), to an eligible individual or to members of the individual's family, the state unit determines whether comparable services and benefits exist under any other program and whether those services and benefits are available to the individual.

(b) The following services are exempt from a determination of the availability of comparable services and benefits:

1. assessment for determining eligibility and vocational rehabilitation needs by qualified personnel, including, if appropriate, an assessment by personnel skilled in rehabilitation technology;
2. counseling and guidance, including information and support services to assist an individual in exercising informed choice consistent with the provisions of Section 102(d) of the Rehabilitation Act;
3. referral and other services to secure needed services from other agencies, including other components of the statewide work force investment system, through agreements developed under Section 101(a)(11) of the Rehabilitation Act, if such services are not available under this State Plan;
4. job-related services, including job search and placement assistance, job retention services, follow-up services, and follow-along services;
5. rehabilitation technology, including telecommunications, sensory and other technological aids and devices; and
6. post-employment services consisting of the services listed under subparagraphs (1) through (5) of this paragraph.

(c) The requirements of paragraph (a) of this section do not apply if the determination of the availability of comparable services and benefits under any other program would interrupt or delay:

1. progress of the individual toward achieving the employment outcome identified in the individualized plan for employment;
2. an immediate job placement; or
3. provision of vocational rehabilitation services to any individual who is determined to be at extreme medical risk, based on medical evidence provided by an appropriate qualified medical professional.

(d) The governor in consultation with the designated state vocational rehabilitation agency and other appropriate agencies ensures that an interagency agreement or other mechanism for interagency coordination that meets the requirements of Section 101(a)(8)(B)(i)-(iv) of the Rehabilitation Act takes effect between the designated state unit and any appropriate public entity, including the state Medicaid program, a public institution of higher education, and a component of the statewide work force investment system to ensure the provision of the vocational rehabilitation services identified in Section 103(a) of the Rehabilitation Act and 34 CFR 361.48, other than the services identified in paragraph (b) of this section, that are included in the individualized plan for employment of an eligible individual, including the provision of those vocational rehabilitation services during the pendency of any dispute that may arise in the implementation of the interagency agreement or other mechanism for interagency coordination.

5.5 Individualized plan for employment. (Section 101(a)(9) of the Rehabilitation Act; 34 CFR 361.45 and .46)

(a) An individualized plan for employment meeting the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and implemented
in a timely manner for each individual determined to be eligible for vocational rehabilitation services, except if the state has implemented an order of selection, and is developed and implemented for each individual to whom the designated state unit is able to provide vocational rehabilitation services.

(b) Services to an eligible individual are provided in accordance with the provisions of the individualized plan for employment.

5.6 Opportunity to make informed choices regarding the selection of services and providers. (Sections 101(a)(19) and 102(d) of the Rehabilitation Act; 34 CFR 361.52)

Applicants and eligible individuals or, as appropriate, their representatives are provided information and support services to assist in exercising informed choice throughout the rehabilitation process, consistent with the provisions of Section 102(d) of the Rehabilitation Act and 34 CFR 361.52.

5.7 Services to American Indians. (Section 101(a)(13) of the Rehabilitation Act; 34 CFR 361.30)

The designated state unit provides vocational rehabilitation services to American Indians who are individuals with disabilities residing in the state to the same extent as the designated state agency provides such services to other significant populations of individuals with disabilities residing in the state.

5.8 Annual review of individuals in extended employment or other employment under special certificate provisions of the fair labor standards act of 1938. (Section 101(a)(14) of the Rehabilitation Act; 34 CFR 361.55)

(a) The designated state unit conducts an annual review and reevaluation of the status of each individual with a disability served under this State Plan:

(1) who has achieved an employment outcome in which the individual is compensated in accordance with Section 14(c) of the Fair Labor Standards Act (29 U.S.C. 214(c)); or

(2) whose record of services is closed while the individual is in extended employment on the basis that the individual is unable to achieve an employment outcome in an integrated setting or that the individual made an informed choice to remain in extended employment.

(b) The designated state unit carries out the annual review and reevaluation for two years after the individual’s record of services is closed (and thereafter if requested by the individual or, if appropriate, the individual’s representative) to determine the interests, priorities and needs of the individual with respect to competitive employment or training for competitive employment.

(c) The designated state unit makes maximum efforts, including the identification and provision of vocational rehabilitation services, reasonable accommodations and other necessary support services, to assist the individuals described in paragraph (a) in engaging in competitive employment.

(d) The individual with a disability or, if appropriate, the individual’s representative has input into the review and reevaluation and, through signed acknowledgement, attests that the review and reevaluation have been conducted.

5.9 Use of Title I funds for construction of facilities. (Sections 101(a)(17) and 103(b)(2)(A) of the Rehabilitation Act; 34 CFR 361.49(a)(1), .61 and .62(b))

If the state elects to construct, under special circumstances, facilities for community rehabilitation programs, the following requirements are met:
(a) The federal share of the cost of construction for facilities for a fiscal year does not exceed an amount equal to 10 percent of the state’s allotment under Section 110 of the Rehabilitation Act for that fiscal year.

(b) The provisions of Section 306 of the Rehabilitation Act that were in effect prior to the enactment of the Rehabilitation Act Amendments of 1998 apply to such construction.

(c) There is compliance with the requirements in 34 CFR 361.62(b) that ensure the use of the construction authority will not reduce the efforts of the designated state agency in providing other vocational rehabilitation services other than the establishment of facilities for community rehabilitation programs.

5.10 Contracts and cooperative agreements. (Section 101(a)(24) of the Rehabilitation Act; 34 CFR 361.31 and .32)

(a) Contracts with for-profit organizations.

The designated state agency has the authority to enter into contracts with for-profit organizations for the purpose of providing, as vocational rehabilitation services, on-the-job training and related programs for individuals with disabilities under Part A of Title VI of the Rehabilitation Act, upon the determination by the designated state agency that for-profit organizations are better qualified to provide vocational rehabilitation services than nonprofit agencies and organizations.

(b) Cooperative agreements with private nonprofit organizations.

Attachment 4.8(b)(3) describes the manner in which the designated state agency establishes cooperative agreements with private nonprofit vocational rehabilitation service providers.

Section 6: Program Administration

6.1 Designated state agency. (Section 625(b)(1) of the Rehabilitation Act; 34 CFR 363.11(a))

The designated state agency for vocational rehabilitation services identified in paragraph 1.2 of the Title I State Plan is the state agency designated to administer the State Supported Employment Services Program authorized under Title VI, Part B, of the Rehabilitation Act.

6.2 Statewide assessment of supported employment services needs. (Section 625(b)(2) of the Rehabilitation Act; 34 CFR 363.11(b))

Attachment 4.11(a) describes the results of the comprehensive, statewide needs assessment conducted under Section 101(a)(15)(a)(1) of the Rehabilitation Act and subparagraph 4.11(a)(1) of the Title I State Plan with respect to the rehabilitation needs of individuals with most significant disabilities and their need for supported employment services, including needs related to coordination.

6.3 Quality, scope and extent of supported employment services. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(c) and .50(b)(2))

Attachment 6.3 describes the quality, scope and extent of supported employment services to be provided to individuals with the most significant disabilities who are eligible to receive supported employment services. The description also addresses the timing of the transition to extended services to be provided by relevant state agencies, private nonprofit organizations or other sources following the cessation of supported employment service provided by the designated state agency.
6.4 Goals and plans for distribution of Title VI, Part B, funds. (Section 625(b)(3) of the Rehabilitation Act; 34 CFR 363.11(d) and .20)
Attachment 4.11(c)(4) identifies the state's goals and plans with respect to the distribution of funds received under Section 622 of the Rehabilitation Act.

6.5 Evidence of collaboration with respect to supported employment services and extended services. (Sections 625(b)(4) and (5) of the Rehabilitation Act; 34 CFR 363.11(e))
Attachment 4.8(b)(4) describes the efforts of the designated state agency to identify and make arrangements, including entering into cooperative agreements, with other state agencies and other appropriate entities to assist in the provision of supported employment services and other public or nonprofit agencies or organizations within the state, employers, natural supports, and other entities with respect to the provision of extended services.

6.6 Minority outreach. (34 CFR 363.11(f))
Attachment 4.11(d) includes a description of the designated state agency's outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities.

6.7 Reports. (Sections 625(b)(8) and 626 of the Rehabilitation Act; 34 CFR 363.11(h) and .52)
The designated state agency submits reports in such form and in accordance with such procedures as the commissioner may require and collects the information required by Section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under Part B, of Title VI and individuals receiving supported employment services under Title I of the Rehabilitation Act.

Section 7: Financial Administration

7.1 Five percent limitation on administrative costs. (Section 625(b)(7) of the Rehabilitation Act; 34 CFR 363.11(g)(8))
The designated state agency expends no more than five percent of the state's allotment under Section 622 of the Rehabilitation Act for administrative costs in carrying out the State Supported Employment Services Program.

7.2 Use of funds in providing services. (Sections 623 and 625(b)(6)(A) and (D) of the Rehabilitation Act; 34 CFR 363.6(c)(2)(iv), .11(g)(1) and (4))
(a) Funds made available under Title VI, Part B, of the Rehabilitation Act are used by the designated state agency only to provide supported employment services to individuals with the most significant disabilities who are eligible to receive such services.
(b) Funds provided under Title VI, Part B, are used only to supplement and not supplant the funds provided under Title I, Part B, of the Rehabilitation Act, in providing supported employment services specified in the individualized plan for employment.
(c) Funds provided under Part B of Title VI or Title I of the Rehabilitation Act are not used to provide extended services to individuals who are eligible under Part B of Title VI or Title I of the Rehabilitation Act.
Section 8: Provision of Supported Employment Services

8.1 Scope of supported employment services. (Sections 7(36) and 625(b)(6)(F) and (G) of the Rehabilitation Act; 34 CFR 361.5(b)(54), 363.11(g)(6) and (7))

(a) Supported employment services are those services as defined in Section 7(36) of the Rehabilitation Act and 34 CFR 361.5(b)(54).

(b) To the extent job skills training is provided, the training is provided on-site.

(c) Supported employment services include placement in an integrated setting for the maximum number of hours possible based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice of individuals with the most significant disabilities.

8.2 Comprehensive assessments of individuals with significant disabilities. (Sections 7(2)(B) and 625(b)(6)(B); 34 CFR 361.5(b)(6)(ii) and 363.11(g)(2))

The comprehensive assessment of individuals with significant disabilities conducted under Section 102(b)(1) of the Rehabilitation Act and funded under Title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome.

8.3 Individualized plan for employment. (Sections 102(b)(3)(F) and 625(b)(6)(C) and (E) of the Rehabilitation Act; 34 CFR 361.46(b) and 363.11(g)(3) and (5))

(a) An individualized plan for employment that meets the requirements of Section 102(b) of the Rehabilitation Act and 34 CFR 361.45 and .46 is developed and updated using funds under Title I.

(b) The individualized plan for employment:

(1) specifies the supported employment services to be provided;
(2) describes the expected extended services needed; and
(3) identifies the source of extended services, including natural supports, or, to the extent that it is not possible to identify the source of extended services at the time the individualized plan for employment plan is developed, a statement describing the basis for concluding that there is a reasonable expectation that sources will become available.

(c) Services provided under an individualized plan for employment are coordinated with services provided under other individualized plans established under other federal or state programs.
Table of Contents

4.2(c): Summary of Input and Recommendations of the State Rehabilitation Council; Response of the Designated State Unit; and Explanations for Rejection of Input or Recommendations

4.8(b): Cooperation and Coordination With Other Agencies and Other Entities
   (1): Cooperation with Agencies That Are Not in the Statewide Workforce Investment System and with Other Entities
   (2): Coordination with Education Officials
   (3): Cooperative Agreements with Private Non-Profit Vocational Rehabilitation Service Providers
   (4): Evidence of Collaboration Regarding Supported Employment Services and Extended Services

4.10: Comprehensive System of Personnel Development

4.11: Assessments; Estimates; Goals and Priorities; Strategies; and Progress Reports
   (a): Results of Comprehensive Statewide Assessment of the Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop, or Improve Community Rehabilitation Programs
   (b): Annual Estimates of Individuals To Be Served and Costs of Services
   (c)(1): State’s Goals and Priorities
   (c)(4): Goals and Plans for Distribution of Title VI, Part B Funds
   (d): State’s Strategies
   (e)(2): Evaluation and Report of Progress in Achieving Identified Goals and Priorities and Use of Title I Funds for Innovation and Expansion Activities

6.3: Quality, Scope and Extent of Supported Employment Services
Attachment 4.2(c)

Summary of Input and Recommendations of the State Rehabilitation Council; Response of the Designated State Unit; and Explanations for Rejection of Input or Recommendations
Summary of Input from the State Rehabilitation Council (SRC)

The SRC’s Review Committee was provided with the initial “working” draft of the Plan in order for them to provide their input early in the planning process. The Committee’s comments and suggestions on this initial draft are then taken into consideration before a second draft is prepared for review by the Division of Vocational Rehabilitation (DVR) Administrator.

The following comments were received from the Review Committee:

1. Attachment 4.10: The discussion of the study by Administration and Information (A&I) of the classification of Rehabilitation Counselors is somewhat outdated. A committee member understood that the study had been completed and indicated that the positions should have been reclassified. However the member mentioned that due to economic concerns, the Governor had put any adjustments on hold indefinitely.

   Response: Vocational Rehabilitation (VR) positions will be reclassified but will probably not affect salaries.

2. Attachment 4.11(c)(1): The possibility of 5-10% cuts to state funding which would result in lost federal match is a definite factor that could greatly affect DVR’s performance next year. Also, the stimulus from the federal government could have an impact, yet to be determined. Things are changing daily on the funding issue VR may want to include some reference to the uncertainty of funding and how it might affect all outcomes in the plan. If VR goes to providing diagnostics only this will definitely affect the performance indicators.

   Response: VR has established budget priorities to make sure that staff is kept in place and case service budgets are funded.

3. Attachment 4.10, Procedures to Disseminate Research: Brain Injury Association of Wyoming (BIAW) would like to offer DVR's lending library a copy of the Vocational Rehabilitation training manual developed by the State of Oklahoma DVR, and presented at the Wyoming brain injury conference in 2006. This manual would be a great resource for DVR staff who would like time to complete some self study in the area of Acquired Brain Injury (ABI). In addition, BIAW offers a complete lending library of its own, all of which is available by mail to DVR counselors.

   Response: Thanks to the BIAW for providing these resources to DVR staff.

4. Attachment 4.11(c): Increase services and employment outcomes for individuals with ABI. A committee member would like to see a line added that at least 5% of DVR counselors will attend at least one ABI conference each year.

   Response: Clients with brain injury continue to be a focus group for VR staff, with the help of the BIAW we hope to expand influence with this group of individuals. This administration will continue to encourage VR staff to attend Annual BIAW conference each year.
5. Attachment 4.11(c): A committee member commented that overall, the plan is very well written and especially appreciated the statements which show the uniqueness of Wyoming's employment and economic climate.

Response: None required.

The Review Committee reported the results of their review to the SRC at their quarterly meeting which was held in Dubois, WY on May 19 and 20, 2009. No additional comments were received.

**State Plan Public Hearing**

A public hearing on the Draft Plan was held by compressed video on May 26, 2009 in Cheyenne, Casper, Cody, Rock Springs and Sheridan. Comments received at the hearing, written comments, and DVR’s responses are on file at DVR’s Central Office in Cheyenne.
State Rehabilitation Council (SRC) Reports

Excerpts from SRC Quarterly Meeting Minutes

February 5-6, 2008

Council received an update on the new staff changes in Area 1 from the new Area Manager. A report on the activities with the Business Leadership Network (BLN) and Employment Services (ES) was received.

Jim McIntosh reported to the council on the status of the Reauthorization of the Workforce Investment Act (WIA) and the Rehabilitation Act. Jim shared information on House Resolution (HR) 2175 – Americans with Disabilities Act (ADA) Restoration Act. The bill will allow for the ADA to be expanded to more than a select group. The ADA will be restored to the meaning that Congress originally intended. Jim informed the group that the DVR did not have any issues before the state legislature other than to adjust a funding stream to pay one staff member’s salary. Department of Workforce Services (DWS) does have a number of things before the legislature. Jim shared that one counselor was retiring, one resigned and one person was hired as the small business consultant. Jim would like for VR to be prepared to address the needs of veterans particularly those with ABI, Traumatic Brain Injury (TBI), Post Traumatic Stress Disorder (PTSD) and/or physical disabilities.

Information was shared by Roxanne Parsoneault regarding the SRC’s budget. The budget was increased from $20,000 to $30,000 to meet all of the council’s needs.

The Client Assistance Program (CAP) reported two open cases with VR. There are no major concerns for VR on CAP’s part.

The State Independent Living Council (SILC) reported that it used to have representation from both Independent Living centers, but the council voted off the membership of the center that was serving the western half of the state. A request was made to have some one from the western half of the state be on the council and they are waiting for a response. There continues to be problems with working with this center.

A report was received on the progress of Project Brain Rehabilitation and Information Network (BRAIN). Members of the project are receiving training and new support groups are being created. The Brain Injury Association of Wyoming was looking into the possibility of creating a foundation or trust fund in order to more effectively work and receive funding.

The state transition report indicated that there is starting to be an increase in the documentation of DVR involvement at Individualized Education Program (IEP) meetings. The state transition council is working on a handbook to help students navigate the IEP process and provide useful information.

An employer award was presented to Allstate Insurance Call Center.
The Executive Committee recommended advancing the application of Marion Cotterman to be placed on the council.

The Review Committee went over the timeline for the State Plan. The review committee will look over the plan in March and recommend changes. It will then be forwarded to the council by the May meeting.

The Communications Committee agreed that there needed to be more planning for the Employer Award. Also more effort was put into encouraging clients to attend the information session. The committee is also working on a Team Charter.

Mike Aurand provided training to the council on the topic of ABI.

Mark Pixley will be attending Council of State Administrators of Vocational Rehabilitation (CSAVR) to learn more about the National Coalition of State Rehabilitation Council (NCSRC).

Kirk McKinney presented two policy changes to the SRC for feedback. One was regarding the pre-payment of tuition to colleges for clients, and the second was regarding the handling of transition cases. The council voted to accept these policy changes.

It was requested that the SRC members have business cards printed to use when making employment contacts. Estimates and designs will be received and brought to the next meeting.

Five people attended the information session. Information was shared on different programs and appropriate referrals made. Clients were reminded that they need to take responsibility and advocate for themselves.

Information was shared regarding other bills currently being debated in the legislature that may have impact on people with disabilities. The council was encouraged to keep an eye on them.

**May 20-21, 2008**

Jim McIntosh reported that WIA and the Rehabilitation Act probably will not be reauthorized until after a new president is elected. DVR will continue to focus on providing a good strong Transition program. Jim has added the responsibilities of being the Administrator for the ES programs to his duties. A VR counselor will retire at the end of the month and one of the fiscal staff members transferred to another area of DWS. Statistically the agency is meeting all of its standards and closure goals. Both Native American Section 121 VR Programs had staff attend this year’s in-service training.

Changes that were suggested by the review committee were incorporated into the State Plan. A public hearing has been scheduled and after the hearing, comments will be considered and changes made where needed. The plan will then be forwarded on for approval. If approved by the Rehabilitation Services Administration (RSA), it will go into effect on October 1, 2008.

It was decided that all SRC members will get business cards.
Consumer satisfaction surveys were reviewed and SRC members will contact clients that have requested that someone contact them.

Mark Pixley reported on his trip to CSAVR. He stated that there were many differences in how the different states operate their respective SRC’s. Some have paid staff, bigger budgets, and some of more adversarial relationships with their VR agencies. It was mentioned that one SRC holds their information sessions during the day and are able to get better participation. Information was shared on the NCSRC.

The SRC is interested in having more training on what their roles and responsibilities are. Information on what trainings are available will be sought out and provided to the staff.

The purchase of a laptop computer was considered, to be utilized by the SRC Chair in order to have the ability to prepare documents and stay in contact with other members more efficiently. More information will be gathered before a decision is made.

CAP reported that there have been some staff changes in their agency. Information was shared that not all referrals are sent to the CAP advocate, but could be handled by one of the other advocates for the other programs. There is still a small caseload of VR clients requesting CAP assistance.

SILC reported that they are looking at adding two more members to their council. They did have some budget concerns but VR assisted them in making it possible for the council to continue meeting in face to face meetings. The SILC is looking for a new Vice-Chair as their last one resigned and moved out of state.

Project BRAIN continues to coordinate with hospitals to better distribute their information and services. The Brain Injury Conference was held in March and had more of a focus on children with brain injuries. The Brain Injury newsletter has been redone to lower cost and allow for more people to receive it.

In the Transition Report, continued monitoring is occurring with schools to make sure all standards are being met. Technical assistance is being provided to help districts with helping people set post secondary goals. It was also shared that several people attended a national conference and information about upcoming trainings were provided.

The executive committee is seeking nominations for next year’s offices. The next meeting will be a joint meeting with the SILC.

The review committee discussed the State Plan and the upcoming public hearings.

The communications committee added two new members to their group. Various duties were assigned to members. The group will try to hold the information session right after the end of the next meeting to see if there will be more participation by holding it during the day. Discussion was held to see about adding a presenter to future information sessions to encourage more attendance.
Training was received from the Carbon County Counseling Center on Severe and Persistent Mental Illness (SPMI). Information was also presented on the services that the counseling center offers. The counseling center is trying to work with employers in order to better aid the transition of people back into the workforce.

More information was shared with the SRC on what the Team Charter is and how it could benefit the group. Information will be compiled and sent to individual members to help them better understand this.

One person attended the information session. Information and clarification were provided to him. An employer award was presented to Valley Floral of Saratoga.

August 12 – 13, 2008

The quarterly meeting started off with a joint meeting with the SILC members. Ideas on how to better work with the SILC were discussed as well as to learn more about what each group does. Ways to increase awareness of Independent Living (IL) services were discussed and attempts to incorporate them will be worked on. The two groups will continue to try and schedule additional joint meetings.

Jim McIntosh reported that nothing new is happening regarding Reauthorization. The ADA Amendment had passed the House, but the Senate had it held up to strengthen some language in it. The department is doing well and information about two recent staff changes was made. Within DVR information was shared about the replacing of VR counselors and some of the Central Office staff. Information about the retention efforts of the agency was shared with noted improvement. The budgets are okay at this time. If the need arises for more funding, a request would have to be made to the legislature in order to increase the draw down amounts from RSA.

Lee Biedleman and Brian Hickman attended a Regional meeting and training for SRC members in St. Louis. The conference was mainly showing the new on-line training series that is being made available for SRC members to learn their duties and responsibilities. Information was also shared concerning the NCSRC. After reviewing the information regarding the NCSRC, the WY SRC voted to not join at this time.

Concerns were raised about the letter that is currently sent out with the Consumer Satisfaction Surveys. Clients are confused about what the SRC can do to help them. A new letter will be drafted and brought to the next meeting for the council to consider and use for future mailings.

SRC members shared information on public contacts that were made since the last meeting. Information about the SRC was shared with the BLN advisory committee. Another member contacted the City Administrator for the city of Riverton. This individual was not aware of the SRC or DVR. Information was shared with him. Another member indicated that information about DVR was shared at a recent Leadership Symposium for the Department of Education (DOE).
Nominations and elections for officers were held. Joe Thomas will become the Chair, Marion Cotterman will become the Treasurer, and Mark Pixley will become the Chair-Elect. A motion was made to eliminate the position of Vice Chair and transfer those job duties to the Chair-Elect or the past Chair. The change will be voted on at the next meeting.

A counselor from the Casper office updated the council on the status of the Casper office and counselors. The counselors are seeing an increase in referrals from partner organizations, as well as an increase in transition students. The counselors are seeing a fairly good success in placing people due to new construction, and businesses openings. The VR office has received calls from employers specifically requesting VR clients as employees due to the supports that VR can provide the client and employer.

The council presented Dr. Thies, Doctor of Veterinary Medicine (DVM) and the Ark Animal Hospital with the Employer Award.

The executive committee reported that Debbie Terech will no longer be on their committee but will now work on the communication committee.

The review committee had nothing to report at this time.

The communications committee reported that any communications that an SRC member makes needs to be reported back to the council. A talking point/fact sheet will be developed for SRC members in order to make contact with the public.

CAP reported that have only one or two open cases with VR. There are not really any significant problems between VR and clients that require Lee to become involved. Lee did mention that there are other programs that are under Protection and Advocacy (P&A) that have received grants and need to establish some priorities.

The SILC report discussed the number of people of coming to support groups, different activities they are working on, their progress on conferences, and advocacy programs. Information was provided about upcoming legislative items and different pools of money that are being looked into to increase or continue various programs. Information was shared on the new SILC officers.

Information about Project BRAIN was presented. The hospitals in Cheyenne and Riverton have approved the Project moving forward. Scheduling of training with these hospitals’ staffs and the Community Resource Teams will be starting this month. Packets, approved by both Riverton and Cheyenne, were distributed to the council and will be taken to other hospitals as they expand the Project.

The report on the Transition activities in the state was received. Continue technical assistance is occurring to help districts with setting appropriate post secondary goals. Information was shared with the council on upcoming trainings that the Wyoming DOE will be presenting at. Discussion was held as to whether another committee needed to be formed to handle the Team Charter.
Fact sheets for speaking with members of the public are still being developed. Members were encouraged to compile short fact sheets on the organizations that they represent in order to further share this information with others.

Information about SRC training was shared and the council was encouraged to contact VR’s training officer for more information or help with accessing the trainings available on the erehab.org website.

Discussion was held as to what training the council members would like to have at the next meeting. The council will have someone from the CANDO Technical Center present on their programs and the new director for the Governor’s Planning Council on Development Disabilities (GPCDD) will be invited to attend the meeting.

The budget was reviewed with the council. The council has $30,000. They used 88% of last year’s budget.

**November 6 – 7, 2008**

The council will present the employer award to Memorial Hospital of Converse County.

Jim McIntosh reported that nothing new is happening with Reauthorization. Since there is no new increase in funding, VR budgets are getting tighter, but Jim stressed that VR is not broke. VR is seeing an increase in transition cases due to the efforts of the Transition Consultant. VR is feeling good about the recent elections of Wyoming’s congressional delegation. The two senators have a good relationship and knowledge about VR, we are unsure of the stance of the new Representative. Jim will be making an attempt to meet with her and see how she feels about VR. In the agency VR did lose one counselor in the Evanston office. VR had 699 successful closures for Federal Fiscal Year (FFY) 2008. ES is looking at what VR is doing for Retention and customer satisfaction and attempting to integrate that into their programs.

A report was received from the Treasurer. The responsibilities of the Treasurer were clarified as well as how the SRC funding will be accessed.

The council passed a motion to eliminate the position of Vice Chair and transfer those duties to the Chair-Elect. The bylaws will be written and clarification of the chain of command will occur. Due to the necessity of making sure that all council members are aware of, and available to express their opinion on this matter. These changes will not go into effect until a vote at the next SRC meeting.

The schedule for next’s year’s meetings and locations were discussed and decided upon. The council was presented information regarding CANDO and the services that they provide.

The council reviewed the client satisfaction survey and discussed some changes to be made. These changes included adding a phone number for contact, lowering the education level required to understand the letter, and shortening some of the sentences.
Information was presented to the council regarding the Career Readiness Certificate. Employment seekers are encouraged to take the tests to receive this certification as a way to inform employers of their abilities.

Donna Thompson was presented a certificate of appreciation for her service to the council. She is resigning her position due to retiring from the State of Wyoming’s DOE.

The executive committee reviewed application to add a member from the Veteran’s Administration. This nomination as well as the one for the replacement of Donna Thompson’s will be forwarded on to the Governor for approval.

The review committee received a new member and discussion on the finalized State Plan was held. The committee also went over the draft of the talking points and gave suggestions for changes.

The communications committee reported that there was a large gathering at the Employer Award and there was an opportunity to share about the council and VR. The committee also reviewed ways to try and encourage more attendance at the information sessions. Some of these ideas will be tried at the next meeting.

One person came to the Information Session wanting more information/answers than the council could offer. The client was told that the council is available not to give answers, but to give information; the council doesn’t have the authority or influence over the clients plan.

The council was given information on how VR was doing with meeting the RSA Standards and Indicators. VR has been fairly consistent with these numbers. DVR continues to struggle with providing services to minorities and meeting the hourly wage vs. state average. Part of this is due to the limited number of minorities in WY and pay in the energy industry is inflating the state average hourly wage.

There was no CAP report at this meeting.

In the SILC report it was mentioned that an attempt to find state funding to mix with federal dollars is occurring. The SILC is trying to get information out on the value of independent living services. It was mentioned that grant funding has run out for one IL program and attempts are being made to locate new or additional funding to restart this program.

Project BRAIN is having some difficulties with one of the hospitals that they have been working with due to staff turnover, but other avenues are being tried to increase the awareness of their services. Trainings on ABI and TBI are still happening around the state.

The Telecommunication Relay Service (TRS) Program gave a brief presentation on their program and what they have to offer.

In the Client Transition report information was shared on a new project to have college students mentor high school students with Learning Disabilities (LD) or Attention Deficit Hyperactivity Disorder (ADHD). Information about the WY DOE’s need to do follow up with students after leaving high school was shared.
Information was shared with the council on the need for more funding to be made available to help people of the Waiver programs. Due to some recent changes funding is not enough to support all the Waiver programs and may cause some individuals to be placed on a waiting list. This may reflect in an increase of requests for VR to pick up some of the services normally offered under the Waiver programs.

Jim McIntosh addressed the group regarding concerns that were brought up at the Employer Award. It was felt that the SRC was taking all the credit for the placement and successful employment of the individual at the business that was presented the award. No credit was given to the VR counselor, local school district, or ES for the work that it took them in placing this individual. The council will contact the local paper to see if the article can be amended to reflect the teamwork that went into the placement.

Excerpts from the SRC’s 2008 Annual Report

July 1, 2007 – June 30, 2008

Mission Statement: The Wyoming State Rehabilitation Council’s Mission is to review, analyze and advise the Division of Vocational Rehabilitation in the delivery of effective rehabilitation services which lead to employment for individuals with disabilities, and in partnership with the Division of Vocational Rehabilitation, advance the use of resources necessary to promote the independence of Wyoming’s citizens with disabilities.

The responsibilities of the State Rehabilitation Council (SRC) are defined in Section 105 of the Rehabilitation Act of 1973. By this Act, the SRC is authorized to review, analyze and advise the Wyoming Division of Vocational Rehabilitation (DVR) on the performance of the Vocational Rehabilitation program. In partnership with DVR, the SRC develops and reviews state goals and priorities, evaluates the effectiveness of the vocational rehabilitation program, assists in the preparation of the State Plan, and reviews customer satisfaction. Members are appointed by and serve at the pleasure of the Governor, and appointments are based on personal qualifications and the needs of the Council. Members are a representation of persons with disabilities; disability advocacy organizations; current and former consumers of vocational rehabilitation services; medical professions; state educational agencies; and representatives of business, industry and labor.

The SRC meets on a quarterly basis. SRC meeting locations and times are published prior to each meeting in the statewide Casper Star-Tribune newspaper. Future meeting times and locations, as well as the minutes from past meetings are posted at the following web site: http://wyomingworkforce.org/aboutus/partners_assoc_src.aspx. Information may also be obtained by calling the current SRC Chairperson, Joe Thomas.

The SRC is dedicated to ensuring that Wyoming residents with disabilities receive effective services by conducting and reviewing a needs assessment survey; reviewing programs and policies being implemented; evaluating the SRC’s Client Satisfaction Surveys and contacting those surveyed who indicate a desire to discuss concerns regarding their individual VR experience with an SRC representative; and by working in cooperation with such groups as the
Wyoming DVR, SILC, Parent Training and Information Center, CAP, Brain Injury Association, the Wyoming DOE, BLN, and other agencies to implement a proactive approach for the betterment of persons with disabilities.

**Message from Shannon Bodin, Immediate Past Chairperson:**
The SRC and DVR are continually assessing and enhancing their relationship in an effort to push for improvements that the state’s citizens with disabilities deserve. As an SRC member who is a past recipient of VR services, I have a special empathy for those facing what can often seem like a daunting experience.

We will continue to forge strong bonds with other partners and service providers across the state in an effort to guarantee quality and dignified services for our citizens with disabilities.

The Wyoming SRC is currently composed of three Committees, each with the functions described below.

**Executive Committee**
The Executive Committee works toward the coordination and the establishment of working relationships between DVR and the SRC. Members of the committee discuss new nominations for the SRC, policies, and solutions to improve the communication between DVR and the SRC.

The goal of this committee is to facilitate a positive partnership between DVR and the SRC. This working relationship is crucial in providing a stronger and more effective DVR.

**Communications Committee**
The Communications Committee has the responsibilities of coordinating and communicating with other councils and human resource entities, performing and coordinating public relations, and maintaining the Employer Recognition Program. Staying informed of the activities of other organizations concerned with the disabled population provides powerful networking tools and helps to avoid duplication of efforts.

Promoting the awareness and function of VR creates connections between VR consumers and the employers who can benefit from hiring them. The Communications Committee makes employment information available to employers, consumers and parents by participating in the annual MEGA Conference, as well as other conferences and opportunities to increase SRC and DVR visibility. In conjunction with the SRC’s quarterly meetings, this committee also facilitates an information session that is open to anyone interested in gaining information about available resources or having concerns addressed.

The importance of the employers’ efforts in utilizing people of differing abilities cannot be overlooked. This committee collaborates with the BLN to recognize employers around the state who support employment of people with disabilities. Without employers’ willingness to recognize people’s talents, many VR efforts would be without consequence and a willing, qualified workforce would go untapped.
Recent Employer Award recipients include Dr. James Thies, DVM of Ark Animal Hospital, Casper; Valley Floral, Saratoga; Tepee Spa, Thermopolis; Knebel Body and Paint, Buffalo; and McDonald’s, Cody.

**Review Committee**
The Review Committee has the yearly responsibility to review DVR’s State Plan to identify any areas that may need further attention. Other responsibilities are to make sure client satisfaction survey results are accounted for from DVR. This is a very important role of the SRC, and the Review Committee assesses client concerns regarding the DVR service delivery system.
Attachment 4.8(b)

Cooperation and Coordination With Other Agencies and Other Entities
Cooperation and Coordination with Other Agencies and Other Entities

(1) Cooperation with Agencies That Are Not in the Statewide Workforce Investment System and with Other Entities

A. U. S. Department of Agriculture and State Use Contracting Programs

The Wyoming Rural Development Council is a collaborative public/private partnership that brings together six partner groups: local/regional government, state government, federal government, tribal government, non-profit organizations, and private sector individuals and organizations. One DVR Program Specialist participates in Rural Development Council activities.

The Wyoming Rural Development Council has four goals:

- Assist rural communities in visioning and strategic planning
- Serve as a resource for assisting communities in finding and acquiring grants for rural projects
- Serve and be recognized as a neutral forum for identification and resolution of multi-jurisdictional issues
- Promote, through education, the understanding of the needs, values, and contributions of rural communities

B. Shoshone Tribal Business Council

DVR and the Eastern Shoshone Tribal Business Council have a written MOU concerning rehabilitation services for Native Americans. Special Federal grant funds for services to Native Americans living on or near the Wind River Indian Reservation were first awarded seven years ago. The five year grant ended and a new five year grant was funded through the RSA providing seamless service to this Native American population.

DVR staff participate on the Red Feathered Eagle Vocational Rehabilitation (RFEVR) Advisory Council. RFEVR staff participate on the SRC and in DVR staff training events.

C. Northern Arapaho Business Council

DVR and the Northern Arapaho Tribal Council are in the early stages of developing an MOU concerning rehabilitation services for Native Americans. DVR staff will provide educational/training support to staff of the Northern Arapaho Vocational Rehabilitation (NAVR) program and participate on the NAVR Advisory Council. NAVR staff will participate on the State Rehabilitation Council (SRC) and in DVR staff training events.
D. Business Enterprise Program (BEP)

The BEP is part of Resource Development Services (RDS) for DVR. It is responsible for the administration of vending machine placement and services in State buildings and other small businesses that may operate in State buildings. This necessitates close working relationships with vending service providers, building administrators, job coaches, Community Rehabilitation Programs (CRP), and other government agencies.

The main objective of BEP is to assist individuals with disabilities in planning and setting up small businesses. Other entities are often involved in this process, including the Small Business Administration, the Small Business Development Centers, the Wyoming Women’s Business Center, the Wyoming Business Council, Social Security, private sector businesses, U.S. Department of Agriculture Rural Development, and Rocky Mountain Inventors and Entrepreneurs’ Congress.

E. Wyoming Relay/Deaf Services Program

The Wyoming Relay/Deaf Services program is also part of DVR’s RDS. This program coordinates and cooperates with numerous Federal, State and local agencies and programs for the provision of services to individuals with communication impairments.

Pursuant to the Americans with Disabilities Act (ADA), the Wyoming Legislature gave DVR administrative authority over Wyoming Telecommunication Relay Service (TRS) (also known as Wyoming Relay). The legislation established a special fee as the method of funding. DVR, through a competitive bid process, awarded a contract to a telecommunication service provider and oversees that contract. DVR also works cooperatively with the Federal Communications Commission (FCC), the Wyoming Public Service Commission (PSC), Local Exchange Carriers, and Radio Common Carriers to ensure that Wyoming Relay provides a quality telecommunications relay service to relay conversations between people who use text telephones (TTYS) and people who use the standard telephone network. Wyoming Relay meets or exceeds all operational, technical, and functional federal and state standards.

The legislation establishing Wyoming Relay also created a committee on telecommunications services for the communications impaired. The Governor appoints the seven members of the committee. DVR collaborates with this consumer-based committee to evaluate the effectiveness and quality of current services, to determine the need for new services, to develop marketing and outreach plans, to establish the rate of the special fee, and to determine equipment needs for the telecommunications equipment distribution program.

Wyoming Relay works cooperatively with DVR staff, phone companies, independent living centers, educational outreach consultants, special education teachers, consumer groups, assistive technology service providers, public health agencies and senior citizen centers to provide information and training on obtaining and using specialized telecommunications equipment including TTYs (text telephone), amplified phones, and telephone signaling devices for consumers with communication impairments.
The Wyoming Relay/Deaf Services program also provides training and information on how to use TTYs, relay service, assistive devices for persons with communication impairments, and the requirements of the ADA in providing services for persons with communication impairments including how to find and use interpreters. This training is provided to individuals; students; businesses; organizations; and city, county, state, and federal agencies. Wyoming Relay/Deaf Services has developed a specialized training program and works cooperatively with local and state law enforcement agencies, providing training to public safety dispatchers to ensure that 911 is accessible to callers using TTYs. Additionally, all peace officers going through the law enforcement academy receive training to ensure that they are providing accessible services to individuals with communication impairments.

DVR works collaboratively with Wyoming Registry of Interpreters for the Deaf (WYRID) to develop and modify a form which serves as a tool for assessing the skill level of interpreters. This form is distributed to all known interpreters in the state. The completed forms are then used to develop a list of interpreters. This list is distributed to the general public, individuals, businesses, organizations and agencies.

Consultation by the Wyoming Relay/Deaf Services Consultant to facilitate the transition of students with hearing impairments is provided at the request of the student, parents, school personnel, WDE outreach consultants, or DVR counselors.

F. Division of Workers’ Safety and Compensation (WC)

DVR continues to have an MOU with WC which is located in Wyoming’s Department of Employment, but is not a Workforce Investment Act (WIA) “partner.” The purpose of the MOU is to clarify procedures and responsibilities when an injured worker applies for the vocational rehabilitation option. (Refer to Wyoming Statutes, 27-14-408.) A handbook for clients explaining the WC and DVR processes is distributed to both agencies’ staff. A communication system to resolve client issues has been established and will continue.

G. Cooperation in Training Activities

DVR routinely collaborates with other organizations to provide training opportunities for DVR staff, as well as for staff of other agencies. The following is a partial list of collaborating organizations:

- University of Wyoming
- Wyoming Institute for Disabilities (WIND)
- Wyoming Department of Education
- Governor’s Planning Council on Developmental Disabilities
- Small Business Development Centers
- Wyoming Substance Abuse Treatment and Recovery (WYSTAR)
- Community Rehabilitation Programs, statewide
- Region VIII Rehabilitation Continuing Education Program (RCEP)
- Region VIII Rehabilitation Continuing Education Program (CRP-RCEP)
- Centers for Independent Living

Attachment 4.8(b): Page 3 of 15
Fiscal Year 2009
• Protection and Advocacy, the Client Assistance Program
• Eastern Wyoming College
• Casper College
• Wyoming Epilepsy Association
• Western Wyoming Community College
• Wyoming Work Incentives, Planning and Assistance
• Fred Pryor Seminars
• National Association of State Head Injury Administrators
• State of Wyoming, Department of Administration and Information
• Department of Workforce Services partners
• Laramie County Community College
• Montana State University – Billings
• Utah State University
• Wright State University – Dayton, OH.
• Texas Tech University
• Sheridan (WY) College
• National Rehabilitation Clearinghouse of Rehabilitation Materials
4.8(b) Coordination with Education Officials

Wyoming DVR is continuing its commitment to transition services by rewriting the MOU with WDE.

DVR has continued support of LEA’s by involvement with community transition teams and transition related programs so that the needs of the school district as well as the individual student are met. Transition training was conducted on the local, statewide, and regional levels. DVR plans to continue support of training programs so that LEA’s will see the benefit of actively participating in transition and to assist with compliance with new state and federal regulations. DVR’s current MOU with the WDE with the following stated purpose:

The purpose of this MOU is to enhance the working relationship between the parties in order to provide more effective services to individuals with disabilities in compliance with the Individuals with Disabilities Education Act, and the Rehabilitation Act of 1973, as amended. This includes working more closely in evaluating, serving, and planning for individuals eligible for vocational rehabilitation and developing a means for transfer of items of assistive technology to DVR for eligible individuals as they make the transition from the classroom to the workplace.

This MOU has provisions which include:

1. Joint training between staff of both agencies.
2. Referral procedures.
3. Technical Assistance to school districts.
4. Monitoring of transition students’ progress.
5. Sharing of client statistical data.
6. Use, ownership, and payment for assistive technology devices and services.
7. Provision of vocationally-related services by DVR, to include situational assessment, career exploration, job shadowing, vocational guidance and counseling, and work experience for students determined eligible for DVR services.

In addition to the state level MOU, cooperation between LEA’s and DVR offices ensures that a transition team is established to facilitate the development and accomplishment of the objectives and long-term goals. These teams meet for Individual Education Program (IEP) development and scheduled planning sessions. The planning sessions, which include parents and consumers, determine the schedule of transition from the school system to vocational rehabilitation. This process also includes students with disabilities who are not receiving services under the Individuals with Disabilities Education Act (IDEA). Community team members participating in the planning sessions may include Youth Case Managers from WIA, representatives from an IL Agency, representatives from Higher Education or vocational programs, Community Rehabilitation Service Providers, advocates and other local supports. MentorABILITY (Mentor Ability) is often a transition team participant in the communities in
which they are located. This program provides mentoring, job shadowing, work search skills and supports for transition age students. It is part of the Wyoming BLN, an organization supported by DVR. With a comprehensive transition team, the referral process is enhanced, outreach is improved, roles are more clearly defined and transition services are coordinated. Assessments, consultation and technical assistance are also planned and provided to the LEA and the student. Individual meetings and community planning sessions allow DVR to provide for the development and completion of the Individualized Plan for Employment (IPE) for each student with a disability determined to be eligible for VR services before the student leaves the school setting.

Currently, a special effort in the area of transition from school-to-work is being devoted to improving IEPs for outcomes and quality as opposed to process. The Wyoming Transition Council, of which DVR is a member, has recently become more active. Members of this council are those individuals and organizations with an interest in the development and implementation of programs and services that facilitate students with disabilities moving from high school to post secondary education, training, independent living and/or employment. The Wyoming Transition Council includes:

- Individuals with disabilities, could be a youth or recent exiter
- Parents of children with disabilities, birth — 26 years
- Representative of institutions of higher education that prepare special education and other related services personnel
- Administrators of programs for students with disabilities
- Local education officials/teachers
- General Education Administrators
- Representative of vocational education
- Representative of Wyoming DVR
- Representative from a public agency in charge of foster care/homeless children
- Representative from a state juvenile correction agency
- Representative of public schools
- Representative of vocational, community or business organizations concerned with the provision of transition services to students with disabilities
- Representative of Wyoming Independent Living Program
- WDE Transition Consultant
- Institutions, WDE ex-officio member
- Deaf and hard of hearing, ex-officio member

The council has been active in a wide variety of transition activities and trainings. They have assisted in adapting forms and providing feedback to the WDE and LEA’s to help them meet the requirements of IDEA, No Child Left Behind, as well as the WDE State Performance Plan and the Annual Performance Report. There has been significant involvement in designing and implementing a required one year post graduation survey to monitor if the student is involved in education, training or employment. An exit interview will be completed upon graduation with transition information gathered and documented. The council has also assisted in developing standards, policy and forms to ensure that the transition portion of an IEP can be documented and monitored. Other projects include developing a new and more easily understood
transition handbook, assisting in transition trainings, and developing new procedures for community involvement to enhance a more comprehensive and systematic transition process.

DVR is also a member of the WDE’s stakeholder group which serves as the guiding group for the WDE’s Continuous Improvement and Focused Monitoring Process. This group, because of its broad representation, also serves as the Stakeholder Group for the WDE State Performance Plan and the Annual Performance Report. Each of the twenty indicators of the WDE State Performance Plan was recently reviewed with this group, who carefully considered the data for each indicator and reasons for progress or slippage for each indicator. The group provided input for establishing targets and improvement activities by indicator as needed. Several indicators are directly concerned with transition such as Indicator 13, which monitors the way schools are writing IEP’s to ensure they are addressing the necessary issues to assist students in achieving their post-secondary goals.

The Wyoming Advisory Panel for Students with Disabilities functions as an advisory agent to the State Superintendent of Public Instruction on special education issues. DVR is a participant in this panel, which also includes business and professional entities, teachers, school administrators, state governmental agencies and parents from across Wyoming. This group participated in a variety of projects such as developing targets and goals for the WDE State Performance Plan and the Annual Performance Plan and provided input on graduation standards and disability definition. It is involved with transition is several capacities and has a committee concerned with secondary transition.

In anticipation of upcoming mandates from the Reauthorization of the Rehabilitation Act and IDEA, DVR established a new Transition Consultant position. The primary responsibilities of this position are to coordinate with local, state and federal education officials on improving the process for students in transition. The Transition Consultant is a resource on issues surrounding transition, provides training to staff and provides a consistent statewide message from DVR to the LEA’s.

**Services for the Visually Impaired**

Collaboration with WDE’s Services for the Visually Impaired (SVI) and special education assists students and adults with disabilities in several ways. For example, the Montgomery Trust (a private trust specifically earmarked for the visually impaired) can provide assistive technology equipment to both visually impaired youth and adults. Also DVR collaborates with SVI, WILR, WSIL, Centrum for Disability Services, and CreateAbility Concepts in providing services to clients.
<table>
<thead>
<tr>
<th>OBJECTIVE</th>
<th>METHODS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve and expand transition services to include additional school districts.</td>
<td>Explore the need for Regional Transition Specialists.</td>
</tr>
<tr>
<td></td>
<td>Continue training and team building to include personnel from Education, DVR, Mental Health, and Acquired Brain Injury (ABI) professionals as appropriate.</td>
</tr>
<tr>
<td></td>
<td>Continue coordination and cooperation at State and local levels to create new transition teams and maintain existing ones.</td>
</tr>
<tr>
<td></td>
<td>Continue to work with the Mentor Ability program in Laramie, Sweetwater, Uinta and Fremont Counties.</td>
</tr>
<tr>
<td></td>
<td>Work cooperatively with the WDE on expanding the transition program.</td>
</tr>
<tr>
<td></td>
<td>Update cooperative agreements with the WDE and LEA’s as needed.</td>
</tr>
<tr>
<td></td>
<td>Increase contacts and education of school personnel to enhance the transition program.</td>
</tr>
<tr>
<td></td>
<td>Increase implementation of transitional services to students 16-21 years of age.</td>
</tr>
<tr>
<td></td>
<td>Develop DVR transition policies to increase the continuity and consistency of services statewide.</td>
</tr>
</tbody>
</table>

DVR also has an MOU with Wyoming Institutions of Higher Education (IHE). The purpose of this MOU is to guide the planning and delivery of support services to individuals with disabilities who are mutual clients of DVR and students enrolled at a Wyoming IHE, so that there is a seamless delivery system for those services which overlap. These IHEs include the University of Wyoming and Wyoming’s seven community colleges.

This MOU has provisions which include:

1. DVR and IHEs are not required to alter their policies, which are different from each other, for providing services or support.
2. IHEs are required to provide services and accommodations to DVR clients only to the same extent as they are provided to other students with disabilities.
3. DVR is not prohibited from contracting with individual IHEs to provide services or support for DVR clients beyond those required to assure equal access to educational opportunities.
4. Information exchange and joint training.
5. Referral procedures.
6. IHEs will not require students who have a disability to apply for DVR funding before providing services or support. Nor will they deny or delay the provision of services or support while DVR is determining the student’s eligibility for DVR services.
7. In situations where referral has been made to an IHE for services, the appropriate IHE staff may be involved in developing the Individualized Plan for Employment.
8. The DVR Counselor and IHE staff will respect the individual’s right and responsibility to fully participate in all decisions regarding his or her vocational future.
9. Definition of reasonable accommodations and auxiliary aids.
10. Guidelines for the provision of auxiliary aids including that the funding source for auxiliary aids will be determined on an individual, case by case basis depending on the setting and the individual’s status as a student or DVR client, and in the case of equipment, a determination of who will retain ownership.
11. Additional guidelines for the provision of interpreter services.
12. Guidelines for the provision of different types of real-time captioning services.
4.8(b)(3) Cooperative Agreements with Private Non-Profit Vocational Rehabilitation Service Providers

Community Rehabilitation Programs (CRP)

Section 101(a)(15) of the Rehabilitation Act of 1973, as amended, sets forth requirements for the conduct of a statewide needs assessment, which must include an assessment of the need to establish, develop, or improve (CRPs) within the State.

As defined in the Rehabilitation Act (Section 7 (25), a “community rehabilitation program” means a program that provides vocational rehabilitation services to individuals with disabilities … to enable the individual to maximize opportunities for employment, including career advancement. The term “community rehabilitation program” refers to any such community-based agency, regardless of the type(s) of disabilities customarily served, or the agency’s primary funding source.

DVR has conducted a number of statewide needs assessments which have served to guide and direct the focus of DVR’s use of CRPs. In 1996, DVR executed a contract with private consultants to conduct a Wyoming Assessment of Rehabilitation Needs (WYARNs) study that was completed in October, 1997. A follow-up WYARN update was completed by consultants in 2000. A focused 2003 WYARN began again in May 2003 and was completed in August 2004. The following relative data is taken from the WYARN 2003 Report:

Information has been gathered from Rehabilitation staff, representatives of community rehabilitation programs, the State Rehabilitation Council and other key informants. This input, along with supporting statistical data, is used in this 2003 WYARN report to identify effective service models and opportunities for expansion, dissemination or replication of services shown to be most effective.

Utilization, Findings and Capacity of Community Rehabilitation Programs

The Wyoming Division of Vocational Rehabilitation makes extensive use of community rehabilitation programs, primarily to provide supported employment and related services. All Regions of the state continue to be served to some degree by community rehabilitation programs operating under the state’s developmental disabilities and behavioral health programs, or by independent organizations. Coverage is comprehensive for individuals with developmental disabilities, although a few agencies affiliated with the Developmental Disability (DD) system still do not provide extensive supported employment opportunities. These gaps have been, to a degree, filled through the use of independent non-profit or for-profit agencies, and through the employment of free-lance job coaches.

There are still geographic, programmatic and disability-related gaps in the capacity of community rehabilitation programs to provide the array of services the State Rehabilitation agency needs for other clients with the most significant disabilities:

- Although there is progress, there are substantial gaps in services to persons with acquired brain injuries;
• State of the art supported employment services for persons with severe and persistent mental illnesses are more widely available than at the time of the previous Needs Assessments, but are still not available to all communities; and
• The potential for community rehabilitation programs to play a more substantial role in preparing students with disabilities for the transition from school to employment in the community has not been fully explored.

Historically, the Wyoming Division of Vocational Rehabilitation has made very effective use of community rehabilitation programs in serving the clients with the most significant disabilities. Over the past several years, significant progress has been made in encouraging mental health centers, among other providers, to become more involved in providing supported employment services.

Progress rarely happens in a straight line, however. In some instances, promising efforts at collaboration with service providers have lost ground for reasons that may or may not be under the control of the Division of Vocational Rehabilitation. In some cases, local staffs have succeeded in finding or developing alternative resources for supported employment services.

The demonstrated effectiveness of supported employment services in providing employment opportunities for individuals with the most significant disabilities argues for persistence in the face of adversity. With some mental health centers in particular, it is in the long-term interest of individuals with severe and persistent mental illness that collaborative supported employment programs are developed.

Policies for the use of Community Rehabilitation Programs

The Wyoming Division of Vocational Rehabilitation’s use of community rehabilitation programs continues to reflect a commitment to integrated, community-based employment.

The Division has issued a policy to the effect that CRP’s must be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), unless the organization has been in existence for less than 12 months, or has been providing services to clients for less than that time.

The Division also maintains a policy that Mental Health Centers (MHC) from which DVR purchases services must be certified by the Division of Behavioral Health.

2006 Needs Assessment

The most recent WYARN was conducted in 2006 and the report was received in February of 2007. The WYARN emphasized three areas: ABI, SPMI, and students in transition from school to work. Consequently, the report has few recommendations directed specifically to cooperative agreements with private non-profit vocational rehabilitation service providers.

However, Primary Finding #1 of the WYARN report identified opportunities for improvement. The finding speaks to the “Continuum of Services necessary for an individual to obtain a job and keep it. Individuals with disabilities typically require the services of diverse
programs, many of which are not vocationally oriented. Therefore, it is imperative numerous program administrators coordinate their services. Even though DVR does not have control of, or responsibility for, many of these programs, a successful outcome for many DVR clients demands more DVR involvement with these programs. DVR needs to be more involved with information exchange. DVR needs to develop more interagency agreements.”

DVR and the Central Wyoming Counseling Center have been negotiating an MOU and hope to have it completed this year. It may become a template for agreements with other mental health providers around the state.

A member of the Rehabilitation Service Providers organization, which consists of the Chief Executive Officer’s (CEO’s) of the community rehabilitation programs in Wyoming, has become an SRC member and participates in SRC meetings. This has enhanced communication with the CRP’s statewide.
4.8(b)(4) Evidence of Collaboration Regarding Supported Employment Services and Extended Services

It is the mission of Wyoming DVR to advance opportunities for Wyoming citizens with disabilities to be employed and independent in the least restrictive and most integrated environments possible. To this end, DVR has established and continues to maintain strong working relationships with State agencies and other appropriate entities to assist in the provision of supported employment services throughout Wyoming.

In Wyoming, supported employment means persons with the most significant disabilities obtaining community integrated, part-time or full-time employment at competitive wages with benefits equal to those commonly accepted throughout the work force.

The goal of Wyoming's supported employment program is to increase community integration, individual independence and productivity for persons with the most significant disabilities. In support of this goal, the Wyoming Division of Vocational Rehabilitation will:

- Continue cooperative efforts with school districts and other rehabilitation entities to enhance supported employment programs statewide;
- Continue to support the Wyoming Business Leadership Network (WBLN) with expansion to additional Wyoming communities that will enhance supported employment services; and
- Encourage dedicated funding for long-term support needed by supported employment clients. This will include networking with the Division of Behavioral Health, Regional Service Providers (RSP) of Wyoming, MHC’s, the Governor's Planning Council on Developmental Disabilities, State and local education programs, Social Security employment incentives including TTW programs, training programs under WIA, and the employer community represented by the WBLN.

DVR completed a memorandum of understanding with the Department of Mental Health Substance Abuse Services Division in September 2007. The purpose of the MOU is to enhance the working relationship between the Divisions in order to provide more effective services to individuals with disabilities in compliance with Rehabilitation Act of 1973. This includes increased collaboration in the evaluation, planning and implementation of supported employment services for persons with SPMI and transition age youth. Joint training on a bi-annual basis will focus on these issues, among others.

An MOU is being negotiated with Central Wyoming Counseling Center. This agreement requires joint staff training, and specifies procedures for planning and implementing supported employment services to the SPMI population.
<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>METHODS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve and maintain supported employment services and programs statewide.</td>
<td>Continue statewide supported employment services over the plan period to the extent that Federal Section 622 funds are available.</td>
</tr>
<tr>
<td>Maintain services to include all disability groups, with an emphasis on individuals with severe and persistent mental illness, with acquired brain injury, and with transition age students, as outlined in the recommendations section of the 2006 Wyoming Assessment of Rehabilitation Needs.</td>
<td>Continue support for the maintenance and expansion of the Wyoming Business Leadership Network.</td>
</tr>
<tr>
<td>Improve acquired brain injury services statewide via the 5 year Project BRAIN. that began November 1, 2006.</td>
<td>Improve utilization of existing long-term support mechanisms via focused counselor and assistant training.</td>
</tr>
<tr>
<td>Continue to educate and train service providers to bring Assistive Technology (AT) services to more supported employment clients statewide.</td>
<td>Continue serving people with severe and persistent mental illness through supported employment services provided by CRP’s.</td>
</tr>
<tr>
<td>Develop consistent statewide policy interpretation for field staff.</td>
<td>Educate school district special education staff regarding the use of supported employment.</td>
</tr>
</tbody>
</table>
Develop cooperative agreements with Mental Health (MH) service providers to encourage increased use of supported employment.

DVR will actively support programs that provide training to expand and improve job coaching services statewide.

The DVR transition coordinator will enhance School district referrals to DVR via teacher education about the availability of DWS employment services.

DVR will continue to pursue cooperative and collaborative efforts with the Wyoming Institute for Disabilities (WIND) and the Wyoming Association for Persons in Supported Employment (WYAPSE). Both programs are administered by and located at the University of Wyoming in Laramie, Wyoming. Statewide assistive technology services are available to supported employment clients. Direct AT services are available at the Centrum A.T. CRP located in Casper, Wyoming. This service was developed with the financial assistance of the Wyoming DVR.
Attachment 4.10

Comprehensive System of Personnel Development
Policies, Procedures and Activities to Establish and Maintain a Comprehensive System of Personnel Development

Wyoming DVR’s Comprehensive System of Personnel Development (CSPD) includes procedures and activities undertaken to insure an adequate supply of qualified rehabilitation professionals and paraprofessionals. This system has four goals:

♦ Identify the current professional training needs of staff and plan for skills and knowledge development of staff one to five years from now;
♦ Coordinate personnel development activities with the Wyoming Department of Education as specified by the Individuals with Disabilities Education Act (IDEA);
♦ Coordinate a means to address training needs of current staff using institutions of higher education; and
♦ Coordinate activities to ensure staff are adequately trained and prepared to expand and improve services to clients.

The SRC has had an opportunity to review and comment on the development of plans, policies, and procedures regarding: 1) the plan for recruitment, preparation, and retention of qualified personnel, 2) personnel standards, 3) staff development, and 4) personnel to address individual communication needs.

Data System on Personnel and Personnel Development

Wyoming DVR maintains a system for collecting and analyzing data on an annual basis, which includes information on personnel needs, a plan for recruitment, preparation and retention of qualified personnel, personnel standards, staff development, and personnel to address individual communication needs. Information on the number, location and disability types served; number of agency personnel and level of education; and training needed to improve skills and maintain certification levels is included in this section.

Qualified Personnel Needs

Total counselor number is 29. The following chart shows the number of counselors employed since 2003, the number of clients for each year, and the average number of clients per counselor.

<table>
<thead>
<tr>
<th></th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselors</td>
<td>28</td>
<td>29</td>
<td>29</td>
<td>29</td>
<td>29</td>
<td>29</td>
</tr>
<tr>
<td>Number of Clients</td>
<td>4155</td>
<td>4180</td>
<td>3954</td>
<td>3759</td>
<td>4007</td>
<td>4114</td>
</tr>
<tr>
<td>Average Number of Clients per Counselor</td>
<td>148</td>
<td>144</td>
<td>136</td>
<td>119</td>
<td>138</td>
<td>142</td>
</tr>
</tbody>
</table>
The number and types of personnel that are employed by DVR in the provision of VR services are shown below:

<table>
<thead>
<tr>
<th>Position</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselors</td>
<td>29</td>
</tr>
<tr>
<td>Area Managers</td>
<td>5</td>
</tr>
<tr>
<td>Assistants</td>
<td>23</td>
</tr>
<tr>
<td>Administrators</td>
<td>4</td>
</tr>
<tr>
<td>Consultants</td>
<td>7</td>
</tr>
<tr>
<td>Fiscal</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>72</td>
</tr>
</tbody>
</table>

Replacement of personnel, leaving for any reason (in the next five years) based on previous years’ experience, will be as follows:

<table>
<thead>
<tr>
<th>Position</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselors</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>20</td>
</tr>
</tbody>
</table>

**Personnel Development**

Wyoming currently does not have an institution of higher education which prepares rehabilitation professionals. The three nearest rehabilitation training programs are the University of Northern Colorado, Utah State University and Montana State University which concentrate on private and public rehabilitation respectively. Wyoming DVR also utilizes Texas Tech University, University of Wisconsin – Stout, University of Tennessee/Deaf as optional locations for distance education. All six programs are Council on Rehabilitation Education (CORE) certified.

We currently have three counselors working on their master’s degree in Rehabilitation Counseling at Utah State University, and three attending Montana State University. The training process is monitored by having the attending staff members send a copy of each semester’s registration and a copy of his or her grades to verify course completion. There are currently nine field staff members and two Administration staff members that have received a master’s degree from Utah State University, and one staff member has received his master’s degree from Montana State University. There are thirteen staff members who have a master’s degree in something other than Rehabilitation Counseling. Seventeen staff members have the Certified Rehabilitation Counselor (CRC) credentials and one individual is preparing to sit for the exam.

**Recruitment, Preparation and Retention of Qualified Personnel**

Wyoming DVR recruits VR counselors from the University of Northern Colorado, Utah State University and Montana State University whenever possible. Wyoming DVR actively participates on the advisory boards of the University of Northern Colorado and Utah State University, and has worked to improve communication with both schools to announce open positions and to recruit potential counselors. DVR has been actively posting current vacancy...
notices with the three universities. This is in addition to placing ads in local and regional newspapers, with DWS, and the Wyoming Job Network (Wyoming at Work). Wyoming DVR, in accordance with the ADA, seeks to employ and advance qualified individuals with disabilities as well as minorities.

Wyoming DVR lists counseling staff vacancies with the Rehabilitation Recruitment Center of the National Clearinghouse of Rehabilitation Training Materials, and thus has national visibility for counselor openings as they occur. Periodic announcement of staff position openings are sent via e-mail from a listserv of CORE Graduate Programs. DVR also maintains a listserv for smaller colleges in the area that have Master level programs in related fields.

Wyoming DVR attempts to hire individuals that meet the CSPD requirements, but if for some reason this is not possible, an attempt is made to hire someone with a related Bachelors degree and two years of experience. This new hire is made aware that at the end of his or her one year probationary period, he or she will be expected to apply to and attend a CORE accredited school to receive a master’s degree in Rehabilitation Counseling. It is expected of him or her to have this master’s degree finished in four years.

Wyoming DVR currently has ten counselors who meet or exceed the CSPD requirements. Of the remaining staff who do not meet the CSPD requirements, fourteen are currently working on starting a master’s degree program, and the balance are currently in a probationary period and will begin working to meet the CSPD at the appropriate time.

Wyoming DVR actively updates and implements a system which addresses current and projected personnel training needs. Coordination between Wyoming’s personnel training needs and institutions of higher education occurs when the CSPD consultant and division administrator participate in the university program advisory meetings. DVR also participates with TACE, Technical Assistance and Continuing Education Center.

Wyoming DVR began developing training plans in 2004, stemming from the use of the Professional Development Guide and Matrix, the performance appraisal system, an annual training needs survey, and via focus groups. In 2006, use of Retention plans was instituted as well. The CSPD consultant tracks training needs of all employees and addresses those needs through annual in-services for both counselors and assistants. DVR also sends individuals to training sessions provided by the State of Wyoming Personnel Division and private or public vendors. Staff is also supplied information on providers’ websites to assist with expressed training needs. Training in specific areas, such as assessment, vocational guidance and counseling, job placement strategies, rehabilitation technology, and topics addressed in the Training Needs Assessment, are addressed at the annual statewide in-service, regional in-services, on-the-job training with the Area Consultant and Training Officer, and/or by means of a contracted vendor. DVR is currently looking into the possibility of delivering training to staff by means of web cam technology, and creating in-house on demand training.

Wyoming DVR has made a conscious effort to address retention and recruitment of staff by raising the pay scale for all field professional and paraprofessional staff. The state legislature
Wyoming DVR is currently in the process of reviewing the position classification for our Rehabilitation Counselors. The Personnel Division at the Wyoming Department of Administration and Information (A&I) is preparing to conduct a position survey to determine if the Rehabilitation Counselor is classified and being compensated appropriately for the duties and the knowledge that is required in the position.

Wyoming DVR Futures Group

The DVR Futures Group is designed for those staff who are interested in moving into new/different roles within the Division and in developing the future direction of DVR. The current membership includes Counselors, Assistants and Program Consultants. Membership is open to any permanent employee, with approval of the supervisor and DVR Administrator.

This group meets periodically to provide input on business issues affecting the Division. They work directly with DVR’s Assistant Administrators, and may attend selected Management Team meetings to provide input. They also identify projects which may benefit DVR. The Futures Group is or will be involved in several projects, including staff retention issues, policy development, marketing of DVR services, and peer mentoring.

Personnel Standards

Wyoming DVR is committed to hiring qualified rehabilitation staff beyond the current minimum standards established by the State of Wyoming Personnel Division. Specifically, Wyoming DVR strives to adhere to the personnel standards as set forth in RSA Information Memorandum (IM) 99-30. That is, an individual must have a master’s degree in rehabilitation counseling or another master’s degree, which would allow the person to meet national CRC requirements.

Because of our extreme difficulty in recruiting and hiring qualified rehabilitation professionals, when faced with no other alternative, DVR does hire individuals with a bachelor’s degree in a related field with a minimum of two years relevant work experience. (Note: This is the State of Wyoming’s personnel standard). In so doing, the individual is advised formally of DVR’s expectations, as they pertain to personnel standards, and is offered the position only with their acknowledgement and agreement to pursue a master’s degree. If a counselor has received education funding through the Agency, the individual contractually agrees to continue employment with DVR for three years subsequent to obtaining their master’s degree. If employment is terminated prior to this time, repayment may be required on a pro-rated basis.

Based on standards developed through the personnel system, each staff member participates in the annual Performance Appraisal System which analyzes job performance and identifies training needs. DVR continues to do annual training needs assessment of all staff and the CSPD Specialist tracks these training needs and links individuals to appropriate training. Training needs for the statewide in-service are determined by polling all DVR staff. Other avenues of obtaining training needs, such as focus groups, are also utilized. Counselors have
immediate access to reference materials. This includes internet resources, reference books, and consultants.

Wyoming DVR will assess counselor training needs on an individual basis in order to assure that we are in compliance with personnel standards per RSA-IM-99-30. DVR’s Human Resources Development (HRD) staff member maintains individual counselor records that identify training needs, training received to date, and anticipated target dates for attainment of Master’s/CRC. Priority of training includes time parameters for completion as follows:

1) Individuals with bachelor’s degree → Master’s Rehabilitation
   3 to 5 years

2) Related master’s degree → CRC
   1 to 3 years

Progress towards identified training needs is monitored and tracked annually on an individual counselor basis.

Wyoming DVR’s CSPD attempts to create our own qualified rehabilitation counselors through the distance learning grant at Utah State University and other universities. All staff without master’s degrees are required to take advantage of the Utah State University or other distance learning programs with financial assistance from the Agency. The following table details the qualifications of current field staff:

<table>
<thead>
<tr>
<th>Staff</th>
<th>CRC</th>
<th>Master’s Degree</th>
<th>BA/BS</th>
<th>Total Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>No CRC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rehabilitation Counselors</td>
<td>9</td>
<td>9</td>
<td>11</td>
<td>29</td>
</tr>
<tr>
<td>Area Managers</td>
<td>4</td>
<td>0</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Administration</td>
<td>5</td>
<td>1</td>
<td>6</td>
<td>12</td>
</tr>
</tbody>
</table>

The Comprehensive Personnel Development System focuses not only on creating qualified rehabilitation counselors in Wyoming but on retention as well. The training grant is used to coordinate training activities to help counselors maintain their CRC credentials and encourage other counselors who may qualify to obtain their CRC.

Of those counselors/consultants having master’s degrees, in areas other than VR Counseling, all have been advised and encouraged to acquire the designation of a CRC Counselor in accordance with the methods offered by the Commission on Rehabilitation Counselor Certification (CRCC). A record on each counselor/consultant towards accomplishment of the Agency standard is kept and monitored as to progress.
Staff Development

In 2004, Wyoming DVR began dispersing training budget funds on a regional basis. Prior to this, the funds were distributed on a “first come, first served” basis. This change was made to allow area managers to have more control over the training budgets and subsequently the training made available to staff. Staff development procedures have been described above.

A wide variety of training has been made available to counselors and consultants. This training has been provided by Wyoming DVR, State of Wyoming Department of Administration and Information, as well as numerous private vendors. Training offered at the DVR in-service has included Job Development, Substance Abuse, Mental Illness, ABI, Culture of poverty, Transition and Counseling Theories. Training offered through the State of Wyoming has included computer applications and supervisory skills. Training offered by private vendors has covered a wide range of topics, including diagnoses/disorders, career building skills, leadership skills, and job coaching/job development. While this list is not all inclusive of trainings offered or attended, it does illustrate the variety available to counselors and consultants in Wyoming.

Assistants

DVR assistants are provided training through various methods. New assistants are trained by the lead assistant in the area, the counselor(s) that the assistant works with, as well as the area manager. This approach to training the new assistant helps the assistant become acquainted with the procedures for that particular office and allows him/her to better meet the needs of the clients the Agency serves. On a yearly basis, the assistant and the area manager produce a list of training topics that the assistant and the area manager feel would be most useful for the assistant. This list is used as the basis for that individual’s training in the upcoming year. Additional training topics that are of interest to the assistant can be chosen even if they are not identified on the list. Training topics that assistants have availed themselves to in the last year have included various computer skills, stress management, dealing with difficult people, and teamwork. Again, this list is not inclusive but does represent a variety of training available to these employees.

TTW Update

Ongoing training is held throughout Wyoming on TTW and other Social Security issues. The training was presented by a partnership of the Work Incentives Planning and Assistance (WyWIPA), Plans for Achieving Self Sufficiency (PASS-CADRE), Protection and Advocacy for Beneficiaries of Social Security (PABSS) and DVR. A number of DVR staff have taken advantage of these trainings.

Procedures to Disseminate Research

The DVR Central Office does maintain a lending library that contains some reference materials relevant to VR counseling. Reference materials are often requested by field staff or area managers and may be purchased for their use. In-service speakers/trainers often provide research information, as do many conference presenters. Program consultants in DVR’s Central
Office stay current on trends in their specialty areas and share this with field staff. Specialty areas include: Governor’s Committee for Employment of People with Disabilities (GPCDD); the ADA; SE (Supported Employment); Staff Training, Quality Assurance (QA); Transition from School to Work; TRS; Deaf Services; BEP; and small business planning. As mentioned previously, all DVR staff have access to the internet for research purposes.

**Personnel to Address Individual Communication Needs**

DVR has established and maintains minimum standards to ensure the availability of personnel within DVR who are trained to communicate in the native language or mode of communication of the client, either by hiring applicants with these skills or by developing current staff skills in these areas. The DVR handbook is available in Spanish. Interpreters are hired, as the occasion warrants, in order to effectively communicate with clients who utilize other languages. Several staff members have sign language skills and the Agency helps them maintain and improve those skills. A staff member is currently undergoing training to more effectively communicate with our Spanish speaking clients. A program consultant, who specializes in services for the deaf and hard of hearing, is available to help ensure that quality services are provided to this population. Essentials such as orientation to DVR, eligibility, etc., are on tape or in Braille for individuals who are blind or visually impaired. Other needs of individuals who are blind or visually impaired are met through purchase of services or from the WDE, Services for the Visually Impaired.

**Performance Evaluation System**

DVR must conform to the State of Wyoming Personnel Rules, which includes a Performance Appraisal system. This system requires that reviews be conducted twice a year with each employee. It can lead to improved performance through the analysis of strengths and weaknesses, and subsequent identification of training issues. This system does not impede the accomplishment of the purpose and policy of the VR program including serving the most significantly disabled. Also, counselors are assisted by their immediate supervisors, who review cases and act as consultants, trainers and resources regarding the vocational rehabilitation of clients.

The quality assurance/improvement consultant, who also serves the HRD function, reviews case files on a regular basis with a standard protocol. He reports findings to the field services administrator, recommending solutions and/or training to continually correct deficiencies, and to recognize and report those practices working well.

**Coordination of Personnel Development Under IDEA**

An MOU with WDE establishes reciprocal referral services, utilization of each Agency’s services and facilities to the extent practicable and feasible, and joint planning activities to improve services to individuals with disabilities.

This MOU strengthens the transition process and the availability of AT to VR clients who are in school. This agreement specifies joint training on AT, IDEA and other pertinent
legislation. Refer to Attachment 4.8(b)(2) for additional information on this MOU and DVR’s coordination with education officials.

**Affirmative Action**

DVR assures that it takes affirmative action to employ and advance qualified individuals with disabilities and minorities in employment. Thirteen percent of the staff have disabilities. The State of Wyoming Personnel System follows affirmative action requirements and assures that VR maintains appropriate hiring procedures.
Attachment 4.11

Assessments; Estimates; Goals and Priorities; Strategies; and Progress Reports
4.11(a) Results of Comprehensive Statewide Assessment of the Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop, or Improve Community Rehabilitation Programs

2006 Wyoming Assessment of Rehabilitation Needs (WYARN):

The Rehabilitation Act, as amended in 1998, requires each state to conduct a Needs Assessment every three years. The purpose of the Needs Assessment is to identify and understand the needs of individuals with disabilities in the State and to use that information to make appropriate operational and programmatic adjustments to ensure the effective and efficient delivery of services to those individuals. While this assessment focused on all individuals with the significant disabilities, project administrators requested that “students in transition” receive additional attention.

The 2006 Needs Assessment was a statewide assessment, jointly conducted by DVR and the State Rehabilitation Council, examining the need to establish, develop or improve community rehabilitation programs within the State, and describing the rehabilitation needs of individuals with disabilities residing within the State, particularly the vocational rehabilitation needs of:

1. individuals with the most significant disabilities, including their needs for supported employment services;
2. individuals with disabilities who are minorities and individuals with disabilities who have not been served or are underserved by the vocational rehabilitation program carried out under this Title;
3. individuals with disabilities served through other components of the statewide workforce investment system (other than the vocational rehabilitation program), as identified by such individuals and personnel assisting such individuals through the components;

The State goals and priorities are based on an analysis of:

1. The performance of the State on the standards and indicators established under Section 106 of the Act;
2. Other available information on the operation and the effectiveness of the vocational rehabilitation program carried out in the State; and
3. Any reports received from the State Rehabilitation Council (SRC), under Section 105(c) and the findings and recommendations from monitoring activities conducted under Section 107.

Results of the 2006 Needs Assessment will assist the Wyoming Division of Vocational Rehabilitation (DVR) in evaluating its priorities and in establishing an action plan to guide future rehabilitation program development. The goal is to provide the foundation for an action plan that identifies opportunities for improving program performance in the following three critical areas with special emphasis on students in transition:
1. Traumatic and Acquired Brain Injury programs development.
2. Severe/persistent mental illness (SPMI) programs development.
3. Students in Transition. Especially important were to:

   a.) Determine the potential pool of referrals to the Agency from all schools statewide;

   b.) Develop strategies for improving working relationships with school district personnel and programs statewide;

   c.) Propose new alternative methods to identify school children with disabilities rather than wait for referrals;

   d.) Explore the willingness of school districts statewide to provide office space in the school for VR counselors; and

   e.) Identify and inventory all existing organizations and resources currently offering transition services and recommend ways the Agency can link with these services to improve the Agency’s transition services statewide.

**METHODOLOGY**

The assessment took place between May 1, 2006 and February 28, 2007. The work plan, which was developed in conjunction with the State Rehabilitation Council (SRC), required the completion of the following tasks: collect demographic data; convene six focus groups; conduct two mail surveys; complete numerous interviews; develop summaries of relevant state and federal programs; determine efficacy of DVR services; examine other states’ infrastructures; analyze collected information; and generate recommendations. During the assessment period, the consultant met four times with the SRC.

As indicated above, the assessment sought information from a number of sources. DVR client focus groups were conducted in Cheyenne, Casper, Rock Springs, Lander, Worland and Sheridan. In total, 47 people attended the focus groups. A mail survey was sent to 944 DVR clients. The survey yielded a 25.9 percent response rate. Another mail survey was sent to the special education coordinators in the 48 school districts. This survey yielded a 66.7 percent response rate. The assessment also collected information about numerous state and federal programs. Some of these programs offer services that are often not considered to be vocational oriented. Nevertheless, they offer important support services that help an individual maintain long-term employment. The identification and description of these programs required numerous interviews and considerable Internet research. In total 26 individuals were interviewed during the assessment. The assessment also collected information from three surrounding states via telephone interviews to examine the student in transition service delivery infrastructure in those states. Also, innovative ideas utilized in other states were identified through Internet research. In addition to the above, a considerable amount of time was spent outlining the history of the Rehabilitation Act and developing an understanding of current federal requirements, especially relating to students in transition.
FINDINGS

The 2006 Wyoming Assessment of Resource Needs (WYARN) was designed to identify areas of need throughout the state. Inherent to the assessment process is an attempt to identify areas needing improvement and to make recommendations accordingly. Because a needs assessment focuses on needs, areas of strength are often overlooked. Therefore, the following findings should not be construed as a criticism of DVR’s overall operations. The findings simply identify opportunities for improvement.

**Primary Finding #1:** The assessment found that, in the past few decades, there has been a national trend toward expanding programs offering in-home and community-based services such as independent living skills training, transportation, medication management, mental health counseling, etc. These services are a very important part of the “Continuum of Services” necessary for an individual to obtain a job and keep it. Traditional vocational rehabilitation, limited to job training and job search, is often not enough. Individuals with disabilities typically require the services of diverse programs, many of which are not vocationally oriented. Therefore, it is imperative that numerous program administrators coordinate their services. Even though DVR does not have control of, or responsibility for, many of these programs, a successful outcome for many DVR clients demands more DVR involvement with these programs. DVR needs to do more to facilitate coordination. DVR needs to be more involved with information exchange. DVR needs to develop more interagency agreements.

**Primary Finding #2:** The assessment indicates a need for more consistent interpretation and implementation of DVR policy among DVR field staff. Some of the inconsistency appears to be related to staff turnover. Some inconsistency appears to be related to misunderstanding of policy. Some inconsistency appears to be related to the state office not precisely conveying policy to field staff.

**Primary Finding #3:** The assessment indicates a need to substantially expand DVR activities related to students in transition. Currently, the DVR Transition Consultant spends only 15 percent of his time on transition activities. Other states typically devote more FTEs to transition coordination. Opportunities exist for DVR to utilize non-federal funds from other agencies to leverage additional federal DVR funding for this purpose. In some cases, it may be possible to utilize 20 percent non-federal funds to leverage 80 percent federal funds.

**Other Findings:**

#4: There is a need for DVR to conduct more outreach activities. Some potential client referral sources, such as schools, law enforcement agencies, supportive service agencies, advocacy groups, medical professionals, and social workers, are not well informed about the services DVR provides.

#5: There is a need for DVR to get the family more involved. The family can play an important role in encouraging the client.

#6: There is a need for DVR counselors to be flexible when discussing employment/education options with a client. Clients indicate that they sometimes are
made to feel that they should seek a lesser job or pursue a lesser educational goal than they desire.

#7: There is a need for longer-term educational services for those who have difficulty completing a course of study in the normal timeframe.

#8: There is a need to develop more cooperative agreements with mental health providers including community mental health centers.

#9: There is a need to identify and remove “disincentives to work” that may discourage students in transition (and others) from continuing their education and seeking employment. Loss of Medicaid or Medicare is potentially a major disincentive.

#10: There is a need to expand and improve job coaching services.

#11: There is a need for DVR to do more follow-up with clients. Clients indicate that they often initiate follow-up contact and then wait for an appointment.

#12: There is a need for more transportation services.

#13: There is a need to provide better access to assistive technology, especially the more expensive technology.

#14: There is a need to explore additional opportunities for coordinating DVR services with Work Force Investment Act services.

#15: There is a need for school district special education personnel to engage in discussion about “the percentage of 11th and 12th grade special education students who might benefit from DVR services.” Survey results revealed responses ranging from 10 percent to 100 percent. This seems to imply confusion about the nature of DVR services and/or who might benefit from them. This likely has implications for the referral process.

#16: There is a need for school district special education personnel to inform all age appropriate special education students about the existence of DVR and the type of services DVR offers. There is a need for high school personnel to increase the referral rate to DVR. Generally, there is a need to adhere to the intent of the M.O.U. that has been signed by DVR and the Wyoming Department of Education.

After careful consideration of all information collected for the 2006 Wyoming Assessment of Resource Needs, a number of recommendations have been developed.

RECOMMENDATIONS

The State Rehabilitation Council (SRC) met on January 30, 2007 to review the findings of the 2006 Wyoming Assessment of Resource Needs. After reviewing the findings, the SRC
developed the following recommendations:

**Recommendation #1:** DVR should develop a statewide “Interagency Outreach” position. The individual hired to fill this position should work closely with relevant federal, state and local programs to promote information exchange and the development of interagency agreements. It is important that the individual work closely with all programs that promote independence, not just the ones that focus on employment. Subsequent to the 2003 WYARN, DVR substantially expanded interagency activities relating to people with a brain injury. Now, in addition to continuing these activities, new efforts need to be directed at people with a severe and persistent mental illness as well as DVR clients in general. (Note: New outreach efforts are also needed relating to students in transition. These are addressed separately in recommendation #3).

**Recommendation #2:** DVR should continue to promote consistent policy interpretation and implementation among the field offices. Inconsistency noted during the assessment goes beyond students in transition, but it was especially noted relating to students in transition.

**Recommendation #3:** DVR should devote more personnel time to students in transition. While placing a Transition Counselor in many of the 48 school districts has been contemplated by some officials, this may not be practical due to the large number of new positions that would be required. It may also not be needed in some of the smaller school districts. Alternatively, it is recommended that DVR create a full-time statewide “Transition Consultant” position and five regional “Transition Counselor” positions. Duties of the statewide coordinator should include: managing the transition program; hiring, supervising and training the regional specialists; developing and refining DVR transition policy; training DVR personnel regarding transition policy; developing cooperative agreements with various organizations; promoting employment opportunities for students; organizing workshops and conferences; developing and maintaining a transition web site; etc. Because the regional specialists will work directly with local organizations including school districts, it is important that these organizations have input regarding the duties of the regional specialists. Therefore, it is recommended that a multi-agency task force be convened for the purpose of developing a Position Description and Qualifications (PDQ) statement for the regional specialists.

**Recommendation #4:** DVR should consider expanding paid, or partially paid, work experience for students in transition. While some paid work experience opportunities are currently available, opportunities exist to improve coordination with LEA’s and to share the cost relating to paid work experience.

**Recommendation #5:** In addition to the specific recommendations listed above, DVR should address each of the other findings of this report.

**Other Components of the Statewide Workforce Investment System**

Nearly all the mandated WIA partner programs are located within the Wyoming Department of Workforce Services (DWS), Employment Services (ES) Division. DVR and ES staff have worked in a cooperative manner for years and even more so since DWS became a Department on July 1, 2002.
Most DVR and ES offices are co-located at the one-stop centers across the State, and referrals between the two divisions are routine. The ETA 9002A Report shows that 2,244 Persons with a Disability* were registered with ES as active job seekers for the 12 month period ending June 30, 2006. Of that total, 2,224 received staff assisted services as noted below:

- 986 – Career Guidance
- 238 – Job Search Activities
- 1,879 – Referred to Employment

* “Person with a disability” is self disclosed by the customer when registering with ES and does not necessarily meet the definition of person with a disability as used by DVR.

In addition, 328 individuals with a disability were served through the WIA Adult, Dislocated Worker, and Youth Programs during this time period.

DVR's management information system shows that of all DVR clients served during State FY 2006 (7/1/05 - 6/30/06), approximately 6.2% (235 individuals) were referred to DVR by a "One-Stop Center"; this is primarily the ES Division.
4.11(b) Annual Estimates of Individuals To Be Served and Costs of Services

The number of individuals in Wyoming who are potentially eligible for DVR services under the State Plan is derived from the United States Census (2000), Summary File F3. Note: The U.S. Census Bureau’s estimate of Wyoming’s population on July 1, 2008 was 532,668.

Consolidated Disability and Employment Data, 2000 Census

<table>
<thead>
<tr>
<th>2000 Census, Summary File F3</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total persons (civilian, non-institutionalized population)</td>
<td>493,782</td>
</tr>
<tr>
<td>Total, Age 16 – 64</td>
<td>315,859</td>
</tr>
<tr>
<td>Percent of population aged 16 – 64</td>
<td>63.0%</td>
</tr>
<tr>
<td>Ages 16 – 64 with a work disability</td>
<td>30,952</td>
</tr>
<tr>
<td>Percent of total persons aged 16 – 64</td>
<td>9.8%</td>
</tr>
<tr>
<td>Employed</td>
<td>20,389</td>
</tr>
<tr>
<td>Percentage Employed</td>
<td>65.9%</td>
</tr>
<tr>
<td>Unemployed</td>
<td>10,563</td>
</tr>
<tr>
<td>Percentage Unemployed</td>
<td>34.1%</td>
</tr>
</tbody>
</table>

The following table describes the potential base of future DVR clients, as adjusted for projected population growth from 2000 to 2010. (Table 3.11 from the WYARNS 2003 report and is based on the 2000 Census Data)

Potential Applicants for Wyoming Division of Vocational Rehabilitation Services, Projected to 2010

(Civilian non-institutionalized individuals ages 16 – 64)

<table>
<thead>
<tr>
<th>Vocational Rehabilitation Planning Groups</th>
<th>Characteristics</th>
<th>2000</th>
<th>2010 Projected (4.1% increase)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total State population</td>
<td></td>
<td>493,782</td>
<td>514,027</td>
</tr>
<tr>
<td>Planning Group 1</td>
<td>Individuals ages 16-64 with a work disability who were not working, Census 2000</td>
<td>10,563</td>
<td>10,996</td>
</tr>
<tr>
<td>Planning Group 2</td>
<td>”Potential applicants” – Planning Group 1, less current applicants</td>
<td>8,839</td>
<td>9,201</td>
</tr>
<tr>
<td>Planning Group 3</td>
<td>Annual applicants, existing DVR caseload</td>
<td>1,724</td>
<td>1,795</td>
</tr>
<tr>
<td>Planning Group 4</td>
<td>Annual applicants determined by DVR to have “significant” disabilities</td>
<td>978</td>
<td>1,018</td>
</tr>
</tbody>
</table>
**Fiscal Year 2010 Projections:**

1. Number of eligible individuals who will receive services under
   a. General Rehabilitation Program (Title I, Part B): 4,400
   b. ARRA Funding: 300
   c. Supported Employment Program (Title VI, Part B): 334

   **Note:** Approximately 450 individuals will be served in SE but only 334 will receive services from the $300,000 Title VI, Part B grant, if available. The rest of the SE individuals will receive services from the Title I, Part B grant.

2. Costs of services for the estimate in #1a and 1c: $13,701,423

3. Cost of services for the estimate in #1b: $1,693,000

   **Note:** The ARRA funding period began April 1, 2009 and the funds must be obligated by September 30, 2011.
4.11(c)(1) State’s Goals and Priorities

Goals and priorities in carrying out the VR Program, jointly developed and agreed to by DVR and the SRC:

1. Successfully rehabilitate 701 or more individuals with disabilities.

   Strategies:
   
   A. Monitor progress for successful closures on a monthly basis, using Wyoming Rehabilitation and Employment System (WYRES) reports of cases in Status 26 and Status 22.

   B. Area Managers will continue to train staff on requirements for high quality successful closures, through September 30, 2010.

   C. Strengthen the BLN in Buffalo/Sheridan through June 30, 2010, and monitor progress of all BLN's on a monthly basis using the WYRES BLN report and monthly reports submitted by the BLN's.

   D. Increase by 5% the number of clients using the Small Business Development Fund (SBDF) and other resources for starting a small business.

2. Successfully rehabilitate 205 or more SE individuals with the most significant disabilities.

   Strategies:
   
   A. Monitor progress of successful SE closures on a monthly basis, using WYRES SE reports.

   B. DVR staff will work with CRP’s to increase referral of appropriate clients to DVR for SE services by 5% during Federal Fiscal Year (FFY) 2010.

   C. DVR staff will continue to meet with community mental health organizations to improve communication and improve partnerships.

   D. DVR and the Mental Health and Substance Abuse Services Division will implement joint staff training as outlined in the MOU.

   E. Strategies C and D (Goal 1, above) will also support this goal.
3. Meet or exceed all RSA Performance Standards and Indicators for FFY 2010.

   Strategies:
   
   A. All strategies listed in this section will support this goal.
   
   B. Monitor progress on each Indicator at least quarterly and advise staff of results.
   
   C. Implement corrective action as needed, if the possibility exists that any Indicator might not be achieved.

4. Continue staff recruitment, development and retention.

   Strategies:
   
   A. Staff recruitment
      
      1. Recruit potential VR Counselors through the University of Northern Colorado, Utah State University, and Montana State University through personal visits and/or other methods of communication.
      
      2. Provide recruitment ads and current vacancy announcements to these Universities, and place ads in local and regional publications.
      
      3. List Counselor vacancies with the Rehabilitation Recruitment Center of the National Clearinghouse of Rehabilitation Training Materials.
      
      4. Maintain DVR's Listserv for smaller colleges in the area that have Master level programs in related fields.
      
      5. List all DVR staff vacancies with the State Personnel System, and on the DWS web site (Wyoming at Work).
   
   B. Staff development
      
      1. Conduct annual in-service training for Managers/Counselors, and Assistants.
      
      2. Area Managers will conduct at least one regional in-service training on topics specific to the needs of the Region.
      
      3. As needed, individuals will attend training provided by the State Personnel Division, public and/or private vendors.
4. Supervisors will develop a training plan specific to each of their staff, updated annually.

5. The CSPD Consultant will track training needs of all staff through an annual survey and review of retention plans.

6. Refer to the CSPD Attachment (4.10) for additional information on Counselor attendance in a Masters Degree program and working towards the CRC credential.

C. Staff retention

1. Supervisors will develop a retention plan for each of their staff, and review it annually.

2. The Assistant Administrator for Field Services will conduct one retention survey to be distributed to all staff. Results will be shared with all staff, and reviewed by Administrators for potential improvements to retention efforts.

3. DVR will participate in "Employer of Choice" initiatives developed by the Department of Workforce Services.

4. Maintain the processes which allow staff to have input into division-wide decisions, including periodic meetings of the Futures Group; meetings and/or other methods of communications with the WYRES Advisory Group; periodic visits to the field offices by the Administrator and Assistant Administrator for Field Services; and the annual White Hat Tour (statewide visit to all DVR offices by the Administrator and Assistant Administrators).

5. Expand Transition services statewide, for students with disabilities who will be exiting the school system and entering the workforce or post-secondary training.

Strategies:

A. DVR’s Transition Consultant will attend all meetings of the WDE Transition Council.

B. The WDE IDEA Coordinator will continue as a member of the SRC and report activities to the SRC at their quarterly meetings.

C. Provide support to staff who are full time Transition Counselors for their Regions.
D. Continue to evaluate and refine transition policies and practices through September 30, 2010.

E. Continue to monitor the numbers of Transition students referred to DVR by the LEA’s through the use of WYRES Transition Reports; increase the number of referrals in succeeding years.

6. Increase services and employment outcomes for individuals with ABI.

   Strategies:
   
   A. Monitor progress of Project BRAIN through quarterly written reports provided to DVR by Brain Injury Association of Wyoming (BIAW), and updates provided by BIAW to the SRC at their quarterly meetings.
   
   B. Work cooperatively with BIAW to enhance services for individuals with ABI, through attendance at meetings, BIAW sponsored training sessions and conferences, and consultation with BIAW staff when requested.
   
   C. Increase the number of ABI clients served by 5%.
   
   D. Increase successful employment outcomes of ABI clients by 5%.

7. Increase services and employment outcomes for individuals with SPMI.

   Strategies:
   
   A. Increase the number of SPMI clients served by 20.
   
   B. Increase successful employment outcomes of SPMI clients by 10.
   
   C. Goal 2 strategies C & D will also support this goal.

8. Increase collaboration with Federal and State agencies, non-profits and other organizations to build stronger partnerships.

   Strategies:
   
   A. The SRC will hold at least one joint meeting with SILC.
   
   B. The Assistant Administrator for Field Services will take a lead role to increase collaboration with the Veterans Administration (VA) through periodic contact and exchange of information with Wyoming's US Department of Labor.
Veteran's Employment and Training Service (VETS) Director, and the VA Representative in Cheyenne.

C. DVR Counselors will contact monthly and meet quarterly with staff at the VA Centers in Cheyenne and Sheridan to increase referrals, and improve coordination of services to mutual clients.

D. Collaborate with the RFEVR and NAVR Projects on the Wind River Reservation through DVR staff attendance at their Advisory Council meetings, and providing training and technical assistance to their staff as requested.

E. Establish communication with the new Job Corps Center scheduled to open in Riverton, Wyoming (in 2011), as an information and referral source.

9. Maximize the use of funding received through the American Recovery and Reinvestment Act (ARRA), with priority to direct client services. Wyoming DVR is scheduled to receive $1.8 million through ARRA. DVR has received $900,000 with the balance to be available in the fall of 2009.

Strategies:

A. Provide necessary case services required to return eligible clients to work within the time frames allowed under the ARRA funding. Services purchased from outside vendors may include surgeries, orthotics/artificial limbs, job development, job coaching, short term training (up to six months), work experiences, and on the job training. This is not considered an all inclusive list. DVR estimates that the funding for these services will be $1,693,000; a minimum of 300 clients will be served; a minimum of 53 will be closed in employment.

If long term goals are identified during the Individualized Plan for Employment (I.P.E.) process, services will be provided under DVR’s regular General Rehabilitation – Basic Support grant funding.

B. Modify DVR’s computerized Management Information System (Wyoming Rehabilitation and Employment System – WYRES) to comply with the ARRA’s transparency, accountability and reporting requirements. Currently, DVR and the Wyoming Department of Administration and Information’s Information Technology Division have a Master Services Agreement with Software AG for WYRES computer programming and technical services, DVR estimates that the cost of these additional computer programming services and the corresponding indirect costs will be $57,000.

C. Provide funding to the University of Wyoming, Wyoming Institute for Disabilities (WIND), WIND Assistive Technology Resources (WATR) program to obtain additional assistive technology (AT) devices. Refer to
attachment 4.11(d), Innovation and Expansion funding. This is a one-time project, estimated at $50,000.
Evaluation Standards and Performance Indicators:

Section 106 of the Rehabilitation Act established evaluation standards and performance indicators for the State VR program. The standards and indicators follow with Wyoming DVR’s results for FFY 2008 (10/01/07 – 09/30/08). Results have not been verified by RSA.

Evaluation Standard 1 – Employment Outcomes. A Designated State Unit (DSU) shall assist any eligible individual, including an individual with a significant disability, to obtain, maintain, or regain high-quality employment.

(1) Employment Outcomes

i. *Performance Indicator 1.1.* The number of individuals exiting the VR program who achieved an employment outcome during the current performance period compared to the number of individuals who exit the VR program after achieving an employment outcome during the previous performance period.

   Required Performance Level: Equal or exceed previous performance period (696)
   Actual Performance: 699

ii. *Performance Indicator 1.2.* Of all individuals who exit the VR program after receiving services, the percentage who are determined to have achieved an employment outcome.

   Required Performance Level: 55.8%
   Actual Performance: 67.0%

iii. *Performance Indicator 1.3.* Of all individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage.

   Required Performance Level: 72.6%
   Actual Performance: 98.6%

iv. *Performance Indicator 1.4.* Of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.

   Required Performance Level: 62.4%
   Actual Performance: 88.2%
v.  Performance Indicator 1.5. The average hourly earnings of all individuals who exit the VR program in competitive, self, or BEP employment with earning levels equivalent to at least the minimum wage as a ratio to the State’s average hourly earnings for all individuals in the State who are employed (as derived from the Bureau of Labor Statistics (BLS) report “State Average Annual Pay” for the most recent available year).

Required Performance Level: .52 (ratio)
Actual Performance: .56

vi.  Performance Indicator 1.6. Of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings equivalent to at least the minimum wage, the difference between the percentage who reported their own income as the largest single source of economic support at exit and the percentage who reported their own income as the largest single source of support at application.

Required Performance Level: 53.0
Actual Performance: 64.5

Evaluation Standard 2 – Equal Access to Services. A DSU shall ensure that individuals from minority backgrounds have equal access to VR services.

i.  Performance Indicator 2.1. The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.

Required Performance Level: .80
Actual Performance: .82

Factors that may affect performance:

Performance Indicator 1.1: Wyoming's unemployment rate is beginning to increase, up to 3.9% in February 2009. The State's economy is dominated by the energy and construction industries, with a low concentration of manufacturing, financial and business services industries. In the one month period from December 2008 to January 2009, Wyoming lost 8,200 jobs, most in the natural resources and mining industry, and in the construction industry. Initial claims for unemployment insurance have risen dramatically over the past year, especially in the mining sector where claims are up 297% from a year ago. A business index conditions report released in February 2009 by the Denver based Goss Institute of Economic Research indicates that Wyoming's economy is slipping toward a recession. DVR is seeing an increase in new applicants in most offices throughout the State, and a marked decrease in job openings. The current and future state of Wyoming's economy is expected to negatively impact the number of successful closures in Federal FY 2010. Although our goal is to meet or exceed this indicator, it is possible that it may decrease until the economy begins to recover.
Performance Indicator 1.2: For the same reasons noted above, results on this indicator could show a decline in the future - fewer successful closures and the same (or more) unsuccessful closures.

Performance Indicator 1.3: Wyoming’s minimum wage increased from $5.85 per hour to $6.55 per hour in July 2008, and will increase again to $7.25 per hour in July 2009. While this increase in minimum wage is expected to lower our results on this performance indicator, we expect that the required performance level will be met.

Performance Indicator 1.4: We do not anticipate any problem meeting the required performance level.

Performance Indicator 1.5: The energy boom that is occurring in Wyoming has resulted in a large increase in the average earnings for Wyoming residents, which is reflected in the BLS Quarterly Census of Employment and Wages. The latest data available from BLS is from the second quarter of 2008. The BLS data for average hourly earnings in Wyoming (average weekly wage divided by 40 hours per week) follows:

- 2003: $14.37
- 2004: $15.00
- 2005: $15.98
- 2006: $17.63
- 2007: $18.88
- 2008: $19.53 (preliminary data for third quarter)

Although Wyoming DVR has not had a problem meeting the required performance level on this indicator, we expect that our actual results will decline in the future and the possibility does exist that at some point we may not be able to attain the required level.

Performance Indicator 1.6: We do not anticipate any problem meeting the required performance level.

Performance Indicator 2.1: Although DVR has always exceeded the required performance level for this indicator, our performance level has had a gradual decline in the last couple of years. There are several reasons: There are two Section 121 American Indian Vocational Rehabilitation Services Grants, Red Feathered Eagle and Northern Arapaho, on the Wind River Reservation in Wyoming. Although the ethnic makeup of DVR's clients closely mirrors the ethnicity of the Wyoming population, American Indians living on or near the Reservation may be more likely to participate in one of these local projects than the State program. American Indians comprise approximately 2.5% of Wyoming's population (2007 Census), and a great majority live on or near the Reservation.

While the unemployment rate for Fremont County, where the Reservation is located, was 6.6% (January 2009), 2000 Census data shows the American Indian unemployment rate on the reservation at 32.2%. Jobs are difficult to find on the Reservation, and like many clients DVR works with, people often do not want to relocate. In addition, the culture of this population tends
to accept a person with a disability more readily, and does not emphasize a need to overcome or circumvent the impediment to employment that might exist due to a disability.

Wyoming DVR believes that one of the biggest factors affecting performance is that the required performance levels are mandated, and are the same for all General/Combined Agencies regardless of economic and other factors which are different for every State. Performance levels should be negotiated between RSA and each State Agency, as they are with other WIA programs.
4.11(c)(4) Goals and Plans for Distribution of Title VI, Part B Funds

Title VI, Part B funds will be used and distributed through five DVR regional budgets. Rehabilitation Counselors at the local level will authorize Supported Employment services as needed from a variety of CRPs and independent vendors statewide. DVR estimates that approximately $573,750 will be expended on Supported Employment services in FFY 2010. Funding sources include: $300,000 in Section 622 funds, supplemented with $273,750 from Title I (Section 110) funds.

Approximately 450 individuals will be served in Supported Employment, but only 334 will receive services from the $300,000 Title VI, Part B grant, if available. The rest of the SE individuals will receive services from the Title I, Part B grant.

This estimate is for the cost of services provided directly to the individuals. These services, which are purchased from vendors, include supported employment job development and job coaching. This estimate does not include DVR administrative costs such as staff salaries, staff travel, telephone, postage, rent for office space, indirect costs, etc.

Supported employment services are available statewide, with twenty CRPs and a number of independent vendors currently participating in the provision of services.

1. Individuals with the most significant disabilities have access to supported employment services on a statewide basis;

2. Within each CRP, a supported employment coordinator has been designated and a network of coordinators exists statewide;

3. Supported employment coordinators market supported employment to employers in their communities; and

4. Employers are prominently involved in supported employment throughout the State.

5. Improved services to the SPMI population will be achieved by implementing joint training with the Mental Health and Substance Abuse Services Division.

Refer to Attachment 6.3 for additional information on Supported Employment Services.
4.11(d) State’s Strategies

(1) To Address Needs Identified in the Comprehensive Assessment and to Achieve Identified Goals and Priorities;

DVR has provided innovation and expansion (I&E) funding for activities designed to continue addressing some of the needs identified in the previous and current Needs Assessments (WYARNs). Most activities are designed specifically to expand and improve the VR services available to individuals with the most significant disabilities.

The following activities are being considered for I&E funding in FY 2010:

A. In 2010, DVR anticipates providing continued financial assistance for the WBLN. The time frame for expansion to additional communities is two years, to insure that operations are fully stabilized before WBLN begins a new project. DVR anticipates that I&E funding for the WBLN will be $469,484 in 2010, which includes the second year of the new BLN in Buffalo/Sheridan.

   Estimated Cost: $469,484

B. Based on recommendations included in the 2003 and 2006 Needs Assessments, DVR will continue to support I&E funding for a project targeted towards improving and expanding services for individuals with ABI (Project BRAIN).

   Estimated Cost: $100,000

C. DVR will provide funding support for the SRC. Expenditures may include travel, stipends, advertising, supplies, meeting room rental, interpreters, facilitation services, and costs related to consumer satisfaction/outreach.

   Estimated Cost: $30,000

D. Funding support for SILC; allowable expenditures may include travel, interpreters, and registration fees. In previous years, DVR used I&E funds for a portion of the SILC expenses. In 2010, DVR plans to use Social Security Reimbursement funds rather than I&E funds to support the SILC.

   Estimated Cost: $0.00
E. ARRA funding to the University of Wyoming, Wyoming Institute for Disabilities (WIND), Wind Assistive Technology Resources (WATR) program. The WATR program will obtain additional assistive technology (AT) devices for its loan closet. WATR staff will loan out the AT devices to consumers on a trial basis and recommend to DVR counselors whether or not the AT devices will meet specific vocational goals of individual DVR clients. This project is one-time funding.

Estimated Cost: $50,000
(2) To Carry Out Outreach Activities to Identify and Serve Individuals with the Most Significant Disabilities Who are Minorities

Populations that are Unserved or Underserved

The 1992 Amendments to the Rehabilitation Act strengthened the requirements for outreach to “individuals with disabilities who are members of groups that are currently unserved and underserved, including members of minority groups.” Project Consultants who conducted the previous Needs Assessments found no evidence of any population defined by region, type of disability, age, race or ethnicity that is not being served. The 2003 Needs Assessment noted specifically:

“Although the population of Wyoming as a whole is primarily white, some communities across the State have significant populations of individuals reporting other racial or ethnic affiliations.”

“…a comparison of Vocational Rehabilitation caseload data to data from Census 2000 clearly shows that patterns of service closely mirror the racial and ethnic diversity of the Wyoming population at large. Notably, the Wyoming Division of Vocational Rehabilitation continues to serve American Indians in proportion to their representation in the State’s general population despite the presence of the two Native American vocational rehabilitation programs on the Wind River Reservation.”

Services to Individuals with the Most Significant Disabilities Who are Minorities

Native Americans

Objective: Promote opportunities to enhance equal access and quality service for individuals who are culturally diverse within the rehabilitation system.

Methods: Continue to have Native American representation on the State Rehabilitation Council and State Independent Living Council.

Continue participation in the Consortia of Administrators for Native American Rehabilitation.

Objective: Maintain and promote the Section 121 VR Projects for Native American Rehabilitation Services on the Wind River Reservation.

Methods: The Red Feathered Eagle Vocational Rehabilitation (RFEVR) was awarded new grant funding for up to five additional years, starting October 2004. This Project is an effective way to provide rehabilitation services (especially culturally appropriate services) on the Wind River Indian Reservation and to those Native Americans living near the Reservation. DVR's Administrator serves on the RFEVR Advisory Council.
The Northern Arapaho Vocational Rehabilitation (NAVR) program is currently in the second cycle of the Federal Grant. This project focuses on the rehabilitation of Northern Arapaho tribal members on or near the Wind River Reservation. One representative from VR will participate on the NAVR Advisory Board.

**Objective:** Section 121 Project staff to attend the DVR annual Counselor and Support Staff In-Service Training sessions.

**Method:** Advise Project staff of in-service training through invitation/announcement, including a copy of the agenda.

**Objective:** Include Project staff in surveys of training needs assessments and advise of training availability.

**Methods:** Forward training needs surveys to Project staff for completion.

Send training announcements as appropriate and place Project staff on mailing lists.

**Objective:** Collaboration between the Wyoming Relay/Deaf Services Program and the Section 121 Projects on availability of services.

**Method:** Provide information to the Project staff and their consumers on the availability and use of the Wyoming Relay, the distribution of TTY) and amplified phones; obtaining assistive devices, obtaining qualified interpreters and developing interpreter training that addresses culturally appropriate services.

The populations discussed below were identified in the 2006 Needs Assessment as “underserved.” All were being served, but in less-than representative numbers, or less effectively than other populations. The discussion below focuses on describing efforts made to better serve these groups.

**Persons with Severe and Persistent Mental Illness (SPMI)**

**Objective:** Improve and expand services to persons with SPMI.

**Method:** Encourage the Mental Health and Substance Abuse Services Division to support the expansion of successful employment models for individuals with SPMI.

**Objective:** Continue to develop Supported Employment (SE) services with MH organizations on a statewide basis.
Method: Contacts with MHCs and promotion of SE services.

Objective: As training becomes available in the area of working with and serving those with mental illness, have DVR staff and appropriate mental health personnel attend. Invite mental health personnel to attend DVR in-service when appropriate topics are involved.

Method: Invite mental health personnel to attend DVR in-service at no cost to them when the training is being presented in their area of the State. Alert mental health personnel to training via other entities.

Persons with Acquired Brain Injuries (ABI)

Objective: Provide support for Project BRAIN.

Methods: Maintain crisis management teams (CMT’s) statewide.

Invite all CRP personnel involved with ABI Services to Project BRAIN training as available throughout the 5 year Project term.

Increase availability and scope of services for individuals with ABI as opportunities evolve via Project BRAIN.

Integrate CMT services into hospital operations statewide.

Create a statewide ABI communications network via new and improved features of the ABI website.

Develop statewide ABI education network via distribution of the training catalogue prepared by Project BRAIN in year one.

Task Force meetings established in year one will continue quarterly.

Establish CMT meetings two times yearly to evaluate performance and upgrade protocols as needed.
Students in Transition from School to Work

Objective: Strengthen and improve the working relationship with WDE.

Methods: Continue to have DVR represented on the WDE Transition Council and work to improve timely referrals.
Continue to involve the WDE in SRC activities and meetings.

Continue to encourage LEA’s to identify students with disabilities and make timely referrals to VR.

DVR’s Transition Consultant will work with the school districts, WDE, and DVR staff statewide.

Provide support for DVR Transition Counselors.

DVR will meet with LEA’s to identify best practice policy in the coordination of services between local school districts and DVR field offices.

Objective: Encourage LEA’s to make timely referrals to DVR.

Methods: Field staff communication with the LEA personnel to educate them regarding VR mission and services.

Develop procedures with LEA’s to help facilitate more timely exchange of information regarding potential Transition student referrals.

VR staff will attend IEP meetings when invited by the school.

Identify new systems to improve referrals and working relationships, including replicating successful service models existing within the state.
(3) **To Overcome Identified Barriers Relating to Equitable Access to and Participation of Individuals with Disabilities in the State Vocational Rehabilitation Services Program and the State Supported Employment Services Program**

**General Education Provisions Act (GEPA):**

GEPA requirements include describing proposed steps to ensure equitable access to, and participation in, Federally-funded programs. The potential impediments to equitable access or participation include gender, race, national origin, color, disability or age. In addition to the proposed steps previously described in this document, the following actions have been or will be taken to ensure equitable access and participation in DVR's programs:

1. The 2006 Assessment of Rehabilitation Needs identified three disability populations of concern in Wyoming: Persons with acquired brain injury (ABI), persons with severe and persistent mental illness (SPMI), and students with disabilities who will soon transition from school to work.
   
   A. DVR has entered into a contract with the Brain Injury Association of Wyoming to develop a statewide program that will organize and mobilize existing organizations into a cohesive unit that will support the needs of the ABI population.
   
   B. DVR has developed working relationships with most of the Mental Health Centers in Wyoming, using the supported employment service model as the method to better serve the SPMI population. DVR continues to include additional Centers as they become interested in participating in this service model.
   
   C. Students with disabilities continue to be a special concern for DVR. Distance and the lack of staff make it difficult to have the positive impact needed on all of Wyoming's 48 school districts. DVR staff attempt to attend all Individualized Education Program (IEP) meetings that have vocational implications. Staff also provides Special Education Directors and teachers with information on DVR's transition services.

2. **Memoranda of Understanding (MOU)**
   
   A. DVR has an MOU with the University of Wyoming and all Wyoming Community Colleges. This MOU is designed to guide the planning and delivery of support services to individuals with disabilities who are mutual clients of DVR and enrolled at a Wyoming institution of higher education.
   
   B. An MOU is in place with the Section 121 Program on Wyoming's Wind River Reservation. Through this MOU, DVR provides consultation with Project staff and Native Americans with disabilities.
C. The Wyoming Division of Workers’ Safety and Compensation and DVR have an MOU to provide rehabilitation services to DVR eligible individuals who have been injured in job-related accidents. Joint training for both Divisions occurs periodically as needed.

3. Individuals who are Deaf or hard of hearing have potential barriers to equal access and participation due to their disability. DVR has taken steps to ensure equal access and participation in our programs for these individuals.

A. Training has been provided to DVR Counselors, Assistants and Managers on: the use of text telephones (TTY); the use of telecommunications relay service (Wyoming Relay, internet and video relay); Deaf culture; strategies for communicating with hearing-impaired clients; and the use of sign language interpreters during Regional in-services which are conducted periodically across the state.

B. DVR collaborates in many ways with the Wyoming Registry of Interpreters for the Deaf (WYRID): to identify all known sign language interpreters in the State; to evaluate their skill level using a method which was jointly developed by DVR and WYRID; and to compile and distribute the list of interpreters to all DVR staff, other service providers, government agencies, businesses and individuals.

C. Training is routinely offered to service providers, government agencies and private sector businesses on Deaf culture, communication strategies, use of interpreters, use of text telephones and Wyoming Relay. This type of training facilitates appropriate referrals to DVR as well as the provision of services and employment for DVR clients.

D. Wyoming Relay is a program administered by DVR. A public awareness campaign is conducted on an on-going basis which includes radio, television, print and billboard advertising statewide.

4. Older workers: Next Cycle Works is the result of an effort begun by Wyoming Governor Dave Freudenthal, AARP Wyoming and the Wyoming Department of Workforce Services in 2003. At that time, US Census projections showed that Wyoming would lead the nation with the largest percentage of population age 65 and older by the year 2020. The energy industry is bringing many young workers to the state, but projections still show Wyoming in the top five states for residents age 65+ by 2020.

There are two driving forces behind the numbers: 1. Wyoming's oil and gas boom of the 1970s and 80s helped Baby Boomers fresh-out-of-school get into well-paying jobs, and 2. Wyoming's relatively low cost of living and low taxes attract retirees looking to stretch their savings while living in a safe, small-town setting.

In 2004, Governor Freudenthal and AARP Wyoming hosted a summit and produced the “Ahead of the Curve” report to discuss what impact these numbers might have on the state's economy and local communities. Workforce issues and the looming retirement of the Baby Boom
Generation (those born between 1942 and 1964) were deemed crucial parts of the equation. The focus of the initiative became known as "Boomers and Business."

Working-age Wyoming Baby Boomers were surveyed about their plans for the future. Eighty percent said they wanted or needed to keep working past the age of 65, but they didn't want the restrictions or responsibilities of a career-ladder job. They have skills and experience to share with an employer who offers them flexibility to enjoy life.

A survey of Wyoming businesses showed a significant need to keep skilled and experienced workers in the workplace. Managers didn't want to lose the institutional knowledge and the work ethic of their 50+ workers, but they didn't know how to make the necessary changes.

Next Cycle Works is intended to help both businesses and older workers meet their needs. Wyoming is experiencing a significant shortage of skilled workers. Keeping and attracting experienced workers is crucial to sustaining the state's economy. Next Cycle Works aims to provide real-life examples of how managers have successfully met their needs while providing a flexible workplace for workers age 50+. There are many resources available to businesses and workers in the state.

All Divisions within the Department of Workforce Services are committed to helping businesses find qualified older workers, and to helping older workers access employment and training opportunities.

**Assistive Technology Services and Devices:**

A broad range of assistive technology services and assistive technology devices are provided to individuals with disabilities at each stage of the rehabilitation process. Wyoming DVR uses the Centrum for Disabilities, a non-profit agency that provides AT evaluations and equipment to clients throughout the state. An AgrAbility program began in May 2006 as a grant program administered by the University of Wyoming. The Assistant Administrator, Field Services, is on their Advisory Panel, and DVR will continue to work with them to provide AT services to the agricultural community. AT services and devices are available on a statewide basis.
4.11(e)(2) Evaluation and Report of Progress in Achieving Identified Goals and Priorities and Use of Title I Funds for Innovation and Expansion Activities

A. Actions taken in support of DVR’s Goals and Priorities identified in the previous State Plan:

1. Successfully rehabilitate 700 or more individuals with disabilities.
   Results:
   A. Monitored progress for successful closures on a monthly basis, using WYRES reports of cases in status 26 and status 22.
   B. Successfully rehabilitated 699 individuals with disabilities in Federal Fiscal Year 2008.
   C. Administrator, Assistant Administrator/Field Services, Area Managers and Quality Assurance officer continued to train staff on requirements for high quality successful closures.
   D. Continued to monitor the development of the BLN in Buffalo and Sheridan, and monitored progress of all BLN’s on a monthly basis using the WYRES BLN report and monthly reports submitted by the BLN’s.
   E. Increased the number of clients using the Small Business Development Fund (SBDF) and other resources for starting a small business.

2. Successfully rehabilitate 205 or more supported employment (SE) individuals with the most significant disabilities.
   Results:
   A. Monitored progress of successful SE closures on a monthly basis, using WYRES SE reports.
   B. DVR staff is working with Community Rehabilitation Programs to increase referral of appropriate clients to DVR for SE services by 5% during Federal Fiscal Year 2009.
   C. Efforts to complete an MOU with Central Wyoming Counseling Center were ultimately unsuccessful.
   D. DVR staff have worked with Mental Health and Substance Abuse Services Division and completed joint staff training in Laramie and Rawlins as outlined in the MOU.

3. Meet or exceed all RSA Performance Standards and Indicators for FFY 2010.
   Results:
   A. Progress is monitored on each indicator at least quarterly and staff is advised of results.
   B. Corrective action, requests to focus on minority status classification was taken as necessary.
   C. Performance Standards and Indicators are being met.
4. **Continue staff recruitment, development and retention.**

**Results:**

A. **Staff recruitment**
   1. DVR attended Job Fairs to recruit potential VR counselors through the University of Wyoming, University of Northern Colorado and Utah State University. Other methods were used with Montana State University and other regional education institutions.
   2. All vacancies are posted on the DWS Wyoming at Work web site. Ads in newspapers were not cost effective and were suspended.
   3. Counselor vacancies were listed with the Rehabilitation Recruitment Center of the National Clearinghouse of Rehabilitation Materials.
   4. DVR’s listerv for smaller colleges in the area that have Master level programs in related fields was maintained.
   5. All DVR staff vacancies are listed on the State Personnel System, and on the DWS web site (Wyoming at Work).

B. **Staff Development**
   1. The annual in-service training was conducted for managers/counselors, and assistants.
   2. Area managers each conducted one regional in-service training on topics specific to the needs of staff in the region.
   3. As needed, individuals attended training provided by the state Personnel Division, DWS (i.e. orientation, Leadership Academy and division cross training), Technical Assistance and Continuing Education (TACE) program, Regional Rehabilitation Continuing Education Program (RRCEP) and private vendors.
   4. Supervisors developed or updated a training/retention plan specific to each of their staff.
   5. The CSPD Consultant tracked training needs of all staff through an annual survey and review of retention plans.

C. **Staff retention**
   1. A retention plan was developed or updated with each staff member.
   2. The annual retention survey was sent to all staff. Results were shared with staff and reviewed by the management team to improve retention efforts.
   3. DVR participated in the “Employer of Choice” initiatives developed by DWS.
   4. Processes allowing staff to have input into division wide decisions, including Futures Group meetings, the WYRES Advisory Group and visits to the field offices by Administrator and Assistant Administrator of Field Services and the annual White Hat Tour (Administrator and three Assistant Administrators). Staff retention has improved from calendar 2008.
5. Expand transition services statewide, for students with disabilities who will be exiting the school system and entering the workforce or post-secondary training. 

Results: 
A. DVR’s Transition Consultant attended meetings of the Wyoming Department of Education Transition Council. 
B. The WDE IDEA Coordinator continues as a member of the SRC and reports WDE activities to the SRC at quarterly meetings. 
C. Three VR counselors are specializing as transition counselors. 
D. Transition policies were implemented and are re-evaluated on an ongoing basis. 
E. Monitoring of referrals indicate 422 transition students were referred by elementary/secondary educational institutions in FFY 09 an increase from the 415 referred in FFY 08.

6. Increase services and employment outcomes for individuals with ABI.

Results: 
A. Monitored progress of Project BRAIN through quarterly written reports provided to DVR by Brain Injury Association of Wyoming (BIAW), and project updates were provided by BIAW to the SRC at their quarterly meetings. 
B. Continued to work cooperatively with the BIAW to enhance services for individuals with ABI; BIAW has provided training to VR staff, the SRC, individuals with ABI and their families. 
C. The number of ABI clients served won’t be known until September 30, 2009. 
D. Successful employment of ABI clients won’t be known until September 30, 2009. 
E. Training on ABI was provided to DVR counselors and assistants at the 2008 in-service in Riverton by the TACE.

7. Increase services and employment outcomes for individuals with SPMI.

Results: 
A. Cross education with local MH providers to support the expansion of successful employment models for individuals with SPMI has occurred in Laramie and Rawlins. These open community meetings include consumers and other providers. Local interagency agreements may be developed as working relationships improve. 
B. The number of SPMI served won’t be known until September 30, 2009. 
C. The number of SPMI successful closures won’t be known until September 30, 2009.

8. Increase collaboration with Federal and State agencies, non-profits and other organizations to build stronger partnerships.

Results: 
A. The SRC had a joint meeting with SILC in August 2008. 
B. The Assistant Administrator for Field Services has increased collaboration with VR through periodic contact with the Wyoming US Department of Labor Veterans’ Employment and Training Service (VETS) Director and the VA representative in Cheyenne. Information regarding VA contacts in Sheridan has been sent to Sheridan VR staff. Information regarding ABI has been provided to
VR staff. Service coordination has been discussed with the Employment Services Veterans’ representative.

C. DVR staff has not met quarterly with VA centers in Cheyenne and Sheridan. Instead it has occurred on a case by case basis.

D. Collaboration with RFEVR on the Wind River Reservation through DVR staff attendance at their Advisory Council meetings has occurred each quarter. Also, DVR staff consulted with RFEVR staff by reviewing casework and providing training. The RFEVR representative is part of the SRC and regularly attends meetings.

B. Innovation and Expansion Activities:

The following activities were identified in last year’s State Plan for I&E funding (FY 2009). Actual expenditures are for the time period October 1, 2008 through December 31, 2008.

1. In 2009, DVR provided continued financial assistance for further expansion of the WBLN. The time frame for expansion to additional communities is two years, to insure that operations are fully stabilized before WBLN begins a new project. I&E funding for the WBLN increased slightly to $469,484 in 2009, with the establishment of a new BLN in Buffalo/Sheridan.

   Estimated Cost: $469,484
   Expenditures: $117,371

2. Based on recommendations included in the 2003 and 2006 Needs Assessment, DVR continued to support I&E funding for a project targeted towards improving and expanding services for individuals with ABI (Project BRAIN).

   Estimated Cost: $100,000
   Expenditures: $25,206

3. DVR provided funding support for the SRC. Expenditures included travel, stipends, advertising, supplies, meeting room rental, interpreters, facilitation services, and costs related to consumer satisfaction/outreach.

   Estimated Cost: $30,000
   Expenditures: $6,495

4. Funding support for the SILC: Allowable expenditures may include travel, interpreters, and registration fees. In 2009, DVR changed its source of funding support for the SILC. In previous years DVR used I&E funds for a
portion of the SILC’s expenses. In 2009, DVR began allocating $15,000 in Social Security Reimbursement funds to support the SILC.

Estimated Cost: $10,000
I&E Expenditures: $0.00
Quality, Scope and Extent of Supported Employment Services
Quality, Scope, and Extent of Supported Employment Services

CRPs providing SE services in Wyoming must be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Community Mental Health Centers (MHCs) providing supported employment services must be certified by the Mental Health and Substance Abuse Services Division of the Wyoming Department of Health. The DVR Management Information System includes criteria to measure integration, client satisfaction, scope of service, client wages and hours worked per week, variety of work options, and disability groups served. This data collection system allows DVR to make informed decisions to modify, improve, or expand SE services delivered through CRPs and MHCs.

SE services provided to individuals are coordinated through an individualized plan for employment (IPE) that includes a description of the services needed; the identification of the state, federal, or private programs that will provide the continuing support; and a description of the basis for determining that continuing support is available.

SE services, which may be provided to individuals with significant disabilities include, but are not limited to:

1. If necessary, a supplemental evaluation to the evaluation of rehabilitation potential provided under 34 CFR Part 361.

2. Job development and placement into competitive, community integrated employment.

3. Traditionally time-limited services needed to support the trainees in employment, such as:
   a) Intensive on-the-job skills training and other training provided by skilled job trainers, co-workers and other qualified individuals, and other services specified in 34 CFR 361.48, in order to achieve and maintain job stability.
   b) Provision of follow-up services, including regular contact with employers, trainees with significant disabilities, parents, guardians, or other representatives of trainees and other suitable professional and informed advisors in order to reinforce and stabilize the job placement; and
   c) Discrete post-employment services following successful case closure by DVR, that are unavailable from an extended services provider and that are necessary to maintain the job placement.

Each client’s IPE describes the timing of transition into extended services to be provided by other state agencies and private non-profit organizations following the termination of time-limited services by DVR. DVR will provide traditionally time-limited services for a maximum of 18 months, unless a longer period to achieve job stabilization has been established in the IPE.
SE services are available statewide, with twenty CRPs currently participating in the provision of services. The following represent improvements in quality, scope, and extent of supported employment services statewide:

1. Twenty CRPs (including MHCs) throughout the State have implemented SE programs;

2. Individuals with the most significant disabilities have access to supported employment services on a statewide basis;

3. Within each CRP, a supported employment coordinator has been designated and a network of coordinators exists statewide;

4. SE coordinators market supported employment to employers in their communities;

5. Employers are prominently involved in SE throughout the State;

6. The Department of Health, Division of Developmental Disabilities continues to be used as a resource for supported employment services for individuals with ABI;

7. The WBLN was established in 1998 with the strong support of DVR. The WBLN is an employer driven system dedicated to improving employment opportunities for individuals having significant disabilities;

8. The Wyoming Centrum for Disability Services was created in 1998 at Central Wyoming Community College with the strong support of DVR. The Centrum delivered assistive technology and job site accommodations to individuals with significant disabilities statewide, beginning in 1998, through 2004. The Centrum has been reorganized as an off-campus 501(c)(3) corporation; and

9. DVR completed an MOU with the Department of Health, Mental Health and Substance Abuse Services Division in September 2007. The purpose of the MOU is to enhance the working relationship between the Divisions in order to provide more effective services to individuals with disabilities in compliance with Rehabilitation Act of 1973. This includes increased collaboration in the evaluation, planning and implementation of SE services for persons with SPMI and transition age youth. Joint training on a bi-annual basis will focus on these issues, among others.