

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

**Arkansas Division of Services for the Blind State Plan for Fiscal Year 2010
(submitted FY 2009)**

Table of Contents

Preprint

Attachment 4.2(c)

Input of State Rehabilitation Council ^[1]

Attachment 4.7(b)(3)

Request for Waiver of Statewideness ^[2]

Attachment 4.8(b)(1)

Cooperative Agreements with Agencies Not Carrying Out Activities Under the Statewide Workforce Investment System ^[3]

Attachment 4.8(b)(2)

Coordination with Education Officials ^[3]

Attachment 4.8(b)(3)

Cooperative Agreements with Private Nonprofit Organizations ^[3]

Attachment 4.8(b)(4)

Arrangements and Cooperative Agreements for the Provision of Supported Employment Services ^[3]

Attachment 4.10

Comprehensive System of Personnel Development ^[4]

Attachment 4.11(a)

Statewide Assessment ^[3]

Attachment 4.11(b)

Annual Estimates ^[4]

Attachment 4.11(c)(1)

State Goals and Priorities ^[3]

Attachment 4.11(c)(3)

Order of Selection ^[5]

Attachment 4.11(c)(4)

Goals and Plans for Distribution of Title VI, Part B Funds ^[4]
Attachment 4.11(d)
State's Strategies ^[3]
Attachment 4.11(e)(2)
Evaluation and Reports of Progress ^[4]
Attachment 6.3
Quality, Scope, and Extent of Supported Employment Services ^[3]

Footnotes

[1]

Required annually except for agencies that are independent commissions do not provide this attachment.

[2]

Required only of agencies requesting, or previously granted, a Waiver of Statewideness.

[3]

The following attachments should be submitted whenever the information needs to be updated.

[4]

The following attachments require annual updating and must be submitted each year.

[5]

Required Annually for All Agencies on an Order of Selection

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

**Arkansas Division of Services for the Blind State Plan for Fiscal Year 2010
(submitted FY 2009)**

Section 1: State Certifications

1.1 The Arkansas Department of Human Services Division of State Services for the Blind 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 Arkansas Department of Human Services Division of State Services for the Blind agrees to operate and administer the State Vocational Rehabilitation Services Program in accordance with the provisions of this State Plan ^[4], 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 Director Arkansas Department of Human Services Division of State Services for the Blind 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 Director Arkansas Department of Human Services Division of State Services for the Blind 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.

As the authorized signatory identified above, I hereby certify that I will sign, date and retain in the files of the designated state agency/designated state unit Section 1 of the Preprint, and separate Certification of Lobbying forms (Form ED-80-0013; available at <http://www.ed.gov/programs/8003/assurancesed80013.doc>) for both the vocational rehabilitation and supported employment programs.

Signed?

Yes

Name of Signatory
Katy Morris

Title of Signatory
Director

Date Signed (mm/dd/yyyy)
06/30/2009

The designated state agency and/or the designated state unit provide the following assurance(s) in connection with the approval of the State Plan for FY 2010:

The Arkansas Department of Human Services Division of State Services for the Blind (DSB) assures RSA that Governor Mike Beebe has completed appointment of ex officio members of the State Independent living Council (SILC) who are representatives from other State agencies that provide services for individuals with disabilities as required by Section 705(b)(2)(B)(ii) of the Rehabilitation Act of 1973 as amended.

The division further assures RSA that by September 30, 2010, it will:

(1) conduct a comprehensive statewide needs assessment on a triennial basis as required by Section 101(a)(15)(A) of the act and 34 CFR 361.29, utilizing an instrument recommended by RSA; and

(2) complete the remaining four (4) interagency agreements or other mechanisms for interagency coordination with public institutions of higher education in the state for the provision of vocational rehabilitation services in accordance with Section 101 (a)(8)(B) and 34 CFR 361.53(d). Such institutions include: Southern Arkansas University, University of Arkansas at Fort Smith, East Arkansas Community College and University of Arkansas Community College at Batesville.

Signed?
Yes

Name of Signatory
Katy Morris

Title of Signatory
Director

Date Signed (mm/dd/yyyy)
08/25/2009

* The signatory of the assurance with the authority to execute and submit the State Plan will maintain a signed copy of the assurance(s) with the signed State Plan.

Section 1 Footnotes

[1]

Public Law 93 112, as amended by Public Laws 93 516, 95 602, 98 221, 99 506, 100-630, 102-569, 103-073, and 105-220.

[2]

Unless otherwise stated, "Rehabilitation Act" means the Rehabilitation Act of 1973, as amended.

[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.

[7]

Applicable regulations include the EDGAR citations in footnote 5, 34 CFR Part 361, and 34 CFR Part 363.

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:

1. comprehensive system of personnel development;
2. assessments, estimates, goals and priorities, and reports of progress;
3. innovation and expansion activities; and
4. 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:

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

No (B) 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
Arkansas Department of Human Services Division of State Services for the Blind

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.

Yes

(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

No

(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.

No

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.

No

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)(11), (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.

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.

(2)

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.

(b)

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.

(c)
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.

(d)

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 unserved 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 time required by the commissioner regarding applicants for and eligible individuals receiving services under the State Plan.

(b)

Information submitted in the reports provides a complete count, unless sampling techniques are used, of the applicants and eligible individuals in a manner that permits the greatest possible cross-classification of data and protects the confidentiality of the identity of each individual.

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

(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.

FY 2010 State Plan Required Attachments

Cooperation with Agencies Not Carrying Out Activities under the Statewide Workforce Investment System {Attachment 4.8(b) (1)}

The Department of Human Services Division of State Services for the Blind (DSB) serves all 75 counties in Arkansas, and VR counselors have base offices in DHS offices in 10 geographic locations around the state. Referrals may be made directly to the appropriate DSB field office serving the individual's community or through the DSB Central Office.

DSB's five Area Field Supervisors coordinate with the management staff and other divisions in their county offices. Two of the Area Field Supervisors who are housed in local DHS offices participate in DHS County Management Team meetings, which are held quarterly or as needed. One of these supervisors also represents DSB at monthly County Office meetings, which are attended by all DHS staff and include a guest speaker. Another Area Field Supervisor sends a representative to county office meetings in his area. The two DSB Area Field Supervisors who are housed in Little Rock travel to the counties they supervise.

DSB refers consumers to commodity programs and the Food Stamp program, which are under the United States Department of Agriculture (USDA).

DSB collaborates with the Friendship Center, a faith-based provider in Miller County, by making referrals and developing programs. The center continues to offer a certified nursing assistant program that leads to certification in Texas, since the area's hospitals and many other health care facilities are in Texarkana, Texas. This certification status gives DSB consumers the opportunity to be licensed in Texas and greatly expand their employment options. The Friendship Center conducts nursing assistant classes based on available funding. The center assists people who are temporarily unemployed with groceries or utility bills.

The Friendship Center and DSB coordinate the leveraging of resources and the expansion of services for consumers. A third of the funding for the Friendship Center comes from the United Way, and the remainder comes from the community, churches and other grants.

In another faith-based effort, DSB distributes information and refers consumers to Laity Involved in Free Transportation (LIFT), a volunteer program through the First United Methodist Church. LIFT provides free transportation services to individuals in Little

Rock and North Little Rock who have no other means of transportation to doctor appointments and medical treatments. The transportation service has now expanded from three days a week to four.

DSB coordinates with other DHS Divisions by, including but not limited to, participating in a series of new “Leadership in a High Performance Culture” workshops for managers and supervisors and serving on the DHS Office of Policy and Planning Work Group.

Prompted by the past events of Hurricane Katrina and 911, DSB currently participates in two groups: the Emergency Preparedness Work Group and the Business Continuity Plans Task Force. The groups are charged with developing strategic plans for emergency preparedness; response and recovery; and maintenance of services in the aftermath of a disaster. For the Emergency Preparedness Work Group, DSB participates on the DHS team responsible for planning and implementation of the portion of the State Emergency Operations Plan involving the functions of mass care, emergency assistance, housing, and human services. This necessitates DSB collaborating with other DHS divisions, state agencies, local governments, and non-governmental organizations. DSB also collaborates with the Business Continuity Plans Task Force to complete a plan for continued operations in the event of a disaster. This plan utilizes Living Disaster Recovery System software and involves other agencies. Once the plan is completed, table top exercises will be performed to determine any gaps in planning. The plan can be updated as needed, and periodic drills will be completed to ensure that plans remain current and employees are informed on what to do in the event of an emergency.

DSB collaborates with the following agencies and non-profits through their participation on the DSB board and in the day-to-day provision of services to consumers: the Arkansas Lions; Arkansas Affiliate National Federation of the Blind (NFB); Association for Education and Rehabilitation of the Blind and Visually Impaired (AER); Lions World Services for the Blind (LWSB); Arkansas Association of Blind Business Enterprise Managers; the Blinded Veterans Association; Arkansas School for the Blind (ASB); and the Arkansas Chapter American Council of the Blind (ACB). DSB receives quarterly updates from agencies and consumer organizations, such as the Disability Rights Center (DRC) and the Arkansas Independent Living Council (AILC), during DSB board meetings. The DSB Director or designee attends AILC board meetings.

DSB staff and DSB Board members attend ACB, NFB, LWSB, and AER local, state and/or national activities/events. DSB representatives are sometimes asked to be presenters at these organizations’ annual state conferences, and representatives from these organizations are sometimes invited to be presenters at DSB meetings and conferences. Some DSB staff are members of these organizations. VR Counselors participate in staffings regarding their consumers at LWSB. DSB continues to work closely with consumer groups.

VR Counselors meet with support groups in Garland and Jefferson Counties and maintain contact with the support group in Mountain Home, which meets monthly. The new VR Counselor in Harrison will resume attending support group meetings at Sources for

Community Independent Living Services Inc. (Sources Inc.). An Area Field Supervisor plans to assist a new VR Counselor in Little Rock to coordinate with Mainstream to develop a support group there.

DSB pays LWSB, the Louisiana Center for the Blind, and the Arkansas Rehabilitation Center at Hot Springs on a “fee for services” case-by-case basis. During the last review by RSA, it was determined that DSB should implement a system of performance-based contracts with the three Centers for Independent Living DSB worked with for the provision of IL services to DSB consumers. When this system took effect July 1, 2008, Sources Inc. was the only CIL who participated during the first year. It is expected that two of the other CIL’s will participate in the second round of contracts during FY 2010.

Through the contract with Sources Inc., a VR Counselor in Fayetteville had been assisting with its drop-in Job Club every Tuesday in the event that consumers who were blind or severely visually impaired had sought its services. A new counselor has been hired for this area and it is expected that he/she will be placed in rotation to assist with Job Club activities and to be available to blind and visually impaired job seekers with a more structured format similar to that currently being used in the Little Rock Job Club.

The Arkansas Interagency Transition Partnership (AITP) has been revitalized with the return of its director/facilitator. The state-level quarterly meetings will resume, and any of the local AITP workgroups or teams who have gone inactive in their school districts will be encouraged to renew their work efforts. The local workgroups were formed during the past Transition Summits. The next Transition Summit will be in October, 2009, and DSB will again require VR Counselors to attend.

The DSB Chief of Field Services attends Access Arkansas meetings, which involve coordination among all DHS agencies. The purpose is to develop a simplified, generic application that can be used as a starting point to apply for all DHS services. DSB is among the pilot agencies to be included in the initial release. Individuals who are blind or severely impaired can now access the application from their home or some other location through the DHS website 24 hours per day, seven days a week. Additional DHS agencies and programs will be added in subsequent releases.

Counselors are still not being notified in advance for IEP meetings as they should be, but Area Field Supervisors stated communication with schools has greatly improved since an initiative was started last year to increase outreach, coordination and cooperation to public schools. Each DSB regional office maintains a contact list for all secondary schools in its service area and regularly sends letters and information to contacts on the list. This process gives schools a pathway for increased communications with DSB.

Relationships with Arkansas Department of Education Educational Services for the Visually Impaired (ESVI) have been strengthened by outreach and coordination initiatives put in place this past year. As part of these initiatives, Rehabilitation Assistant II’s are mailing information to ESVI at least twice a year, in the fall and winter months. The most recent mail-out included information about applying for DSB’s career

development program Jump Start for transition students, IEP's, and requests for updating information on contact lists. Coordination has increased with the appointment of a DSB Board member who is employed by ESVI, even though the staff member is actually representing AER on the board.

DSB continues to coordinate with ASB in the planning and operation of DSB's Jump Start program for high school students. ASB holds its summer learning program for youth under age 14 at the same time that DSB has Jump Start, so the two agencies share cafeteria staff, infirmary nurses, and security guards, and at least one ASB staff member is assigned to Jump Start.

Additional Information: Cooperation with Agencies within the Statewide Workforce Investment System

The DSB Director serves on the Governor's Arkansas Workforce Investment Board, which meets quarterly, and DSB's VR Counselors attend quarterly meetings of local Workforce Investment Area Boards across the State. Cooperative agreements between DSB and local Workforce Investment Boards are periodically reviewed and updated as necessary. In a new effort, DSB is collaborating with Workforce to place accessible kiosks in 10 Workforce Services centers to better serve people who are blind or visually impaired. DHS will use part of American Recovery and Reinvestment (ARRA) funds to purchase the computers, software and other equipment necessary for the accessible kiosks.

Coordination with Education Officials **{Attachment 4.8(b) (2)}**

Institutions of Higher Education

DSB and Arkansas Rehabilitation Services (ARS) have jointly developed agreements with the 33 two and four year public institutions of higher education (IHE). Twenty-nine of these institutions have signed the agreements. Four are pending signatures, and receipt is anticipated in early FY 2010.

State Independent Living Council Appointments

The State Independent Living Council (SILC) was properly constituted as of July, 2009, and assurance thereof has been provided to RSA.

Secondary Education

DSB counselors assist in developing and approving Individual Plans for Employment (IPE's) before each student determined to be eligible for vocational rehabilitation services leaves the school setting. Directive 08-06 was sent August 5, 2008 to field staff

to remind them of the importance of developing IPE's for students transitioning from high school to secondary education or employment and to complete the IPE before the student's graduation.

DSB maintains an interagency agreement with the Arkansas Department of Education, Special Education, regarding transition services to students who are blind or severely visually impaired and are in public schools, including Arkansas School for the Blind (ASB). The interagency agreement with the Department of Education outlines the roles and responsibilities, financial responsibility, determination of lead agency, and qualified personnel.

DSB is a charter member of the Arkansas Interagency Transition Partnership (AITP), which has approximately 22 member agencies and is coordinated by Arkansas Transition Services in affiliation with the Arkansas Department of Education, Special Education Unit. AITP meets quarterly to discuss transition issues and coordinate services among the member agencies. The DSB Transition Coordinator expects that the state-level quarterly meetings will resume since its director/facilitator has returned, and any of the local AITP workgroups or teams who have gone inactive in their school districts will be encouraged to renew their work efforts. The local workgroups were formed during the past Transition Summits. The next Transition Summit will be in October, 2009, and DSB will again require VR Counselors to attend.

Secondary schools invite DSB to Individualized Education Plan (IEP) meetings to be part of the planning team to assist education agencies in preparing students who are blind or severely visually impaired for transition from school to post-school activities, such as employment, training, supported employment, and other VR services. The IEP outlines the roles and responsibilities of DSB, the student, the school, and any other agency/organization involved in providing transition services.

In regard to the development and approval of Individual Plans for Employment (IPE), all DSB consumers, including transition students, receive services based upon their IPE. The counselor and the consumer and/or a representative, as appropriate, develop the IPE jointly and mutually approve its contents. The IPE must be designed to achieve the specific employment outcome chosen by the individual and be consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, career interests, and informed choice. The services, service providers, and all activities selected by the consumer must be necessary to meet the employment outcome goal. The VR Counselor communicates with the consumer and other service providers, such as ARS, to avoid duplication of services and to ensure that comparable benefits are considered.

DSB collaborated with the University of Arkansas Center for the Utilization of Rehabilitation Resources for Education, Networking, Training, and Service (CURRENTS) and four other states in the development of an online training module for VR Counselors and mid-level management, which is expected to go online in FY 2010 on CURRENTS' web site. The group established the Transition Learning Collaborative (TLC) to share information and resources to improve transition at the state level.

CURRENTS staff researches student data collection and analysis models used in other states and shares them with the states in the TLC collaborative. The group identifies effective practices through its regional resource guide and its monthly transition teleconferences and at a face-to-face meeting held in February 2009 in San Antonio.

Responsibilities

DSB is both a DSU and a DSA. DSB is also a division within the Department of Human Services. DSB has an RSA-approved agreement with the Department of Education/Special Education, which provides information on financial responsibilities, the lead agency, and qualified personnel.

Outreach Procedures

Field Services Directive 08-06 was developed for contacting schools and distributing information at least semi-annually. Per the directive, each DSB regional office maintains a contact list for all secondary schools in its service area and sends letters and information to contacts on the list. This process gives schools a pathway for increased communications with DSB.

Cooperative Agreements with Private Nonprofit Organizations {Attachment 4.8(b)(3)}

DSB has been a long-standing partner with the Deaf/Blind Consortium, which has changed its name to the Arkansas Deafblindness Project. DSB serves on the Arkansas Advisory Committee for the Deafblindness Project, which provides training for parents and professionals to foster stronger partnerships among agencies who work with this population. The Deafblind Project's grant has been extended to run through September 2013. DSB is an affiliate of the Helen Keller National Center.

Manner in Which DSB Establishes Cooperative Agreements

Cooperative agreements are developed in response to: (1) state and federal laws and regulations, (2) results of needs assessments, (3) suggestions from consumer groups, and (4) recommendations of staff and stakeholders including those in the Workforce Services arena. DSB uses the RSA guideline template to develop cooperative agreements.

Arrangements and Cooperative Agreements for the Provision of Supported Employment Services {Attachment 4.8(b) (4)}

DSB, Arkansas Rehabilitation Services (ARS), the DHS Division of Developmental Disabilities Services (DDS), the DHS Division of Behavioral Health Services (BHS), and the Arkansas Department of Education (ADE), Special Education Unit (SEU), Transition Unit are partners in a cooperative agreement outlining responsibilities and the provision of services, including Supported Employment, to transition-aged consumers. The agreement produced an interagency steering committee which works on Supported Employment issues. The steering committee is facilitated by the EmployAbility Project, which is a grant program housed in the DHS Division of Aging and Adult Services.

DSB collaborates with ARS and other agencies to interest Community Rehabilitation Providers (CRP's) in assisting with Supported Employment services such as job assessment, job adjustment, On-the-job Training (OJT), placement, and transition services.

DSB coordinates with over 20 agencies, non-profits and consumers on the Medicaid Infrastructure Grant (MIG) Advisory Committee. The MIG Project has had its grant renewed with funding running through 2011. The MIG Project works to:

- reduce barriers to Supported Employment;
- recruit more SE providers;
- reduce barriers to employment in other systems, such as workforce, special education, etc.;
- improve cooperation and collaboration among agencies and organizations;
- improve community outreach about the Medicaid Buy-In and other work incentives;
- publicize positive stories about individuals who are blind or severely visually impaired and/or have other disabilities, but who are also successfully employed;
- encourage changes in the Medicaid system to support employment, such as making Medicaid user-friendly to individuals who work; and
- offer training to VR Counselors regarding accessing these Medicaid programs and advocating with DHS county Medicaid workers to assist consumer's through the application process.

DSB anticipates the EmployAbility Project training DSB staff at its annual statewide conference on changes in programs related to benefits and work. In addition to staff updates, DSB invites EmployAbility Project staff to do presentations to transition students in DSB's Jump Start program about balancing benefits and work. The EmployAbility Project and DSB have resumed an effort that was started last year to increase the number of SE providers willing to serve DSB consumers. Previously, the EmployAbility Project provided DSB with a list of SE providers serving ARS and other agencies, which DSB reviewed to determine which providers might be appropriate for its consumers. DSB surveyed VR Counselors to gather information about the SE providers in their areas and the quality of the SE services from the providers. Results showed the need for more providers and the dissatisfaction with the quality and outcome of services of current providers. The survey also revealed more SE training is needed for VR Counselors.

DSB uses a performance-based reimbursement system for services provided by Community Rehabilitation Programs located around the state.

Extended Services

As with the rest of the nation, DSB is struggling to secure CRPs willing to provide extended services. In FY 2010, DSB will continue the current initiative with the Interagency Steering Committee and CRPs to develop a network of CRPs committed to the provision of ongoing support.

Comprehensive System of Personnel Development {Attachment 4.10}

The Arkansas Division of State Services for the Blind (DSB) supports a Comprehensive System of Personnel Development (CSPD) as required by Section 101(a)(7) of the Rehabilitation Act Amendments of 1992. DSB's CSPD Plan is aimed at securing and maintaining an adequate supply of qualified rehabilitation professionals and paraprofessionals to provide Rehabilitation services to blind and severely visually impaired individuals. DSB requires VR Counselors to be certified by the Commission on Rehabilitation Counselor Certification (CRCC) or at minimum be qualified to be certified and working toward certification. DSB requires Rehabilitation Teachers to be certified by the Academy for Certification of Vision Rehabilitation and Education Professionals (ACVREP) or at minimum be qualified to be certified and working toward certification. These state standards are consistent with national standards requiring recognized certifications for personnel providing vocational Rehabilitation services.

Procedures for evaluating progress

Progress by staff to meet CSPD standards is monitored by the Training Coordinator, the Chief of Field Services, and area Field Supervisors. The Training Coordinator reports to the Field Administrator monthly on CSPD progress and produces an annual report to the Director. An employee that declares retirement receives a lower priority in attaining the CSPD standard, but is required to complete a course which will increase expertise but not satisfy the federal requirement. Newly hired counselors have established timeframes (three years from date of hire) to meet the requirements or face reclassification and demotion or other measures. Vocational Rehabilitation Counselors receive priority in training for CSPD requirements, and Rehabilitation Teachers for the Blind are given second priority.

Data System on Personnel and Personnel Development Qualified Personnel Needs

{Attachment 4.10(a) (1)}

Currently, DSB has 66 employees (20 of whom are from minority backgrounds and 10 individuals who are blind and severely visually impaired) providing services to a total of 1,985 consumers; 1,316 of whom are vocational rehabilitation clients including individuals with most significant disabilities and individuals with multiple disabilities. Currently, DSB has 75 authorized positions and 14 extra help positions. In Counseling and Guidance, there are currently 13 Vocational Rehabilitation Counselor positions (3 of whom are CRC and 1 CRC Eligible) and 12 Rehabilitation Teacher for the Blind positions (4 certified by ACVREP). This provides a consumer - VR Counselor ratio of 101 to one per year. The remaining VR staff includes the following:

1 – Counseling and Guidance - Chief of Field Services
5 – Counseling and Guidance Staff - Rehabilitation Field Supervisors
10 – Business and Technology Staff (1 Business and Technology Director, 1 Vending Facility Specialist, 1 Braille Transcriber/Volunteer Coordinator, 4 Technology Specialists, 1 Vending Accounting Supervisor, 1 Accounting Tech II, and 1 Administrative Office Supervisor)
12 – Support - Rehabilitation Assistant II
5 – Support - Administrative Assistant I
13 – Administration Staff (1 DSB Director,; 1 DSB Assistant Director, 1 Chief Fiscal Officer, 1 Policy Developer, 1 Staff Development Coordinator, 1 Vocational Instructor III, 2 Administrative Assistant II's, 1 Arkansas Information Reading Services Director, 1 Accounting Tech II, 1 Blind Services Information Systems Data Manager, 1 Case Manager, 1 Executive Assistant, and 1 Accountant)

DSB has 9 vacant regular positions. In addition, DSB has 14 Extra Help positions, 2 of which are filled. DSB also anticipates hiring five job developers and five job coaches in temporary positions using American Recovery and Reinvestment (ARRA) funds.

DSB anticipates that 3 to 5 replacement VR Counselors will be needed over the next five years to provide vocational rehabilitation services to individuals who are blind and severely visually impaired, including individuals with significant disabilities. It is anticipated that 4 to 6 staff will retire or leave the field for other positions outside the field of Rehabilitation.

Personnel Development {Attachment 4.10(a) (2)}

The following institutions of higher education have programs preparing vocational rehabilitation professionals:

The University of Arkansas at Little Rock (UALR) has two Masters programs for preparing vocational rehabilitation professionals, a Masters in Rehabilitation Teaching (MRT) and a Masters in Rehabilitation Counseling Education (RCE) with Emphasis in Rehabilitation Counseling. The MRT also offers an Emphasis in Orientation and Mobility. Both programs are housed in the Counseling, Adult and Rehabilitation Education (CARE) degree Masters of Arts. Currently, two DSB staff, including one person with a disability, are enrolled in these programs.

The University of North Texas (UNT) was awarded a Comprehensive System of Personnel Development (CSPD) grant April, 2009 and will fund 18 VR Counselors outside of Texas. DSB will pursue this online training opportunity for new VR Counselors to complete their Master's degree. Information has been requested to initiate the process for Fall 2009.

The following information is required of all CORE-accredited RCE Programs; data reflects the current year, Summer 2008 through Spring 2009:

UALR Rehabilitation Teaching Masters Program Data:

23 current students: 23 part-time; 11 with disabilities; 21 female, 2 males; of the 17 whose ethnicity is known, 1 is African-American, 16 Caucasian.

Two program completers: 1 MA degree, 1 with an RC degree completing coursework needed for RT certification; both working for private, non-profit blind rehabilitation agencies, one in Oklahoma and one in Georgia, both female, both Caucasian, both with disabilities.

UALR Masters in RCE with Emphasis in Rehabilitation Counseling Program Data:

UALR has 238 students enrolled; 71 full-time students, 36 full-time non-white students; 23 with disabilities; 167 part-time students, 55 with disabilities; 86 non-Caucasian, 55 part-time with disabilities.

Graduate Employment 12/07 - 8/08:

A total of 38 graduates, 11 with disabilities; 16 non-Caucasian, 14 with a disability; 8 non-white with a disability. 19 graduates were employed in state VR settings; 12 in not-for-profit facilities or community-based programs, and 6 in rehabilitation-related settings (non-VR funded) and 1 in a university setting.

The University of Arkansas at Fayetteville (U of A) – Masters Rehabilitation Counseling Program:

The Rehabilitation Education and Research Program is housed in the Department of Rehabilitation, Human Resources, Communication Disorders. A total of 32 students are currently enrolled; of which there are 12 males, 20 females, 1 international student (Malaysia), 2 Native Americans, 3 African-Americans, 26 Caucasians, and 16 persons with disabilities. This past year 12 students graduated; all 12 received both their Certified Rehabilitation Counselor (CRC) and Licensed Accredited Counselor (LAC). After graduating one student was employed by Services for the Blind here in Arkansas and 2

were employed by Arkansas Rehabilitation Services (ARS). The remaining 9 graduates took work in private rehabilitation.

Arkansas State University (ASU) at Jonesboro – Masters Rehabilitation Counseling program:

The Masters Rehabilitation Counseling program is housed in the Psychology and Counseling department. A total of 46 students are enrolled: 29 full-time; 10 non-white students (8 with disabilities); 22 part-time; 10 non-white (2 with disabilities); 13 total graduates; 4 non-white, 1 with a disability; 1 non-white with a disability; 2 who received RSA Traineeships; and 0 graduates who are non-US citizens. Graduate Employment: 1 in a state VR setting, 5 in not-for-profit facilities or community based programs, 5 in rehabilitation-related settings (not VR funded); 0 in private industry, 1 in a university setting, and 6 employed in non-rehabilitation settings.

The University of Arkansas at Pine Bluff and Arkansas Tech University at Russellville offer Bachelor degree programs in Rehabilitation Science.

Plan for Recruitment Preparation {Attachment 4.10(b)}

DSB posts job openings with the Rehabilitation Recruitment Center at Utah State University to advertise vacancies nationwide. Locally, the Arkansas Department of Human Services personnel vacancies are published in the DHS Career Opportunities Bulletin, the statewide newspaper, the DSB website, Workforce Services offices, other state agencies, and college and university recruitment bulletins. Recruitment efforts are ongoing to colleges and universities with a predominately minority enrollment.

Personnel Standards {Attachment 4.10(c)}

The Arkansas Office of Personnel Management (OPM) continues to recommend the minimum qualifications, job descriptions and salary rates for specific classifications, based upon labor market surveys, which are then reviewed and approved by the legislature. OPM has amended State Minimum Qualifications for entry-level staff to show requirement for Rehabilitation field certifications.

Internships are available to students in the Rehabilitation programs across the state. In 2009, DSB had 1 practicum student and 1 intern in rehabilitation counseling. Both students were African-Americans and attended the University of Arkansas at Little Rock (UALR). The practicum student worked in the underserved Delta area, which has a high minority population and a high poverty rate. The intern worked in the metropolitan area

of Little Rock. Both students completed their programs. In 2009, a DSB employee who is deafblind completed her internship and practicum in rehabilitation teaching at DSB and Lions World Services for the Blind. She is a non-minority student at UALR and is expected to graduate in August, 2009.

DSB recruits, and, to the degree possible, hires counselors with a Master's Degree in Rehabilitation Counseling or other closely related degree. DSB implements individual education plans for existing personnel to be retrained to meet certification standards for Council on Rehabilitation Counselor (CRC) and Licensed Professional Counselor (LPC).

DSB established September 30, 2011 as the deadline for Vocational Rehabilitation Masters Degree Counselors currently employed to meet Comprehensive System of Personnel Development (CSPD) requirements. Newly hired counselors will have three years to meet CSPD requirements from date of hire. Currently, 4 new counselors are actively involved in training as follows: 2 – Masters Program at UALR and 4 – Completed Professional Skills Training at LWSB and at the Louisiana Center for the Blind, Ruston, LA, as required for New Employee Orientation. 3 new staff pending training at Ruston and will be scheduled as slots become available. Staff who do not meet the standards will be enrolled in the UALR Online Masters Program and/or additional options that are being explored, such as the University of North Texas or RSA online stipend programs. CRC Senior Counselors are mentoring new counselors to comply with RSA's prior approval standards regarding eligibility determination, approval of IPE's, and closure determinations.

In utilizing the training grant, support will focus on the Division's training of new VR staff and maintaining certification for existing CRC Counselors through CRCC approved courses. DSB's second priority will be the training of Rehabilitation Teachers and other paraprofessionals. Additionally, DSB staff will continue to participate in a variety of teleconferences and distance learning opportunities as well as state and federal conferences for personal growth and development.

Staff Development {Attachment 4.10(d)}

DSB staff must possess specific knowledge concerning the problems of blindness and be allowed the opportunity for career development as related to the delivery of Vocational Rehabilitation services.

DSB staff participated in trainings on these topics, including, but not limited to:

- Employment issues/strategies
- CSPD College Courses
- Workforce Investment Act
- Department of Labor Return-to-Work Programs, Institute's Employment Technology Work Group, which focused on the One-Stop System

- Business Leadership Networks
- State and local Workforce Investment Boards
- Statewide systems
- Performance accountability
- Informed Choice
- Ethics
- Administrative issues
- Social Security Reimbursement

Series of seminars, workshops, teleconferences, and webcasts and other activities:

CSPD College courses, including online university courses, UALR, UNT

Ethics Telecasts attended by VR CRC Staff

IRI Online /Ethics Telecasts by University of Arkansas CURRENTS

Supported Employment, UNT, CRP

California Transcribers and Educators of the Visually Handicapped (CTEVH) attended by Braille Transcriber

DSB Computer Training of Field Staff

Deafblind Consortium

HRD Managers Training by University of Arkansas CURRENTS, Texas

RSA Teleconferences on DSB State Plan and Public Hearings

DSB Board Meetings

Arkansas Transition Summit by Dept. of Education, Special Education Division

Volunteer Summit

Developing Cultural Competency attended by Volunteer Coordinator

IDEA Training by DDC, Special Education attended by all transition counselors; also had an exhibit booth

ACB State and National Convention

Feeling Safe to Look Beyond Disabilities by ADE

TACE Region 6, TX, Logic Models U of A CURRENTS

CSAVR spring meeting in Washington D.C.

National NFB Conference

National Employment Conference

Chapter II Program Managers Conference for Older Blind

Individualized Assessment Training by UNT, Region VI CRP-RCEP

AR AER State Conference, May, 2009

ARA Training Conference, May, 2009

Confronting Non-Performance DHS Training

Cross Cultural Counseling

Overview of Psychiatric Disabilities

Leadership in High Performance Culture DHS

21st Century Literacy by Easter Seals

Building Employer Relationships

ABC's Americans with Disabilities Act

Low Vision Seminar

Blindness and Vision Impairments

Education Forum, TX, CURRENTS

ENVISION Conference, Florida
Vocational Strategies
37th Annual Professional Assistants Conference
Arkansas Aging Conference
3-Day Supervisor Training
Professional Skills Training

VR Counselor Training/Placement – Counselors participated in various employment conferences at national, regional and state levels. Additionally, staff was involved in various Workforce Investment Board activities as well as the following advisory committees: Arkansas Networking Consortium for Deaf/Blindness; UALR Masters Program Advisory Committee; University of Arkansas (U of A) Advisory; U of A CURRENTS TACE Liaisons; Region VI Independent Living Council Committee; the Region VI Community Rehabilitation Program (CRP); the AILC; and the Jobs for Arkansas Graduates (JAG) Advisory Committee with the Arkansas School for the Blind; and the LWSB Business Service Advisory Council.

DSB receives information/e-newsletters from Region VI CURRENTS: UNT and Universities (UALR; University of Washington; George Washington University and Research and Training Centers; University of North Texas (UNT) CRP; and VCU, Mississippi State). Information from these and other sources, i.e. CSAVR and NCDDR, is sent by e-mail to administrators, who in turn disseminate it to appropriate professionals and paraprofessionals as it relates to their area of expertise. DSB receives free copies of research materials to review, responds to special projects, and tests new technology in the field of blindness, deafblindness and other disabilities.

DSB provides additional support to various demonstration projects through its participation on advisory boards and committees and responds to surveys nationwide. The DSB Library has copies of various publications and IRI documents, which are distributed to each office as well as being available in the library. Various videos on transition job placement and technology are also on hand for staff use. Any new materials and acquisitions are listed on monthly reports and are available for checkout as needed.

Update/Summary – Education Activities for Professionals and Paraprofessionals in meeting Certification Standards:

CRC Commission on Rehabilitation Counselor Certification (CRCC):
13 Vocational Rehabilitation Counselor positions
3 CRC
1 CRC Eligible
4 Vocational Rehabilitation Counselors in process of completing new employee orientation
2 UALR On-Line Program
2 Vacant positions

Other Educational Activity:

One Field Supervisor in Practicum/Internship Dual Masters: Rehabilitation Counseling
Rehabilitation Teaching Programs, UALR relocated out of State; Licensed Professional
Counselor (LPC) Arkansas State Board of Counseling (Licensed Professional Counselor)
lapsed

3 CRC-sponsored staff enrolled in various online programs to maintain certification
1 Case Monitor CRC

DSB utilized UALR Masters in Rehabilitation Counseling Programs, University of
Arkansas CURRENTS, University of North Texas (UNT) Community Rehabilitation
Program Region VI CRP - RCEP to meet continuing education in supported employment,
and the In-service Training Grant as vehicle to meet CSPD requirements for Vocational
Rehabilitation counselors currently employed. DSB has 3 CRC VR Counselors; 1 has a
dual masters in Rehabilitation Teaching and Orientation and Mobility; 1 CRC eligible;
remaining staff is involved in training programs at UALR to meet the standards. DSB
provides financial support for all activities related to obtaining and maintaining
certification and allows time for study on the job, and certification is a part of the agency
Performance Evaluation Plan.

Other activities and resources utilized to support the agency plan included various
teleconferences and programs that grant pre-approved CEU's by CRCC;
Bridgeworks Teleconference Network for Online Study Groups; and courses on
The Ethics Series sponsored by University of Arkansas CURRENTS.

ACVREP Rehabilitation Teaching and Orientation and Mobility Certification:
11 Rehabilitation Teacher positions
4 R/TC ACVREP Certified
2 vacant positions

Succession Planning:

- 2 CSPD participants have been promoted to supervisors: 1 VR CRC promoted to
Area Field Supervisor in the Central Office and 1 in the Delta area.
- Community Leadership Institute for Change Knowledge (CLICK) conducted by
CURRENTS: Although DSB has no candidates this year, this two-year program
remains a valuable resource for future options for Succession Planning. DSB
participants have included a Rehabilitation Program and Planning Director and a Staff
Development Specialist I that advanced to Staff Development Specialist III.
CURRENTS plans to survey all agencies for future training needs in this area.
- Library of Congress (LOC) Certification: 1 Certified Braille Transcriber, enrolled
online, National Braille Association, Braille Formats Self Study Course

Personnel to Address Individual Communication Needs
{Attachment 4.10(e)}

Appropriate modes of communication, including sign language interpreters, are available through a contract with Communications Plus. The directive to utilize Communications Plus has been provided to all staff and is on file in each DSB office; it is also in DSB policy and on the DSB website. DSB serves on the Arkansas Advisory Committee for the Arkansas Project for Children with Deafblindness and is an affiliate of the Helen Keller National Center. The Deaf/Blind Consortium has developed information in Spanish and provided training for parents and professionals to foster stronger partnerships among agencies who work with this population.

DSB provides interpreter services for communication with persons with limited English speaking ability through contracts with Communications Plus and Arkansas Spanish Interpreters and Translators, Inc. DSB brochures are available in Spanish, and a supply is available in each office. The Arkansas Information Reading Services (AIRS) brochure has been updated and is now available in Spanish. These translation resources will be utilized as needed for other materials and training for consumers in this underserved population.

Reader service, guide service, and any special adaptive equipment are made available to applicants for services, DSB consumers, and DSB personnel. Information is also available in the medium of choice for persons making application for DSB services and for persons with disabilities who are employed by DSB. The Technology Staff conducted training for Field staff throughout the state regarding the transition to digital television and how it will impact consumers and AIRS.

Coordination of Personnel Development under the Individuals with Disabilities Education Act {Attachment 4.10(f)}

DSB is working closely with the Department of Education to provide training to VR Counselors. Training has been conducted through a state Transition Summit, workshops, and state and local meetings. DSB co-sponsored the third annual Arkansas Transition Summit entitled "Focusing on What Matters in Arkansas", February 6-7, 2008, and anticipates all VR counselors will attend the next Transition Summit tentatively scheduled for October, 2009. DSB will continue to collaborate with Arkansas Rehabilitation Services/State Rehabilitation Council; the Arkansas Department of Education, Special Education Unit; and other members of the state Arkansas Interagency Transition Partnership (AITP) in planning the upcoming Summit. Local AITP teams will continue to focus on bringing together various elements of support needed to provide more effective outcomes for students with disabilities from around the state. DSB will have an exhibit at the Summit to show its programs and services and to network with educators from across the state.

The University of Arkansas Center for the Utilization of Rehabilitation Resources for Education, Networking, Training and Service (CURRENTS) conducted a Kickoff Meeting of the TACE February 9-11, 2009 in San Antonio, TX. The TLC composed of transition coordinators from both general and blind VR agencies in Region VI developed a training module addressing Section 101, IDEA, ADA and the IEP. The training module was launched in December and will be conducted online; CRC CEU's will be provided to all participants. The Transition Coordinator will spearhead this training event and conduct evaluation. Staff also participates in monthly transition teleconferences. A policy directive instructs counselors to contact transition professionals each September and February to identify any transition needs.

Additionally, Jump Start, a three-week transition summer program, is scheduled for June 7-26, 2009. This program serves high school students who are blind and severely visually impaired from across Arkansas. The purpose of the program is to expose students to the world of work and help them in transitioning from high school to employment/adulthood. DSB places students in part-time jobs in the mornings and conducts activities in the afternoons and evenings to develop career awareness and self-sufficiency.

Students participate in field trips to businesses and colleges. During the tours of businesses, employers speak to the students about applying for jobs, the hiring/interview process, and employers' expectations. Students are taught job search skills and computer technology. The students are taken to the mall and grocery stores to learn how to do their own shopping. Students learn how to do their own menu planning, cooking, clothing care, budgeting money, banking, and other needs. They receive orientation and mobility training and skills which will help them become more independent and prepare them for work or college.

Working part-time and interacting with other students who are visually impaired increases the student's confidence, social skills, and self-esteem. Students stay at the Arkansas School for the Blind in Little Rock during the week, but go home on weekends. About 30 students apply each year and DSB usually has openings for 20-22 students. In 2009, 27 students applied and 22 students were accepted into the program.

The DSB administrative staff works as a planning committee to organize activities, determine acceptance, hire temporary staff to work as drivers and house parents, and conduct general operations activities, including fiscal management.

Comprehensive Needs Assessment {Attachment 4.11(a)}

DSB developed goals based on RSA guidance for the State Plan FY 2010 and recommendations by the DSB Board. DSB conducts a comprehensive, statewide needs assessment every 3 years and the results are used in developing goals. A needs

assessment was done April-May, 2007, using public forums in which a total of 72 people attended. The results were reported in the FY 2008 plan. DSB conducted another needs assessment May 1 – May 30, 2009, and received 190 responses. The DSB Board approved the needs assessment instrument, which was developed with input from consumer groups, the CAP agency, and other stakeholders and widely distributed to consumers, support groups, medical providers, and other stakeholders. The assessment was also distributed through the news media, the DSB web site and the Arkansas Information Reading Service (AIRS). The results are given below:

Summary of 2009 DSB Needs Assessment

A total of 190 needs assessments were completed and returned to the Division of Services for the Blind (DSB). Participants were asked to rank the following needs with #5 being the most needed to #1 being the least needed:

- Transportation
- Orientation and Mobility
- Home Services (paying bills, shopping, cleaning, etc.)
- Job assistance
- Reader services
- Other

Total number of surveys:	<u>190</u>
Total Age 21 and Under:	<u>23</u>
Total age 22-54:	<u>62</u>
Total age 55 and up:	<u>69</u>
Total Minorities:	<u>36</u>

GROUP OF RESPONDER SERVICES OFFERED	NUMBER OF PEOPLE RANKING SERVICE AS 1ST PRIORITY
21 and Under	
Transportation	<u>10</u>
Orientation and Mobility	<u>4</u>
Home Services (paying bills, shopping, cleaning, etc.)	<u>2</u>
Job assistance	<u>9</u>
Reader services	<u>8</u>
Other	<u>8</u>
22 – 54	

Transportation Services	<u>23</u>
Orientation and Mobility	<u>8</u>
Home Services (paying bills, shopping, cleaning, etc.)	<u>8</u>
Job assistance	<u>21</u>
Reader Services	<u>15</u>
Other	<u>0</u>

55 and Over

Transportation Services	<u>27</u>
Orientation and Mobility	<u>9</u>
Home Services (paying bills, shopping, cleaning, etc.)	<u>13</u>
Job assistance	<u>13</u>
Reader Services	<u>23</u>
Other	<u>0</u>

Minorities

Transportation Services	<u>18</u>
Orientation and Mobility	<u>0</u>
Home Services (paying bills, shopping, cleaning, etc.)	<u>0</u>
Job assistance	<u>10</u>
Reader Services	<u>14</u>
Other	<u>0</u>

Below are comments from consumers responding to the Needs Assessment:

- “I appreciate the books on tape that I received from DSB, thanks.”
- “Division of Services for the Blind has always been there for me. They have helped with my college tuition. I know I will need in the future more services such as transportation. Transportation is the most needed services for me at this time.”
- “At this time I am not receiving services from Division of Services for the Blind and would appreciate having their help. I am registered for college (2 classes) for this fall and I am working part-time Monday thru Friday.”
- “Thanks for everything you have done! I am back to work!”
- “Thanks for assistance paying for my college tuition at UALR. I still need more assistance with my tuition.”
- “I am a client of Division of Services for the Blind, but only get job listings, which I can find on the internet myself. Otherwise, I have not had much contact with them.”

- “I would like some real dark shades to wear when I go outside. Can you tell me where I can find some? They are hard to find here in Camden. The ultra rays of light assist me so that I can see when I am outside.”
- “I would like assistance cleaning around my house.”
- “I have received services from Division of Services for the Blind and was pleased with the help I was given to get my eye surgery done.”
- “I have been of short term disability from my job since February 25, 2009, because of my medical condition, which is glaucoma. Division of Services for the Blind is currently paying for all of my doctor appointments and surgery.”
- “I need services. I am allowed up to \$400.00 a month, but would work full-time permanently for Disabilities Act.”
- “I would like Blood Pressure Cuffs as promised several months ago.”
- “I just thank you very much.”
- “Division of Services for the Blind is doing a wonderful job in helping people. I received good information about what is going on in the community.”
- “The Division of Services for the Blind was very helpful to me. I could hardly see anything due to cataracts covering both eyes. If it had not been for Services for the Blind I would have gone blind, because I did not have the money to have the surgery.”
- “Division of Services for the Blind said they could assist me with finding a cornea for my right eye. However, I have not received anything.”
- “I really enjoy the computer classes. It is slow going but it has helped me be a little more independent.”
- “Dawna Fultz is excellent.”
- “So far, Lasonja is doing well for herself. If anything you all would like to do for her, feel free.”
- “I never received the cane I asked for.”
- “My doctor informed me that I need surgery to save my sight, but I can not afford it.”
- “A lady from the Division of Services for the Blind needs to contact me because they never came to see me as scheduled/Ivory Nelson”
- “On behalf of student, we usually have one-three low vision students and occasionally a blind student. All of these students so far have worked with vocational rehabilitation counselors. All used RFBandD and other reader services.”
- “We have hoped that services for rural disabled will become a lot more accessible.”
- “I receive the books on tape, and a kit for check writing, larger numbers for computer keys, address books and line space.”
- “I would like assistance to gain votech help.”
- “I was seen by Doctor Stiles (low vision specialist) was tested with a “telescoping eye” it really helped. I hope I might be approved from DSB to get one.”
- “Your services put me through massage college, now I own my own massage clinic training others.”
- “I need assistance with my sight.”

- “I appreciate the information being gathered informing me of what is needed in my life. Thank you very much.”
- “I really do not know what is available. I receive \$1,322.00 from social security. Do I qualify for SSI Supplement?”
- “I can not see to stay on the right. They have been very good to me.”
- “An Optelec CCTV has been made available to me. I am very grateful for it.”
- “I have requested software for a Braille printer, Victor Stream Reader and College Tuition. The software for the Braille printer has been on the list for years.”
- “The agency has been very good to me.”
- “Thank you for your services.”
- “Omagene is very compassionate and helpful.”
- “I have had training at Lions World Services for the Blind as a Customer Service Rep, but have had serious problems with decrease in vision and have been rejected for cornea transplants for at least the past three years. I would love to work but at this time I am still dealing with cornea transplant rejection.”
- “I am pleased with everyone who assisted with my surgery. It was deeply appreciated. (P.S. this would be my charity services if I had to choose it. That’s how pleased I was.”
- “I truly appreciate DSB for their help in providing the funds for my surgery. I am very grateful.”
- “I have not requested any of these services.”
- “The measuring cups and spoons are useful in my kitchen. The magnifying glass does not work real well, but when it works I can read well. You need to use larger print in letters such as this. Thank you very much.”
- “I received reader services and still need other services from Division of Services for the Blind.”
- “Margaret Magar has been good to me. She comes when needed and calls to monitor. I am very pleased with the helpful devices provided.”
- “DSB has an excellent program.”
- “We are a clinic that refers patients for services. It would be helpful if information on approval could be done quicker - this would allow us to seek other services if patients are not approved for services.”
- “Thanks so much for your help. Any information you need from me, I will be at P.O. Box 378, Diamond, MO 64840.”
- “Harry T. Craig appreciates all of your help. If it were not for your agency I would have gone blind.”
- “I am unable to take my medication without help.” William Johnson
- “I would like to thank you for all that you have done for me, if it were not for your agency, I would have gone blind. Thank God for you for stepping in on time for me.”
- “Thank you very much for your help. Division of Services for the Blind is a blessing for me and to me. DSB is currently paying my portion for my corneal transplant that was performed on 2/05/09.”
- “I would like for the Division of Services for the Blind to assist me with employment.”

- “The Division of Services for the Blind has been very helpful for me.”
- “I enjoy the reading machine and books on tape.”
- “I have applied but have not received a reply.” Connie Ramos
- “Words can not sufficiently express my heartfelt gratitude for DSB. I was beyond legally blind in my right eye, with diminishing vision in my left eye due to cataract. Corrective surgery has restored my vision and allowed me to once again, keep working and drive myself without assistance. Without your services, I was going blind. A special thanks to Tina Shelby.”
- “I am able to do some work from my home. I am a florist by trade.”
- “I am receiving books from Library for the Blind. I have a clock, radio, and magnifying glass.”
- “I am trying to obtain a job driving for Food Service. I have a CDL Class D Arkansas driving license.”
- “I have received a small lighted magnifying tool. It has limited ability. I work as a volunteer at Hospice Circle of Life in Springdale, Arkansas. I can not see very well, my vision is 20/70.”
- “I receive talking devices through O Magazine in Fayetteville. A very nice lady work with me.”
- “Thanks for all the help with assisting me to do my daily routines and enabling me to take my medicine independently.”
- “I am very pleased with the products/services provided to me. The only negative aspect has been length of time in getting everything about 5 months.”
- “I had cataract surgery in January and February, 2009. The surgery was very successful. I have returned to work and we are so thankful. We appreciate the financial assistance from Services for the Blind.”
- “I have been extraordinarily pleased with Services for the Blind. My rep has been extremely helpful. This is one Government Agency that succeeds in it’s goal.”
- “I am disabled and it is hard to find something???”
- “I have only received reading services and a clock.”
- “I just need to be stable in the finance department to keep my family and I in good standing.”
- “The CCTV provided for my home and school has brought great order in me life. Thanks 1,000,000 X’s over. Life is Great!”
- “I feel I was given good assistance when I needed it-you helped pay for 1 month’s financing at Lions World 2 ½ years ago---this was the key to my successful independence. Thank you.”
- “I really appreciate all you have done for me, and appreciate what you are continuing to do for me with my eye sight. Thanks again.”
- “I want to thank you all for assistance you have provided me. With your help I was able to continue to work and drive. May God bless all!”
- “I appreciate so vey much the help that I received from DSB. After my cataract surgeries it is as though the rain has washed the windows and I can see the world again. I want to thank Tina Shelby for being so helpful in getting everything processed and for being patient with all of my questions. Thank you again.”

- “I appreciate everything Services for the Blind has helped me with. Thank you from the bottom of my heart. God bless you and your agency.”
- “Will or could someone point me in the direction of how to get (Plan-to Achieve Self-Support) pass for hope. I have called Social Security, but have not gotten anywhere. Thank you,” Suzan Freeman 1-870-784-0452.
- “I appreciated financial help in securing cataract surgery in 2008 for my single good eye!”
- “I have requested getting help and classroom observation since I am a teaching assistant while attending graduate school.”
- “I would be blind if it were not for the care I received from the Division of Services for the Blind. I thank God for your services.”
- “Margaret Magar sometimes helps with things. Thanks so much!”
- “I will start transition services after July 5th. Tina Shelby attended the planning meeting in May.”
- “I enjoy the new telephone. The caseworker is very helpful (Margaret), she brings equipment that she thinks would be helpful for me.”
- “Thank you very much for your help. The surgery helped my eyes and I am now able to work.”
- “A counselor called on my wife in 2007, she sent her a talking watch which was very useful. It quit and we tried to no avail to contact her again. We have had no contact since.”

Assurance

DSB further assures RSA that by September 30, 2010, it will conduct a comprehensive needs assessment utilizing an instrument recommended by RSA.

Annual Estimate of Individuals to be Served and Costs of Services

{Attachment 4.11(b)}

Basis for Estimates

DSB uses census data, population growth, and the incidence of blindness as the basis for its 3.8% estimated growth rate for individuals to be served through Part B of Title I. Historical data is used to estimate the number of Supported Employment cases to be served through Part B of Title VI, which has remained relatively stable through the years. However, due to planned emphasis in the area of Supported Employment, DSB projects a 10% increase in SE cases. DSB estimates the average cost per VR and SE consumer will increase by 7%.

Estimates for Part B of Title I for FY 2010:

DSB estimates an increase of 50 consumers above the current number served of 1316, making a projected total of 1366 at a total cost of \$2,804,010 (\$2,053 per consumer).

DSB estimates an increase of 20 consumers who are members of a minority population, making a projected total of 418 compared to 398 in the previous published year. (Note: the minority figures are included in the total VR figures given in the first paragraph.)

Estimates for Part B of Title VI for FY 2010:

DSB estimates an increase of two consumers in Supported Employment above the current 20, making a projected total of 22 at a total cost of \$40,497 (\$1,841 per consumer).

Estimates of Eligible Consumers for FY 2010:

Based on statistical reporting derived from Prevent Blindness America, an overall rate of 2.7% for the prevalence of blindness was applied to the projected 2009 growth figures for Arkansas population aged 15 to 64, and DSB estimates that there are approximately 50,358 persons in Arkansas who might be eligible for and could receive Vocational Rehabilitation services.

Goals and Priorities {Attachment 4.11(c) (1)}

DSB developed the following goals based on RSA guidance for the State Plan FY 2010 and recommendations by the DSB Board. DSB conducts a comprehensive, statewide needs assessment every 3 years. A needs assessment was done April-May, 2007, using public forums in which a total of 72 people attended. The results were reported in the FY 2008 plan. Another needs assessment was conducted May 1 – May 30, 2009, with 190 individuals completing needs assessments. Below are the goals for FY 2010:

Goal #1: DSB will increase the employment opportunities for people who are blind or severely visually impaired.

Strategy: DSB will hire job placement personnel to contact employers, develop jobs, and do job coaching.

Performance Measure: DSB will use part of its stimulus money to employ five job developers and five job coaches as a pilot program within the expansion plan recommended by RSA following the 2007 Annual Review. The plan contained a schedule for increased direct services and associated management. The job developers and job coaches will be placed in each of the five service areas, and, if productive, will be scheduled to be absorbed in the formula VR funding when the recovery funds are fully expended. Purchased services will be adjusted to absorb these costs.

Strategy: DSB will hold Job Clubs to assist consumers in seeking and securing employment.

Performance Measure: Weekly Job Clubs will be held at the DSB Tech Lab.

Strategy: DSB will expand and improve services to individuals who are blind or severely visually impaired in the underserved Delta area. Services will be based upon the individual's assessment and IPE and may include services such as mobility, physical restoration, independent living skills, equipment needs, and employment counseling.

Performance Measure: DSB will see an increase in the number of cases from this new area and an increase in closures due to employment.

Strategy: DSB will continue to refer individuals for benefits counseling.

Performance Measure: During FY 2010, VR Counselors will refer at least 10 consumers per caseload to Project Work Incentive for benefits counseling. Area Supervisors will monitor this through changes in monthly reports.

Strategy: DSB will continue to refer eligible Older Blind individuals to VR.

Performance Measure: DSB will refer 100% of eligible Older Blind individuals to VR.

Strategy: DSB will recognize successful consumers and their employers and will encourage peer mentoring.

Performance Measures:

- Each counselor who has been in his/her position for at least a year will nominate one individual from his/her caseload as a candidate for Consumer of the Year and encourage the individual to serve as a peer mentor to other people who are blind or severely visually impaired.
- DSB will award Consumer of the Year candidates and their employers with certificates/plaques and related publicity.

Strategy: DSB will expand its assistive technology services and improve access to these services and equipment.

Performance Measures:

- DSB will continue to offer assistive technology training to new Rehabilitation Teachers as vacant positions are filled, so that staff can provide basic technology support to consumers in their respective geographic areas statewide.
- DSB will provide accessible kiosks at 10 Workforce Services centers to assist individuals who are blind or severely visually impaired in their job searches. DHS will use part of American Recovery and Reinvestment (ARRA) funds to purchase the computers, software and other equipment necessary for the accessible kiosks.

Overall Performance Measures for Goal 1: Meet or exceed federal performance indicator 1.1 for services for individuals who are blind or severely visually impaired.

Performance Indicator 1.1: Change in the number of employment outcomes is the difference between 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. The difference must equal or exceed the previous year's performance.

Goal #2: DSB will increase its services to transition students.

Strategy: DSB will continue to expand and update a collaborative database of transition students.

Performance Measure: Area Supervisors will review the database to insure it is being maintained by Rehabilitation Assistants, who input local information.

Strategy: VR Counselors will continue to track transition students on their caseloads to insure that the IPE is developed or updated before a student graduates from high school.

Performance Measure: Area Supervisors will monitor this during case reviews to insure that no transition student will graduate without a current IPE.

Strategy: DSB will provide assessments to transition students specifically focused on activities of daily living, including but not limited to, mobility, knowledge of available transportation resources, self-advocacy, acquisition of a variety of reading options, awareness of job opportunities, and rights and responsibilities as an informed consumer.

Performance Measure: All transition students will be referred to Rehabilitation Teachers for assessment of daily living skills and needed instruction.

Goal #3: DSB will continue to reach out to minorities and stakeholders.

Strategy: DSB will increase its contacts with faith-based organizations.

Performance Measure: DSB will make 10 outreach efforts to faith-based organizations during FY 2010.

Strategy: DSB will increase its services to minorities.

Performance Measures: DSB will make 10 outreach efforts to Hispanic, Asian, or other ethnic groups during FY 2010.

Strategy: DSB will collaborate with Workforce Centers to assist individuals who are blind or severely visually impaired in their job searches.

Performance Measure: DSB will provide accessible kiosks at 10 local Workforce Services centers. DHS will use part of American Recovery and Reinvestment (ARRA) funds to purchase the computers, software and other equipment necessary for the accessible kiosks.

Strategy: Area Supervisors and administrative staff will continue to attend the state conferences of blindness consumer groups, and opportunities will be offered to direct service staff as well.

Performance Measure: DSB will continue to send at least five supervisors/administrators to these conferences and will make presentations as requested.

**Goals and Plans for Distribution of Title VI, Part B Funds
{Attachment 4.11(c) (4)}**

During FY 2008 the amount of Title VI, Part B funds distributed was \$36,811. The amount of Title VI, Part B funds projected for FY 2009 is \$71,814; DSB projects that this will be distributed by close of the FY September 30, 2009. DSB will allocate funding from Title VI, Part B to provide Supported Employment services to individuals with the

most significant disabilities. These funds are a supplement to the funds provided under Title I of the Act. Title VI, Part B funds will only be used in the provision of Supported Employment services to those individuals determined eligible through assessments determining that it is an appropriate objective. Supported Employment services will be customer-driven through the setting of goals in the consumer's Individual Plan for Employment (IPE). In FY 2008, DSB provided supported employment services to 20 individuals. Of this number, 3 cases were closed, of which 0 were closed competitively employed not in supported employment, 2 were closed competitively employed in supported employment, 0 were closed not competitively employed-not in supported employment, and 1 was closed without an employment outcome. FY 2009-2010 Projections: 22 consumers will be served.

Issues affecting Supported Employment in Arkansas include: the limited number of service providers statewide; the rural nature of the state; the lack of consistent available funding for extended services; and the lack of knowledge, experience, and training SE providers have in the provision of supported employment services and placement for individuals who are blind or severely visually impaired. Many providers do not have and are unwilling to expend time, monies and resources to train staff in this specialty area of expertise.

DSB provides assistive technology services and devices based upon assessments and recommendations by the DSB Technology Unit, availability of funds, and the consumer's IPE.

DSB has set the following goals for the utilization and distribution of Title VI, Part B Funds:

Goal #1: Increase the number of Supported Employment Providers to better serve DSB consumers.

Strategy: DSB will continue to collaborate with other agencies to expand the number of SE providers.

Performance Measures: At least two new SE providers will be identified and contacted face-to-face.

Strategy: A new Request for Qualifications (RFQ) will be issued to recruit SE providers.

Performance Measure: At least two providers will be recruited through the RFQ.

Goal #2: Address the lack of knowledge and training that SE Providers have in the provision of SE Services and placement for individuals who are blind or severely visually impaired.

Strategy: DSB will collaborate with the University of Arkansas Center for the Utilization of Rehabilitation Resources for Education, Networking, Training, and Service (CURRENTS) and other agencies to develop a pilot program to train SE Providers.

Performance Measures: At least one training on SE outcomes will be conducted in FY 2010.

Strategy: DSB will develop a PowerPoint presentation that VR Counselors can take to SE Providers to increase their awareness of the capability of DSB consumers and introduce

SE Providers to blindness issues and how consumers can be placed on jobs often with only slight modifications/adaptations.

Performance Measures: The PowerPoint presentation will be shown at least once in each DSB service area during FY 2010.

Strategies and Use of Title I Funds for Innovation and Expansion Activities {Attachment 4.11(d)}

Strategies

DSB has developed the following strategies to expand and improve services to its consumers. These strategies were developed in regard to its goals for the State Plan FY 2010, which are to: increase the employment opportunities for people who are blind or severely visually impaired, increase its services to transition students, and continue to reach out to minorities and stakeholders. The performance measures are included with the goals in 4.11(c) (1). Here are the strategies:

- DSB will hire job placement personnel to contact employers, develop jobs, and do job coaching.
- DSB will hold Job Clubs to assist consumers in seeking and securing employment.
- DSB will expand and improve services to individuals who are blind or severely visually impaired in the underserved Delta area. Services will be based upon the individual's assessment and Individual Plan for Employment (IPE) and may include services such as mobility, physical restoration, independent living skills, equipment needs, and employment counseling.
- DSB will continue to refer individuals for benefits counseling.
- DSB will continue to refer eligible Older Blind individuals to VR.
- DSB will recognize successful consumers and their employers and will encourage peer mentoring.
- DSB will expand its assistive technology services and improve access to these services and equipment.
- DSB will continue to expand and update a collaborative database of transition students.
- VR Counselors will continue to track transition students on their caseloads to insure that the IPE is developed or updated before a student graduates from high school.
- DSB will provide assessments to transition students specifically focused on activities of daily living, including but not limited to, mobility, knowledge of available transportation resources, self-advocacy, acquisition of a variety of reading options, awareness of job opportunities, and rights and responsibilities as an informed consumer.

- DSB will increase its contacts with faith-based organizations.
- DSB will increase its services to minorities.
- DSB will collaborate with Workforce Centers to assist individuals who are blind or severely visually impaired in their job searches.
- Area Supervisors and administrative staff will continue to attend the state conferences of blindness consumer groups, and opportunities will be offered to direct service staff as well.

A broad range of assistive technology services and devices will be provided to individuals who are blind or severely visually impaired at each stage of the rehabilitation process in accordance with the individual's employment goal and IPE. The provision of assistive technology services and devices is based upon assessments and recommendations by the DSB Technology Unit, availability of funds, and the consumer's IPE. In FY 2009, DSB expanded its assistive technology services and improved access to these services and equipment by increasing its assistive technology staff at the local level. DSB trained its Rehabilitation Teachers to provide basic technology support to consumers in their respective geographic areas statewide. DSB will continue to offer assistive technology training to new Rehabilitation Teachers in FY 2010 as vacant positions are filled, so that staff can continue to provide basic technology support to consumers in their local areas.

The following strategies address outreach activities to identify and serve individuals who are blind or severely visually impaired, including those with the most significant disabilities, and who have been unserved or underserved by the VR program:

- *Strategy:* DSB will expand and improve services to individuals who are blind or severely visually impaired in the underserved Delta area. As a result of this strategy, DSB expects to see an increase in the number of minority cases from this new area.
- *Strategy:* DSB will increase its contacts with faith-based organizations. This will include contacts with churches that do outreach to specific minority populations or are churches comprised of minorities.
- *Strategy:* DSB will increase its services to minorities. Area Supervisors and counselors have been asked to reach out to ethnic organizations in their communities and offer to speak to their groups or meet with their presidents/chairpersons regarding referrals and services.

DSB has developed the following strategies to expand and improve Supported Employment services to its consumers. These strategies were developed in regard to its SE goals for FY 2010, which are: to increase the number of Supported Employment Providers to better serve DSB consumers and to address the lack of knowledge and training that SE Providers have in the provision of SE Services and placement for individuals who are blind or severely visually impaired. The performance measures are included with the goals in 4.11(c) (4). Here are the strategies for those goals:

- *Strategy:* DSB will continue to collaborate with other agencies to expand the number of SE providers.

- *Strategy:* A new Request for Qualifications (RFQ) will be issued to recruit SE providers.
- *Strategy:* DSB will collaborate with the University of Arkansas Center for the Utilization of Rehabilitation Resources for Education, Networking, Training, and Service (CURRENTS) and other agencies to develop a pilot program to train SE Providers.
- *Strategy:* DSB will develop a PowerPoint presentation that VR Counselors can take to SE Providers to increase their awareness of the capability of DSB consumers and introduce SE Providers to blindness issues and how consumers can be placed on jobs often with only slight modifications/adaptations.

Strategies for Improving Indicator 1.6

DSB missed Indicator 1.6 this report period and plans the following strategies:

- DSB will network with the top five states identified in the RSA Annual Report under Indicator 1.6 to benefit from their best practices in order to increase the difference in the percentage of individuals achieving competitive employment who report their own income as the primary source of support at the time of closure versus the time of application.
- DSB will serve homemakers with ILRS funds in an effort to reduce the number of homemaker closures and improve performance in this indicator.

Use of Title I Funds for Innovation and Expansion Activities

Initiatives include educational and disaster-preparedness programming targeted to individuals who are blind and severely visually impaired under the Arkansas Information Reading Services Program (AIRS), which is located on the campus of the Arkansas Educational Television Network in Conway. DHS will provide \$12,930 of American Recovery and Reinvestment funds toward the initiatives.

Evaluation and Reports of Progress **{Attachment 4.11(e) (2)}**

Below are the evaluation and reports of progress for FY 2008 Goals and Priorities, covering September 30, 2007 – October 1, 2008:

1. Enhance/increase the number of work sites for both VR and SE programs:
 - Provide training to DSB staff regarding job site assessments, integrated employment, and job development.
 - Raise employer awareness of the abilities of consumers who are blind or severely visually impaired.
 - Enhance/increase the number of integrated employment sites.
 - Collaborate with other agencies to enhance/increase the number of SE providers.

Methods of measuring this agency goal were:

- The aforementioned training would be provided at a quarterly field services meeting.
Target date: May, 2008
Goal met: The training was provided at the annual statewide/field services meeting.
Completion date: October, 2007
 - A publicity campaign would be developed and implemented to raise employers' awareness of the abilities of consumers who are blind or severely visually impaired. Options to be explored included, but were not limited to, public service announcements, brochures, speakers, the Arkansas Information Reading Services for the Blind, the DSB website, news releases, success stories, and use of the DHS communications network. Target date: August, 2008.
Goal met: A Consumer of the Year program and related publicity campaign was initiated October, 2007, and culminated December, 2008, with the naming of the Consumer of the Year state winner.
 - The number of work sites for VR and SE consumers will be above the number for the previous year. Target date: September 30, 2008.
Goal met: The number of work sites for VR and SE consumers was seven (7) above the number for the previous year. The number of homemaker closures was at 26% as of May 31, 2008. Completion: September 30, 2008.
 - DSB will interact with agencies and non-profits participating on the Supported Employment committee of Arkansas' Medicaid buy-in program. Target date: September 30, 2008.
Goal met: DSB participates in quarterly meetings and periodic subcommittee meetings with agencies and non-profits on the Supported Employment committee of Arkansas' Medicaid buy-in program. Completion: ongoing.
2. Increase transition activities:
- Develop strategies to increase the number of transition-age applicants.
 - Develop a dialogue with the schools to improve notification about Individualized Plans for Employment (IPE) meetings.
 - Increase the number of interactions with schools.
 - Participate in local work groups formed through the Arkansas Interagency Transition Partnership (AITP).
 - Require VR Counselors to attend annual Transition Summits.

Methods of measuring this agency goal were:

- At least two strategies will have been developed and implemented in an effort to increase the number of transition-age applicants. Target date: December, 2007.
Goal met: The following strategies were developed and have been implemented to increase the number of transition-age applicants: (1) A methodology was developed for contacting schools and distributing information on a regular, on-going basis. Each DSB regional office maintains a contact list for all secondary schools in its service area, and letters and information are routinely sent to contacts on the list. This method also serves to give schools a path for communications with DSB offices. (2) DSB has developed and is maintaining a

database of transition students. (3) A model program with DSB and Arkansas School for the Blind (ASB) has been implemented whereby all IEP notices from the school are sent to one DSB contact, who is distributing them to VR Counselors and coordinating IEP participation by DSB staff. If this initiative with ASB is successful, it will be replicated statewide. (4) DSB is participating in an online module through the Transition Learning Collaborative (TLC) of the University of Arkansas Center for the Utilization of Rehabilitation Resources for Education, Networking, Training, and Service (CURRENTS) to provide training on ways to be an effective transition counselor, IEP's, and the empowerment of students and families. One of the DSB Area Supervisors is conducting the ethics portion of the training module. (5) A form is being developed for use by transition students and schools that they can attach to their referral to give background information about the student and his/her goals, IEP, interests, academic experience, and/or other relevant information. If this initiative is successful, it will be replicated statewide. Completion date: December, 2007, and ongoing.

- The VR Counselors are receiving at least a week's notice of IEP meetings in the majority of their transition cases from schools in their areas. Target date: May, 2008.

Goal met: The strategies listed above are also improving the notice of IEP meetings. Supervisors are finding that VR Counselors receive a week's notice of IEP meetings in the majority of transition cases. Completion date: Ongoing.

- VR Counselors, Rehabilitation Teachers and/or Rehabilitation Assistants receive or initiate at least one contact per month with schools in their areas. Target date: Ongoing through September 30, 2008.

Goal met: Contacts are occurring at least monthly. Completion date: Ongoing.

- VR Counselors will attend local AITP work group meetings. Target date: Ongoing through September 30, 2008.

Goal met: Counselors are attending local AITP work group meetings and reporting this information to their supervisors. Completion date: Ongoing.

- VR Counselors will participate in the annual AITP Transition Summit. Target date: September 30, 2008.

Goal met: All VR Counselors, an area supervisor, and the training coordinator attended the annual state Transition Summit. DSB also had an exhibit about its transition and other services at the Summit. Completion date: February, 2008.

3. Increase the number of Social Security reimbursement claims submitted:

- VR Counselors will start tracking when SSI and SSDI recipients enter Status 22 (as of May, 2008 this will now be tracked from Status 12) and anticipate consumers that will be eligible for claims. This will simplify verification and tracking.
- Supervisors will provide incentives for VR Counselors to submit claims to the DSB claims coordinator, i.e. any reimbursements received will be designated for services/equipment for consumers in that counselor's caseload.
- Supervisors will tie submission of reimbursement claims to VR Counselors' personnel evaluations.

- The claims coordinator will research how other states handle reimbursements and will seek advice from RSA.

Methods of measuring this agency goal were:

- Case reviews by supervisors and the Case Review Monitor will show VR Counselors are documenting, tracking and submitting correct reimbursement claim forms. Target date: Ongoing.
Goal met: Case reviews are showing these actions are being taken. Completion date: ongoing.
- Personnel evaluations will reflect counselors are submitting correct reimbursement claims. Target date: Ongoing.
Goal met: Supervisors are tracking reimbursements and tying them to Counselors' personnel evaluations. Completion date: Ongoing.
- Reimbursement amounts will be received. Target date: Ongoing.
Goal met: SSA has begun approving DSB reimbursements and monies are being received/distributed. Completion date: Ongoing.

4. Increase outreach to minorities:

- Explore new ways to reach the growing Hispanic population.
- Collaborate with Workforce and/or other agencies to gather data and do outreach.

Methods of measuring this agency goal were:

- At least two new ways to reach the Hispanic population will have been identified and tried. Target date: May, 2008.
Goal met: (1) A copy of Rosetta Stone software has been acquired for the DSB Tech Lab, so staff will have the opportunity to learn Spanish and improve outreach and services to the growing Latino and Hispanic populations. (2) DSB has begun placing press releases and notices of meetings in the Hola Arkansas newspaper. (3) In May, 2008, DSB had an exhibit booth at the Hola Arkansas Health and Safety Fair and distributed information about DSB services, the increased risk of visual impairment for Hispanic/Latino people, and the prevention of blindness. The Health and Safety Fair was held in conjunction with Cinco de Mayo. (4) DSB is concerned about reaching out to unserved and underserved populations and distributes information to staff to improve/increase outreach efforts. Recently the Chief of Field Services distributed information about several new lists with the NFBnet website, including one that is completely in Spanish for discussion of blindness-related issues. The access information for this list is: nfbespanol-talk. This list will provide subscribers information about the National Federation of the Blind and serve as a forum to discuss blindness-related issues in Spanish. (5) DSB can now use the DHS personnel department to translate job announcements and advertise the vacancies in Latino/Hispanic radio stations, newspapers, and other resources. Completion date: May, 2008 and ongoing.
- At least one collaborative effort has been completed with Workforce and/or other agencies. Target date: June 2008.

Goal met: DSB's VR Counselors have been collaborating with the staff of the New Arkansans Resource Networks, a demonstration project of WIA's Department of Workforce Services operating in four locations, to expand services to the Hispanic population and other immigrants. The New Arkansans project provides job placement, language training, resettlement assistance, referrals, and other services. The project is seeking its grant to be renewed during the next fiscal year and for additional funding to be obtained from private foundations in order to expand the project statewide and possibly become a national model. The VR counselors also continue to participate in meetings of their local Workforce Investment Boards. Completion date: June, 2008 and ongoing.

Evaluation and Report of Progress on the Performance Evaluation Standards and Performance Indicators

Below is the evaluation and report of progress on the Performance Evaluation Standards and Performance Indicators established by the Rehabilitation Services Administration (RSA) in the reporting of data to comply with the 34 CFR 361, Subpart E, 361.80 through 361.89 of the Rehabilitation Act of 1973, as amended in 1998. Historically, DSB has succeeded at meeting or exceeding the goals, and therefore will continue with present methods of counseling and providing services; monitoring by supervisors; and case reviews. However, DSB has used trends in performance indicators, along with RSA reviews, to recognize the need to improve in its outreach to minorities, especially Hispanics; to reduce the number of homemaker closures; and to decrease the ratio of caseload staff to supervisors. DSB missed Indicator 1.6 this report period and plans strategies to network with the top five states identified in the RSA Annual Report under Indicator 1.6 and to serve homemakers with ILRS funds. These strategies are contained in more detail under Attachment 4.11(d) Strategies.

The information below describes DSB performance for Standard 1 and Standard 2:

Evaluation Standard 1 - Employment Outcomes:

A Designated State Unit (DSU) must assist any eligible individual, including an individual with a significant disability, to obtain, maintain, or regain high-quality employment.

In order to pass Standard 1 a state VR agency must meet or exceed the performance level for four of the six indicators including meeting or exceeding the performance level for two of the three primary indicators. Primary indicators are 1.3, 1.4 and 1.5.

- **Performance Indicator 1.1: Change in the number of employment outcomes**

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.

FY 2008	347
FY 2007	347
Result	0 Individuals or 0%

Required Performance Level: DSU's performance in current period must equal or exceed performance in previous period.

- **Performance Indicator 1.2: Percent Employed**

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

423	Individuals exited after receiving services
347	Individuals or
82.03%	exited with an employment outcome

Required Performance Level: For the general and combined DSU's, the level is 55.8%; for agencies serving individuals who are blind, the level is 68.9%

- **Performance Indicator 1.3: Employed Competitively**

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.

347	Individuals exited the VR Program with an employment outcome
267	Individuals or
76.94%	exited the VR Program with an employment outcome earning at least minimum wage (\$6.25)

Required Performance Level: For the general and combined DSU's, the level is 72.6%; for agencies serving individuals who are blind, the level is 35.4%.

- **Performance Indicator 1.4: Significant Disability**

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.

267	Individuals exited the VR Program with an employment outcome earning at least minimum wage (\$6.25)
267	Individuals or
100%	with significant disabilities exited the VR Program with an employment outcome earning at least minimum wage

	(\$6.25)
--	----------

Required Performance Level: For the general and combined DSU's, the level is 62.4%; for agencies serving individuals who are blind, the level is 89.0%

- **Performance Indicator 1.5: Earning Ratio**

The average hourly earnings of all individuals who exit the VR program in competitive, self-, or BEP employment with earnings 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 reports "State Average Annual Pay" for the most recent available year).

267	Individuals exited the VR Program with an employment outcome earning at least minimum wage (\$6.25)
\$10.66	Average hourly wage of individuals who exited the VR Program with an employment outcome earning at least minimum wage (\$6.25)
\$16.60	State's average hourly earnings
.64	Ratio

Required Performance Level: For the general and combined DSU's, the level is a ratio of .52; for agencies serving individuals who are blind, the ratio is .59.

- **Performance Indicator 1.6: Self-support**

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 report their own income as the largest single source of economic support at the time they exit the VR program and the percentage who report their own income as the largest single source of support at the time they apply for VR services.

243 or 91.01%	Individuals reported their own income as the largest single source of support at time of exit
178 or 66.66%	Individuals reported their own income as the largest single source of support at time of application
65 or 24.35%	Difference between the two percentages

Required Performance Level: For the general and combined DSU's, the level is an arithmetic difference of 53.0; for agencies serving individuals who are blind, the level is a difference of 30.4.

Evaluation Standard 2: Equal Access to Services

2.1 Service Rate

The service rate for all individuals with disabilities from minority back-grounds as a ratio to the service rate for all individuals with disabilities from non-minority backgrounds.

137	Minorities exited the VR Program
112	Minorities exited the VR Program after receiving services
81.75%	Service rate of minority individuals
366	Non-minorities exited the VR Program
311	Non-minorities exited the VR Program after receiving services
84.97%	Service rate of non-minority individuals
.96	Ratio level of service rate

Required Performance Level: All agencies must attain a ratio level of .80.

Report on How Funds Reserved for Innovation and Expansion Activities Were Utilized in the Most Recently Completed Federal Fiscal Year

During FY 2008 Innovation and Expansion funds of \$55,805 were utilized to provide services through three Centers for Independent Living and to support the operation of the SILC. The Arkansas Independent Living Council (AILC/SILC) received \$18,957, and the remainder was distributed among the CIL's.

Quality, Scope, and Extent of Supported Employment Services {Attachment 6.3}

DSB, ARS, the DHS Division of Developmental Disabilities Services (DDS), the DHS Division of Behavioral Health Services (BHS), and the Arkansas Department of Education (ADE), Special Education Unit (SEU), Transition Unit partner through an interagency cooperative agreement outlining responsibilities and the provision of Supported Employment and other services to transition-aged consumers. The agreement produced an interagency steering committee which works on Supported Employment issues. The steering committee is facilitated by the EmployAbility Project, which is a grant program housed in the DHS Division of Aging and Adult Services.

DSB coordinates with approximately 20 agencies, non-profits and consumers, on the Medicaid Infrastructure Grant (MIG) Advisory Committee and seeks ways to reduce barriers to Supported Employment and recruit more SE providers.

DSB has resumed efforts with the EmployAbility Project to expand SE services and recruit more SE providers.

These groups have identified similar issues affecting Supported Employment in Arkansas. There are a limited number of service providers in the state, and there are a relatively low number of consumers who need SE services, particularly those who are blind or severely visually impaired. These consumers are spread throughout the rural parts of the state. Providers often consider these barriers as cost prohibitive. Added to this, providers want assurances of consistent available funding for continuing extended services, perhaps for the life of the consumer, and want payments for less tangible results than job placement, such as improving the consumers' social interaction. Another barrier that has been identified is the lack of knowledge, experience, and training SE providers have in the provision of supported employment services and placement for individuals who are blind or severely visually impaired. This is a specialty area of expertise that many providers do not have and are unwilling to expend time, monies and resources to train staff in this area.

DSB continues to provide supported employment services and uses the following providers: Easter Seals, Goodwill, Abilities, Cross County Special Workshop, Boost in Fort Smith, Blind Inc., Clovernook Center in Memphis, and Pathfinders. Other providers are available if needed. Transitioning from DSB services to extended services will not occur until at least 90 days after the case is placed into status 22 (employment), but should occur no later than 18 months after the case is placed into status 22. The time frame for moving a case into extended services will be determined by the VR Counselor's monitoring of the consumer's adjustment to the work environment and will be outlined in the Individual Plan for Employment (IPE). In FY 2008, DSB provided supported employment services to 20 individuals. Of this number, 3 cases were closed, of which 0 were closed competitively employed not in supported employment, 2 were closed competitively employed in supported employment, 0 were closed not competitively employed-not in supported employment, and 1 was closed without an employment outcome. FY 2009-2010 Projections: 22 consumers will be served.