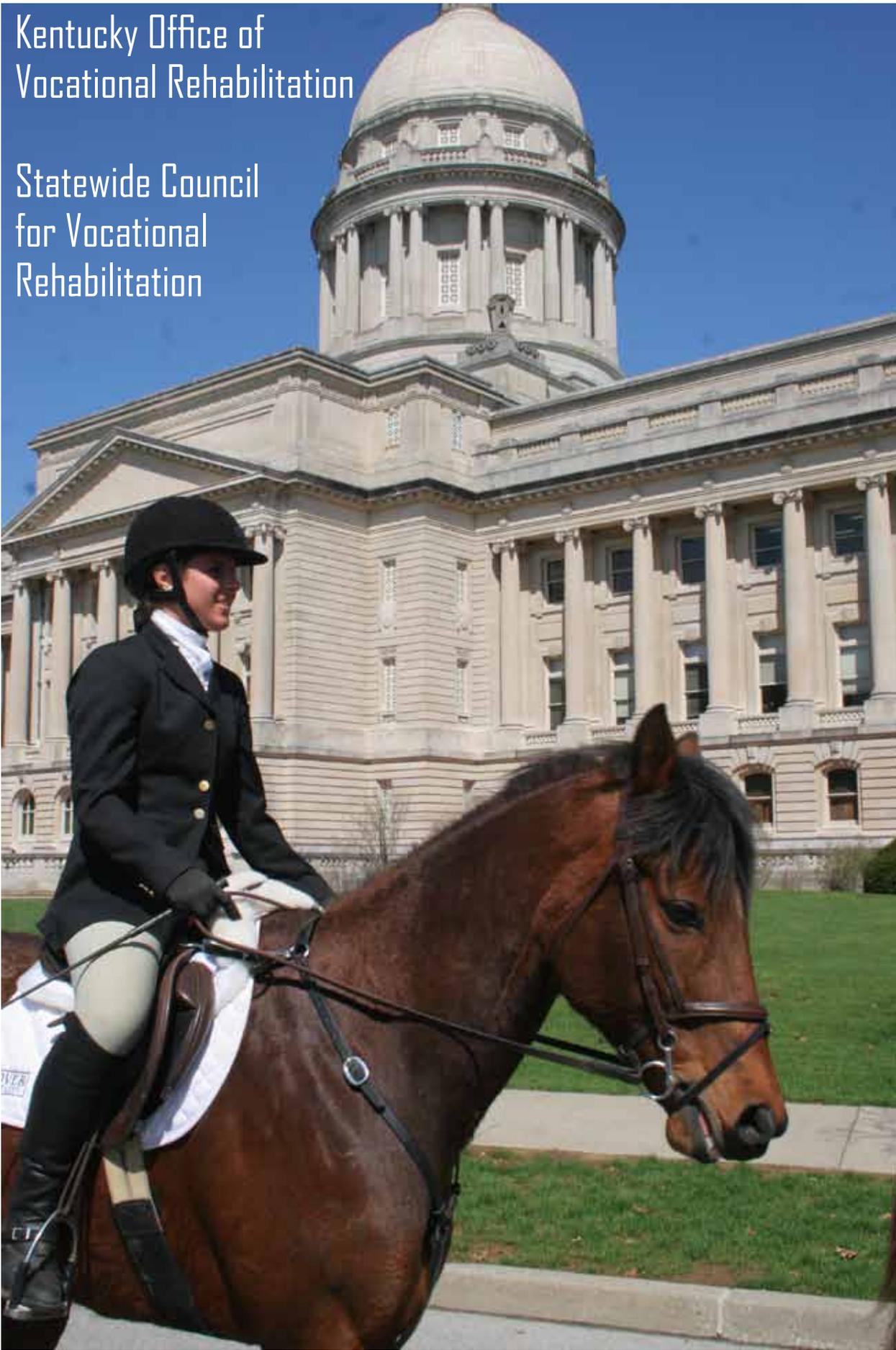


Kentucky Office of
Vocational Rehabilitation

Statewide Council
for Vocational
Rehabilitation



2011 Annual Report



Philosophy

We recognize and respect the contribution of all individuals as a necessary and vital part of a productive society.

Mission

To assist Kentuckians with disabilities to achieve suitable employment and independence.

Values

We value the rights, merit and dignity of all persons with disabilities and the opportunity to pursue employment as an important aspect of a full and meaningful life.

We value all staff, their individual talents, unique abilities and contributions to the agency's mission.

We value collaborative efforts and partnerships which support the agency's mission.

Message from Acting Executive Director and Statewide Council for Vocational Rehabilitation Chairman



This annual report highlights several major accomplishments made possible through the commitment and dedication of our staff and partners and the hard work of our consumers. We are extremely proud of the Office of Vocational Rehabilitation (OVR) staff in FY 2011 for their diligence amongst some of the most difficult financial times in the history of the agency. The optimism and determination of OVR staff has helped weather the storm and it looks like things are improving going into the new fiscal year.

We are also very proud of each and every consumer who came through our doors this past year and chose work. We continue to strive daily to provide the highest quality of service possible to every eligible individual seeking employment consistent with his or her skills, interests and abilities. The result of that is an above 90 percent customer

satisfaction rating for yet another year. We want to thank Office of Vocational Rehabilitation staff for their efforts during this fiscal year in assisting 3,544 individuals with disabilities to obtain or maintain suitable employment. Our accomplishments are shared by the Statewide Council for Vocational Rehabilitation (SCVR), legislators, employers and many others. We look forward to another successful year that we trust will result in many Kentuckians with disabilities, especially those with the most significant disabilities, obtaining suitable employment.

Lee Gordon – Chairperson
Statewide Council for Vocational
Rehabilitation

Dr. David Beach – Acting Executive
Director
Office of Vocational Rehabilitation

2011 Annual Report



Financial Report

Purchased Services FFY2011

Expenditure Service Type	Authorization Amount
Assessment	\$3,467,199
Diagnosis and Treatment	\$3,348,496
Training	\$11,069,041
Maintenance	\$271,610
Transportation	\$251,324
Interpreter Services	\$556,172
Personal Attendant Services	\$179,658
Rehabilitation Technology	\$2,205,183
Job Placement	\$1,460,750
Other	\$750,288
Sum:	\$23,559,721



Program Services Report

Individuals Served and Positive Employment Outcome Data

3,544 individuals with disabilities obtained or maintained employment after receiving services from the Kentucky Office of Vocational Rehabilitation in fiscal year 2011. Some facts about these individuals:

- Their average weekly earnings went from \$108.11 at application to \$391.31 at closure. This is an increase of \$283.20 in weekly income.
- At application, 899 (25%) reported that their primary source of support was through their personal income. At closure, 3,161 (89%) had personal income as their primary source of support.
- 1,129 (32%) were receiving health insurance benefits through their employer.
- They work an average of 32 hours per week with an average hourly wage of \$11.53.
- As a group, they increased their federal income tax payments by an estimated \$7.8 million, their state income tax payments by an estimated \$3.1 million, and their Social Security tax payments by an estimated \$8 million (including employer contributions).

Demographics of Individuals Served

Gender

Male	51.6%
Female	48.4%

Ethnicity

Caucasian	83.6%
African-American	14.8%
All other ethnicities	1.6%

Disability

Sensory Impairments	8.5%
Mental Health Impairments	37.9%
Cognitive Impairments	28.9%
Mobility Impairments	14.6%
Other Health Impairments	10%

Age

Under 21	20%
21-30	30%
31-40	17%
41-50	17%
51-60	12%
Over 60	4%

2011 Annual Report



Program Updates

CDPVTC – Carl D. Perkins Vocational Training Center

The students and staff at the Perkins Center enjoyed an extremely successful program year! Several students took the year as an opportunity to volunteer for community service as well as to learn valuable work skills needed for employment.

Students at the Perkins Center were awarded the PRIDE “Volunteer of the Month” Award for August, 2011 in recognition of their efforts to keep their community clean. PRIDE (“Personal Responsibility in a Desirable Community”) is an initiative in several counties in the eastern and southeastern parts of Kentucky. Students, with staff supervision, conducted roadside cleanups in the area surrounding the Perkins Center. The Perkins Center has been actively involved in the PRIDE program for several years. In addition to an awards ceremony for Center students conducted by program representatives with PRIDE, the accomplishment was announced in local media.

The Perkins Center’s Student Government Association (SGA) hosted their first-ever Golf Scramble at the Paintsville Country Club on July 15, 2011 as a fund-raiser for its organization. Nine teams of golfers participated in the scramble. Several Center students and staff members assisted to host the event. The proceeds from entry fees to the tournament went directly to the SGA which is established as a 501 (c) (3) non-profit organization. The SGA conducts fund-raising to pay for services that benefit Center students such as recreational outings to theme parks, basic cable service for dormitory rooms, and other activities that Center students

enjoy. The Golf Scramble was very successful and another is planned for 2012.

Staff members and students participated in two blood drives sponsored by the Kentucky Blood Center. Several students also participated in locally sponsored 5K runs to raise cancer awareness. The students trained hard to be able to complete the 5K runs by practicing after classes were dismissed for the day.

Overall, the Center served 1,074 Kentuckians during FY 10-11. There were 498 referrals made by Office of Vocational Rehabilitation Counselors during the year. The Perkins Center continued efforts to generate revenue from third-party payers such as Medicare. Referrals for the Outpatient Medical Rehabilitation program available at the Perkins Center grew significantly from 99 the previous year to 130 as a result of serving more individuals whose therapy is paid for by Medicare.

The Perkins Center continued to maintain strong levels of customer satisfaction based on the results of surveys conducted with both students and OVR counselors. Customer satisfaction for students actively enrolled was recorded at 92%. Counselors rated the quality of services provided by the Perkins Center to persons they referred at 3.5 on a 4.0 scale.

The fiscal year saw the Perkins Center expand opportunities for OVR consumers to receive driver education. In addition to a full-time instructor in the program, occupational therapists on staff at the Center began assisting consumers who need to obtain their driver’s license through behind-the-wheel instruction.

Staff at the Perkins Center conducted several events in May, 2011 to coincide with “Job Placement Month”. Student



activities included team-building exercises, tips on dressing for job interviews in the format of a fashion show, a customer service demonstration project, and a presentation to students receiving SSI/SSDI on the opportunity to work while still keeping their benefits.

Several projects were completed during the fiscal year to improve the quality of campus living for OVR consumers enrolled at the facility and reduce operational costs. The Center completed installation of refrigeration units in its cafeteria which will reduce energy needs. The Perkins Center also continued renovation work in the men's and women's dormitory units. Several dormitory rooms and corridors were painted and restored. Additionally, more energy efficient washers and dryers were installed in the dormitory for use by Center students. Renovation of dormitory rooms and the dormitory area will continue to be a goal for the new fiscal year.

Community Rehabilitation Programs

During FY 2011, \$1,862,776 was spent on services provided by Community

Rehabilitation Programs (CRPs). The great bulk of this (\$1.3 million) was spent on individualized services resulting in competitive employment outcomes. This includes any service that was needed by the consumer to obtain and maintain employment, such as, work adjustment, job search, job placement and job retention services. These services resulted in 388 positive employment outcomes.

The CRP completed evaluations/assessments on 717 consumers at a cost of \$365,323. Another \$55,204 was paid to CRPs for other services included skills training, lifeskills coaching, as well as transportation. During FY 2011, five new CRPs were approved to provide services. The goal is to continue to develop CRPs in all areas of the state, especially in areas that are underserved.

Job Placement

Many new partnerships with businesses were formed in 2011. Several of them served as Preparing Adults for Competitive Employment (PACE) sites. The guidelines were changed on the PACE program to better serve our consumers. A training stipend was established as well as 96 hours of on-the-job training for staff to utilize as another tool for employment.

The branch had a very successful Job Placement Training in August. Bill Santos trained on how to better reach employers and establish new job sites for our consumers. Program Administrator for Job Placement Julie Wade, served on the Governor's Reentry Task Force, both as an Executive Team member and on a subcommittee specifically targeting job placement issues for ex-offenders. The job placement staff was represented at the USBLN Conference, the Alliance for Full Partnership Conference, and had the opportunity to present on several



Program Updates

occasions around the state concerning hiring ex-offenders. One such presentation to SHRM in Paducah opened doors for OVR consumers in places that were not accessible in years past. It is a priority in 2012 to greatly increase our exposure to our business partners.

Supported Employment (SE)

In 2011, Individualized Plans for Employment were developed by OVR Counselors with 661 consumers who needed supported employment. More than 80 Supported Employment vendors affiliated with the agency delivered services for 1,126 individuals, resulting in 397 Positive Employment Outcomes.

The Dartmouth SE Initiative, serving OVR consumers in four pilot sites in Paducah, Maysville, Elizabethtown, and Covington/Florence, had a very successful year. This project is a collaborative venture with the KY Division of Behavioral Health, and the University of Kentucky, Human Development Institute. Funding for technical assistance comes from Dartmouth/Johnson and Johnson. Approximately 30 people with mental illness were employed during the year as a result of this project.

The SE Staff worked with the Division of Developmental and Intellectual Disabilities to develop and submit a new Medicaid Waiver that will include enhanced supported employment service strategies and fees. Expected to be in effect in 2012, OVR will partner with DDID to create as seamless a funding mechanism as possible, using OVR Supported Employment funds appropriately followed by Medicaid Waiver funds for long term support and follow up.

Supported Self-Employment guidelines were developed and approved by the agency during 2011. Using the concept of Business Development Teams for planning

and start-up, these guidelines should assist individuals with the most significant disabilities who desire to own a business to explore this option with sufficient support and technical assistance.

The ARRA funded supported employment initiatives ended on September 30, 2011. With only 15 months to become established and make progress toward goals, most of the projects ended with success in numerous areas. Findings, outcomes, and continuation efforts will be reported in 2012.

Transition

A total of 8,271 consumers on counselor caseloads in FY 2011 were referred from secondary schools. Of the agency's 3,544 PEO's, 654 (18.5 %) had been referred by secondary schools. In FY 2011 OVR continued to provide quality services to transition-aged youth with disabilities in all 174 school districts in the Commonwealth. According to the Kentucky Post School Outcomes Study, OVR ranked as the agency that most often provided services to youth with disabilities covered by an Individualized Education Program. Much of our efforts are enhanced through partnerships with 67 school districts in the Community Based Work Transition Program. In FY 2011, 839 students worked with employment coordinators exploring individual vocational interests and training for jobs in their communities across the state.

Our collaborative efforts were also visible at the state level through our involvement in the Kentucky Interagency Transition Council, the Kentucky Post School Outcomes Project, the State Advisory Panel for Exceptional Children, the ARC of Ky-Walmart Transition Grant Advisory Group, the University of Kentucky's Human Development Institute's Post Secondary



Inclusion Project Committee, the Kentucky Partners in Youth Transition Team, and finally, the Kentucky Workforce Investment Board Strategic Planning High School Outreach Committee, where we are supporting the Partners in Success Initiative to create seamless transition services for youth in high schools to the Kentucky Career Centers. Our Program Administrator was also named to the Kentucky TASH Advisory Board which supports Equity, Opportunity & Inclusion for all.

In 2011 OVR & UK's HDI Supporting Higher Education Project implemented a pilot project supporting transition students graduating from high school and entering a college/university program utilizing the guidance of educational coaches. Educational coaches work with the students to assist in the college process and to develop job sites for work experience. The specific supports are developed based on the individual needs of the student. OVR utilizes trained adult supported employment service professionals to organize/develop the services and suitable supports.

Training and Development

The first year of our five year In-service training grant allowed us to put into motion the plans outlined in the grant application. Along with professional development courses, the grant also addresses the agency plans to achieve 100% compliance with the Comprehensive System of Personnel Development (CSPD). We continue to move closer to our goal through tuition assistance initiatives.

Our professional development for the year began with training for our counselor mentors. This program addresses the training needs of our new counselors and provides leadership opportunities for our mentors.

Our recruitment and retention efforts also included training for new employees. New hires participate in online training as well as face-to-face training to meet federal, state and agency training requirements. The use of this blended format allows the agency to provide staff with timely information regarding employment while reinforcing content in a classroom setting.



Program Updates

Collaborating with other agencies on training initiatives allowed us to make the best use of our training dollars while networking with others. Such was the case this year when the Office for the Blind in conjunction with Technical Assistance Continuing Education (TACE) partners invited our job placement staff and managers to participate in Employment Outcomes training provided by Mr. Bill Santos. This training was so well received that managers in our agency asked to have the information presented to the vocational rehabilitation counselors and with funding assistance from our TACE partners we were able to offer this training in August. In March a “Spring Training” was held for agency administrative assistants and the team that developed the training agenda hit a homerun. From Case Management to Confidentiality the training was just what this group had requested.

June brought about our 8th Annual Summer Institute in Assistive Technology and Transition where the agency partners with the University of Kentucky Human Development Institute to provide dynamic training on these two topics.

One of the foundational components of our training grant plans included opportunities to bring groups together in regional training. In late spring and early summer regional trainings were held throughout the state. The focus of the trainings was “Transferable Skills” and “Cost Participation”.

The training in our agency would not be complete without the efforts made by the Carl D. Perkins Vocational Rehabilitation Training Center (CDPVTC) Training Committee. An example is the Skills Enhancement III training which they host each year providing new employees with the opportunity to visit the facility and get a firsthand look at the services provided to our consumers. During the year several of

the center employees have been trained on the use of the online training program software utilized through the Kentucky Virtual Campus and will be using this to develop online training initiatives for center employees.

The agency partners with our professional associations to allow employees participation in annual training conferences. The Association of Persons in Supported Employment Annual Conference was held in the fall of 2010. In September staff attended the Kentucky Rehabilitation Association Conference held in Northern Kentucky.

Social Security

For fiscal year 2011, a total of 720 Social Security recipients obtained employment after receiving services from the Office of Vocational Rehabilitation. Social Security reimbursed OVR for 103 claims totaling \$1,472,899.02. In addition, OVR received \$26,238.97 in Ticket to Work Milestone/Outcome payments, increasing our total Social Security income to \$1,499,137.99 for the year.

Rehabilitation Technology

The Rehabilitation Technology Branch continues to assist consumers reach their vocational goal by assessing, recommending and providing appropriate assistive technology solutions. A total of 1,311 consumers received equipment and services that allowed them to successfully prepare for, gain, or maintain employment. Of that number, 98 received modifications to their personal vehicles at a total cost of over \$1,197,000, 142 individuals received driver evaluations and 105 received driver’s training, providing yet another step to successful employment. A total of

about \$2,336,000 was spent on assistive technology equipment and services for Office of Vocational Rehabilitation consumers.

New regulations guiding the provision of Driver Rehabilitation and Home Modification Services were passed, providing for a more uniform provision of services across the state.

Throughout 2010, the rehabilitation technology staff has provided comprehensive trainings and technical assistances to external customers, including the Eastern Kentucky University STEP Program, the University of Kentucky Master's in Rehabilitation Counseling Program and Physical Medicine and Rehabilitation Resident's, and the Kentucky State University Third Thursday Thing for small and disadvantaged farmers. Presentations were also provided at the Kentucky Rehabilitation Association annual conference and the ADED (Driver Rehabilitation) Annual Conference. The branch also hosts a two day training on assistive technology, the "Summer AT Workshop," each year. It was attended by over 100 individuals this year.

Counselor Mentoring Program

The Rehabilitation Counselor Mentoring Program has 29 Mentors participating in the program across the state. This year the Mentoring Leadership team developed a three-day statewide training for the counselors held at the scenic Cumberland Falls State Park October 25-27. The trainings included well-timed presentations on Counseling Styles, Teaching Cost Participation, Team Building, Ethics, Teaching Time & Organizational Skills, as well as a mentor panel discussion on what

to do with inherited cases & giving positive feedback. The evening event included a motivational speech by Norb Ryan and Scott Daniels was honored as the Mentor of the Year for his hard work in 2011.

On October 31, Vickey Reilly presented 'Preparing New Personnel to be Effective Counselors Utilizing a Mentoring Program' during the NCRE/RSA/CORE National Conference in Arlington, VA. The presentation spotlighted our Mentoring Program as a possible how-to guide for other states to follow which was well attended and received.

The current Mentor Leadership team includes: Jodi Harris-Team Leader, Tom Combs-Branch Manager Liaison, Julie McConnell-MOTY 2009, Lisa Medley-MOTY 2010, Scott Daniels-MOTY 2011, Susie Edwards-Training Consultant, Vickey Reilly-Central Office Administrator, and Carolyn Eirich-Central Office Support.

KATLC - Kentucky Assistive Technology Loan Corporation

The Kentucky Assistive Technology Loan Corporation (KATLC) had one of its best years in FY 2011. It processed 178 applications for assistive technology, approving 92 applications for a total of \$785,136.02. Hearing aids and vehicles with modifications remained the most requested items.

The program enables qualified applicants to borrow funds for the purchase of assistive technology. The impact it has on an individual's life is reflected in this comment received from one borrower: "Very satisfied with the services. Really blessed to meet the needs we had. We adopted a child who



Program Updates

needed a vehicle to be mobile, and we felt like this program was a blessing.”



Deaf and Hard of Hearing Services

The DHHS Branch of KY OVR consists of a Branch Manager who also functions as Statewide Coordinator for Deaf Services, A Statewide Coordinator of Hard of Hearing/Late-Deafened Services and a Statewide Coordinator for DeafBlind Services. There is a Administrative Assistant that works with the three administrators named above. In addition to these individuals, there are 7 full-time Rehabilitation Counselors for the Deaf (5 of whom are deaf), who work under the supervision of the Branch Manager and serve those consumers for whom sign language is the primary mode of communication. There are 9 staff interpreters and one interpreter/supervisor who serve the RCDs and their consumers. There are 40 Communication Specialists statewide who work under the Branch Managers of the field offices and who have received extensive training in working with individuals who are hard of hearing, late-deafened or oral-deaf.

The RCDs and Communication Specialists served a total of 2,887 individuals this past year and helped 597 of them obtain and/or maintain employment. This represents 21% of those served that had Positive Employment Outcomes. Placements were down in number this year due to the slow economy and tough job market, however, this is still a significant accomplishment considering that these individuals are among those with the most significant disabilities.

Migrant Farm Workers

The Migrant Farmworkers with Disabilities Employment Partnership (MDEP) was established in 2007 with a five-year grant from the Rehabilitation Services Administration (RSA) to increase the capacity of OVR to identify and provide services to the migrant and seasonal farmworker communities in Kentucky. Two outreach workers funded by MDEP provide extensive outreach and education in eight Central Kentucky Counties. In federal fiscal year 2010, 1,049 hours of outreach were performed. The outreach workers made 3,614 individual contacts and conducted 184 interviews to determine interest in OVR services. Sixty new referrals were made to OVR. In the four years of the project to date, 13,140 individual contacts have been made with 964 interviews conducted and 266 individuals being referred to OVR.

The principal partners involved with MDEP are the University of Kentucky Human Development Institute, Goodwill of Kentucky, Kentucky AgrAbility and OVR.

More About PEOs

Positive Employment Outcomes by County

COUNTY	PEOs	COUNTY	PEOs	COUNTY	PEOs
ADAIR	5	GREEN	6	MENIFEE	6
ALLEN	22	GREENUP	32	MERCER	10
ANDERSON	17	HANCOCK	3	METCALFE	8
BALLARD	11	HARDIN	76	MONROE	7
BARREN	20	HARLAN	34	MONTGOMERY	30
BATH	4	HARRISON	8	MORGAN	28
BELL	19	HART	15	MUHLENBERG	22
BOONE	85	HART	1	NELSON	43
BOURBON	20	HENDERSON	56	NICHOLAS	1
BOYD	57	HENRY	9	OHIO	18
BOYLE	22	HICKMAN	3	OHIO	1
BRACKEN	2	HOPKINS	43	OLDHAM	33
BREATHITT	7	JACKSON	2	OWEN	2
BRECKINRIDGE	6	JEFFERSON	549	OWSLEY	1
BULLITT	30	JESSAMINE	48	PENDLETON	6
BUTLER	8	JOHNSON	23	PERRY	27
CALDWELL	9	KENTON	145	PIKE	80
CALLOWAY	17	KNOTT	10	POWELL	13
CAMPBELL	99	KNOX	15	PULASKI	46
CARLISLE	7	LARUE	10	ROBERTSON	1
CARROLL	10	LAUREL	25	ROCKCASTLE	8
CARTER	25	LAWRENCE	16	ROWAN	24
CASEY	6	LAWRENCE	1	RUSSELL	8
CHRISTIAN	44	LEE	6	SCOTT	57
CLARK	18	LESLIE	5	SHELBY	10
CLAY	7	LETCHER	20	SHELBY	1
CLINTON	7	LEWIS	8	SIMPSON	12
CRITTENDEN	6	LINCOLN	8	SPENCER	13
CUMBERLAND	1	LIVINGSTON	3	TAYLOR	23
DAVIESS	97	LOGAN	16	TODD	8
EDMONSON	2	LOGAN	1	TRIGG	14
ELLIOTT	5	LYON	4	TRIMBLE	11
ESTILL	6	MADISON	91	UNION	10
FAYETTE	413	MAGOFFIN	10	WARREN	144
FLEMING	22	MARION	11	WARREN	1
FLOYD	37	MARSHALL	15	WASHINGTON	10
FRANKLIN	48	MARTIN	10	WAYNE	8
FULTON	1	MASON	5	WEBSTER	9
GALLATIN	6	MCCRACKEN	92	WHITLEY	29
GARRARD	11	MCCRACKEN	1	WOLFE	7
GRANT	13	MCCREARY	1	WOODFORD	18
GRAVES	17	MCLEAN	1	Out of State	13
GRAYSON	9	MEADE	7	Total	3544

2011 Annual Report



SCVR Members and Officers

Lee Gordon, Louisville, Chairperson

Nancy Hunter, Maysville, Vice-Chair

David Allgood, Louisville

Roberta Alston, Louisville (Kentucky Special Parent Involvement Network)

Dr. David Beach, Acting Executive Director

Roger Braden, Taylor Mill

Lisa Carrico, Paducah

Matt Davis, Bowling Green

Vanessa Denham, Frankfort (Client Assistance Program)

Irene Dervin, Winchester

Connie Dotson, Lexington

Christine Edwards, Walton

Mike Fogle, Glasgow

Gretta Hylton, Frankfort (Dept. of Education)

Mark Jackson, Louisa

Jane Smith, Bowling Green (OVR Counselor Representative)

John Mathias, Henderson

John Riesenber, Edgewood

Chastity Ross, Berea

Karen Rossi, Lexington

Terry Shockley, Frankfort

Lois Taurman, Louisville

Tom West, Frankfort

Juanita Westerfield, Lily



2011 SCVR Accomplishments



In Fiscal Year 2011, the Statewide Council for Vocational Rehabilitation engaged in the following activities:

- Conducted a joint meeting with the Statewide Independent Living Council (SILC) for the first time ever to review the agency's comprehensive needs assessment and assist the agency in strategic planning;
- Held its annual Employer Recognition Luncheon and honored six employers for exemplary practices in hiring individuals with disabilities: the Cartridge Shoppe and Shipping Center in Paducah, the Fashion Bug Stores in Pikeville, Little Caesar's Pizza in Erlanger, Hermitage Care and Rehabilitation Center in Owensboro, Olive Garden in Richmond, and Best Buy, Inc. Distribution Center in Shepherdsville;
- Sent a letter of support to the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (BHDID) for its proposed 1915 (i) State Plan Amendment that will provide more funding for community supports including supported employment;
- Sent a letter to agency staff thanking them for their diligence during difficult economic times;
- Conducted a dialogue with the Kentucky Department of Medicaid Services on Medicaid Works, the Medicaid Buy-in Program in Kentucky;
- Closely monitored the agency's changes in the Order of Selection (OOS);
- Conducted three public visioning forums to gain input into the state plan;
- Conducted its annual consumer satisfaction survey in conjunction with the University of Kentucky;
- Recommended the agency send a six-month follow up letter to individuals not in the Order of Selection and on the wait list that provides information on information and referral resources;
- Reviewed and approved agency service fee changes on purchasing hearing aids, Foreign Language Interpreting, child care services, computer skill development programs at the Redwood Computer Learning Center, and analyzing the impact of employment on SSI and SSDI recipients and beneficiaries;
- Reviewed and approved the agency's proposed policy on electronic communication with consumers;
- Reviewed and approved, with changes, the agency's proposed new policy and procedures on consumer income verification.

District Offices

Central Office**Frankfort**

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Bluegrass

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Bowling Green

(270) 746-7489

(800) 443-6055 (Toll free)

Covington

(859) 292-6513

Danville

(859) 239-7885

(800) 795-8481 (Toll free)

Elizabethtown

(270) 766-5121

(866) 883-0001 (Toll free)

Fort Wright

(859) 292-6513

(866) 380-3450 (Toll free)

Florence

(859) 371-9450

(877) 371-9451 (Toll free)

Lexington

(859) 246-2185

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