

KENTUCKY OFFICE OF
**VOCATIONAL
REHABILITATION**

ANNUAL
REPORT

2018

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MISSION

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

PHILOSOPHY

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

VALUES

We value the rights, merit and dignity of 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 STATEWIDE COUNCIL CHAIRPERSON JOE COWAN

During the past year, the Kentucky Statewide Council for Vocational Rehabilitation has had many opportunities to work in collaboration with different organizations across Commonwealth to better assist and advocate for individuals with disabilities. These partnerships have allowed the agency to be fiscally conscientious by combining resources statewide and ultimately improving services to consumers. Cooperating with the regional Kentucky Workforce Investment Boards and investigating available grants to develop new programs and expand current agency programs to consumer services are a few examples of our initiatives.

As Council Chair, my goal is to continue collaborating with different disability-related organizations and advocating for individuals with disabilities while strengthening and maintaining fiscal accountability. I am pleased to be a part of agency's innovative processes to become fiscally sound while continuing to provide critical services to help consumers reach employment goals. I would like to see the council become more involved in the consumer aspect of the Office of Vocational Rehabilitation, such as the completion rate of training, higher education and employment.

Going forward, we will not only take pride in our agency's success, but also in consumer successes, because at the end of the day, that is the passion and mission of Kentucky Vocational Rehabilitation. ~ Joe Cowan (SCVR Chair)

MESSAGE FROM EXECUTIVE DIRECTOR BECKY CABE

I have had the honor of serving as acting executive director during 2018. I am proud to share the 2018 Kentucky Office of Vocational Rehabilitation Annual Report highlighting statistics and stories of the hard work, dedication and accomplishments of our staff, statewide council, partners, employers and participants. However, it is the individual success stories that bring me the greatest joy as it truly defines our impact in the lives of the Kentuckians we serve.

One theme for 2018 was to continue to strengthen ongoing partnerships as well as develop new relationships with federal and state agencies, schools, community programs, employers and other stakeholders to support our mission. While planning the merger of Kentucky's Office for the Blind and Office of Vocational Rehabilitation, we had the opportunity to attend statewide meetings to gather stakeholders' input on the change. This allowed us to see firsthand how these partnerships are invaluable in providing services that are tailored to consumers and employers in each region.

As we move forward as one centralized agency, we look forward to opportunities for realigning our resources to successfully connect Kentuckians with disabilities to employment opportunities.



Front Row (left to right): Kelly Knoop, David Dennis, Joe Cowan (SCVR Chair), Michelle Bazeley Second Row (left to right): Becky Cabe (OVR), Kellie Scott (OVR), Sharon Fields, Veronica Hazard, Carol Estes and Lisa Fort

Committee Membership Information

Officers:

- Joe Cowan, Chairperson
- Michelle Bazeley, Vice-Chairperson
- Roberta Alston, Member-at-Large
- Lonnie Cowan, Member-at-Large

Members:

- Michelle Bazeley, Louisville, Vice-Chairperson
- Carrie Blackham, Whitesville
- Joe Cowan, Monticello, Chairperson
- Lonnie Cowan, Lexington, Member-at-Large
- David Dennis, Lawrenceburg
- Phillip Donahue, Elizabethtown
- Carol Estes, Warsaw
- Cynthia Elliott, Frankfort
- Sharon Fields, Frankfort
- Sharon K. Fields, Salyersville
- Veronica Hazard, Bowling Green
- Dorothy Jenkins, Shelbyville
- Kelly Knoop, Louisville
- Duke Pettit, Lexington
- Yayo Radder, Lexington
- Deanna Sokacz, Louisville
- Carla Webster, Nicholasville
- Zella Wells, Paintsville

For information on council composition, qualifications, by-laws and the application process, please visit <https://kcc.ky.gov/Vocational-Rehabilitation/scvr/Pages/Council-Membership-Information.aspx>

AGENCY STATISTICS

Purchased Services FFY 2018

Pre-ETS	\$5,647,014.34
Assessment	\$2,569,500.11
Diagnosis & Treatment	\$1,089,274.71
Training	\$4,380,802.75
Job Search/Placement	\$5,564,186.99
Rehabilitation Technology	\$3,622,470.96
Maintenance	\$229,255.37
Transportation	\$143,525.19
Self-employment	\$1,150.00
Other Services	\$603,959.33
Attendant Services	\$173,483.55
Total	\$24,024,623.29

Demographics of Individuals Served

Gender

Male	50.03%
Female	49.84%
Unspecified	0.13%

Ethnicity

Caucasian	83.8%
African-American	12.8%
All other ethnicities/unspecified	3.4%

Disability

Sensory Impairments	15.7%
Neuro/Orthopedic Impairments	11.9%
Cognitive Impairments	27.0%
Mental Health Impairments	35.9%
Other Health Impairments	9.4%

Age

Under 25	35.3%
25-34	18.4%
35-44	14.6%
45-54	14.0%
55-64	11.9%
65 & older	5.9%

Positive Employment Outcome Data

In federal fiscal year (FFY) 2018, 3,025 individuals with disabilities obtained or maintained employment after receiving services from OVR.

Facts about these individuals:

- Average weekly earnings grew from \$220.26 at application to \$470.43 at closure for an increase of \$250.17 per week.
- At application, 1,078 (36 percent) reported that the primary source of support was through their personal income. At closure, 2,506 (83 percent) had personal income as the primary source of support.
- Individuals work an average of 31.4 hours per week with an average hourly wage of \$13.96.
- As a group, federal income tax payments increased by an estimated \$6.02 million, state income tax payments rose by about \$2.28 million, and Social Security tax payments increased by approximately \$5.9 million (including employer contributions) for a total of about \$14.2 million.
- At case closure, 1,507 consumers (50 percent) were receiving private health insurance benefits.

Consumer County	Number of PEO's
ADAIR	12
ALLEN	16
ANDERSON	18
BALLARD	1
BARREN	61
BATH	4
BELL	12
BOONE	42
BOURBON	14
BOYD	66
BOYLE	34
BRACKEN	9
BREATHITT	1
BRECKINRIDGE	23
BULLITT	35
BUTLER	3
CALDWELL	1
CAMPBELL	45
CARLISLE	1
CARROLL	3
CARTER	40
CASEY	4
CHRISTIAN	25
CLARK	17
CLAY	9
CLINTON	1
CUMBERLAND	3
DAVIESS	102
EDMONSON	11
ELLIOTT	2
ESTILL	7
FAYETTE	255
FLEMING	13
FLOYD	67
FRANKLIN	74
GALLATIN	6
GARRARD	15
GRANT	10
GRAVES	12
GRAYSON	22
GREEN	8
GREENUP	44
HANCOCK	15

Consumer County	Number of PEO's
HARDIN	70
HARLAN	38
HARRISON	19
HART	17
HENDERSON	45
HENRY	11
HOPKINS	28
JACKSON	2
JEFFERSON	369
JESSAMINE	18
JOHNSON	34
KENTON	82
KNOTT	28
KNOX	16
LARUE	13
LAUREL	33
LAWRENCE	19
LEE	2
LESLIE	6
LETCHER	22
LEWIS	9
LINCOLN	18
LIVINGSTON	1
LOGAN	8
LYON	2
MADISON	58
MAGOFFIN	17
MARION	23
MARSHALL	7
MARTIN	8
MASON	23
MCCRACKEN	43
MCCREARY	2
MCLEAN	4
MEADE	8
MENIFEE	1
MERCER	15
METCALFE	4
MONROE	7
MONTGOMERY	19
MORGAN	7
MUHLENBERG	9
NELSON	32

Consumer County	Number of PEO's
NICHOLAS	2
OHIO	14
OLDHAM	27
OWEN	11
PENDLETON	12
PERRY	32
PIKE	109
POWELL	3
PULASKI	59
ROBERTSON	4
ROCKCASTLE	9
ROWAN	36
RUSSELL	17
SCOTT	48
SHELBY	21
SIMPSON	11
SPENCER	14
TAYLOR	39
TODD	4
TRIGG	3
TRIMBLE	3
UNION	4
WARREN	97
WASHINGTON	13
WAYNE	5
WEBSTER	3
WHITLEY	16
WOLFE	1
WOODFORD	27
Out of State	8

Working with Others

In FFY 2018, OVR purchased more than \$24 million of services for consumers. These expenditures were allotted 28,051 individuals, businesses and organizations in communities statewide.

2018 CUSTOMER SATISFACTION SURVEY

The information below is based on 1,010 telephone surveys to consumers served by OVR whose cases were closed FFY 2017. The surveys were conducted by the University of Kentucky Survey Research Center between Jan. 5 – Feb. 8, 2018.

- 88% of customers were satisfied with services provided by Kentucky's OVR program
- 90% of customers stated they would return to OVR for services again in the future if needed
- 93% of customers exiting OVR services with successful employment were satisfied
- 95% of customers felt they were treated courteously by all staff
- 92% of customers agreed the OVR counselor helped them to understand their rights
- 92% of customers felt their OVR counselor understood their disability
- 80% of customers exiting with successful employment were still employed during follow-up (up to one year after exiting OVR services)
- 86% of customers receiving Community Rehabilitation Program (CRP) services were satisfied with those services
- 89% of customers receiving CRP services would recommend CRP to others
- 89% of customers receiving CRP services were satisfied with Kentucky's OVR program

Social Security Update

For FFY 2018, 750 Social Security recipients obtained employment after receiving services from the OVR. Social Security reimbursed totaled more than \$2.6 million for 216 claims.

CARL D. PERKINS VOCATIONAL TRAINING CENTER AN ASSET TO THE COMMUNITY

In its 45th year of service, the Carl D. Perkins Vocational Training Center (CDPVT) in Johnson County continues to help Kentuckians with disabilities achieve vocational goals. This year, 656 Kentuckians received services, and 102 students who completed one or more programs participated in the commencement ceremony.

On the same day as the graduation ceremony, the Perkins Center also celebrated the CVS Retail Pharmacy Collaborative as the first four students completed the program. CVS Health is providing the Perkins Center with a curriculum, inventory and mock pharmacy store setup for hands-on training for jobs skills such as providing customer service and working at the cash register. Individuals who complete the initial 12-week front-retail store associate training program will qualify to apply for a position at a CVS Pharmacy location. In the future, the collaborative plans to offer a pharmacy technician program at the center.



Office of Vocational Rehabilitation and CVS staff cut the ribbon at the grand opening of the CVS Retail Pharmacy Collaborative at the Carl D. Perkins Vocational Training Center.

The center hosted its first Transition Party for schools from the extended area in March. Approximately 50 students attended the center each day from various schools to explore the program opportunities. The five-day Transition Party presented staff with an opportunity to market post-secondary programs to students through activities, instruction and tours. In addition, the center staff provided 132 tours to 1,211 individuals during the year, many of which were pre-employment transition students exploring post-secondary opportunities.

In April, the Perkins Center was granted a three-year accreditation of the vocational services program by the Commission for Accreditation of Rehabilitation Facilities. The surveyors commented positively on the center's strong community presence, cleanliness of the campus and vehicles, work with CVS Health and other businesses, presence of student government and student input, staff care and concern for students. Overall, the surveyors measured 818 standards and provided recommendations on two items.

Statistics for Carl D. Perkins Vocational Training Center

FY 17-18 Program Highlights

- Served 656 Kentuckians
- Earned a five-star rating at Growing Together Day Care Center
- Scored a 98 percent customer satisfaction rate from enrolled students
- Attained a 3.8 out of 4.0 sponsor satisfaction rate from OVR counselors
- Opened new CVS Retail Pharmacy Collaborative program providing a seamless career pathway to jobs at CVS and similar retail operations.
- Attained Committee for Accreditation of Rehabilitation Facilities (CARF) three-year accreditation for vocational evaluation and programs offered.



During the 2017-18 fiscal year, the Perkins Center driver's education staff assisted 19 individuals with obtaining a driver's license and 27 individuals with obtaining a driver's permit.

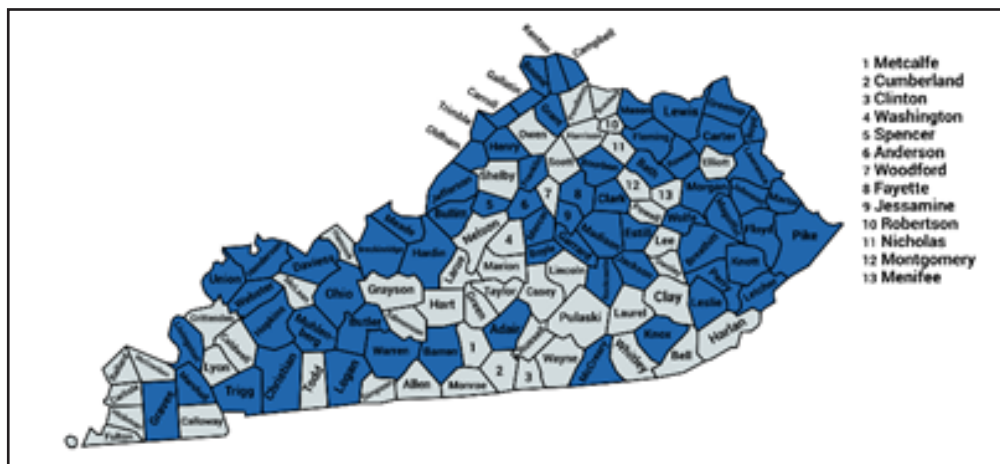
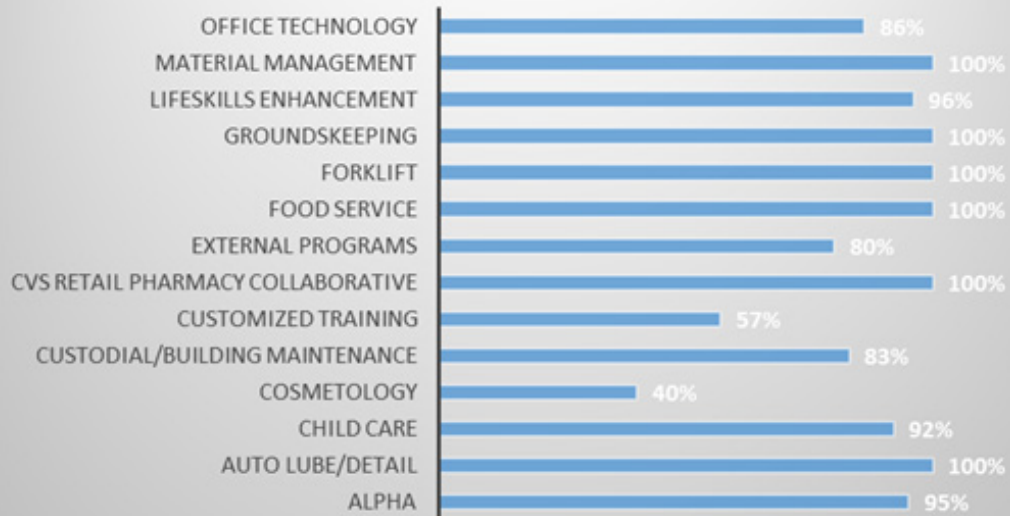


The Perkins Center collaborated with CVS Health for its first pharmacy tech program.



A Transition Party participant learned to operate a Zamboni floor cleaner.

Perkins Center Student Program Completion



Perkins Center Student Home County FFY 2017-18

STATEWIDE ACTIVITIES

Ashland District – Employer Recognition Award



D.J. Farley, second from left, and Tracey Scruggs, third from left, of Cintas, receive the 2017 SCVR Employer Recognition Award of SCVR from Tina Prichard, OVR Ashland District Branch Manager, left, and Joy Combs, employment specialist with Goodwill Industries of KYOWVA Area Inc.

Bowling Green – Western Kentucky University Resource Table



OVR Job Placement Specialist Paula Brooks discussed accommodations under the Americans with Disabilities Act (ADA) at the Western Kentucky University Glasgow campus during National Disability Employment Awareness Month in October.

Bluegrass District – 2017 Disability Mentoring Day



OVR job placement specialists Christa Martin, Amber Barnes and Elizabeth Theisen participated in a panel discussion during Disability Mentoring Day, a national effort to promote career development for students and job seekers with disabilities through hands-on career exploration, on-site job shadowing, internships and employment opportunities.

Covington District – Re-Entry Job & Resource Fair



Tina Lee, OVR counselor in Covington, from left, Larry McNabb, Office for the Blind (OFB) counselor in Covington, and Phylliss Woche, OVR counselor in Covington, referred consumers to services during a job fair. The event helped individuals with legal records access community resources and employment.

Danville District – Employer/Consumer Forum



The Somerset OVR employees organized a networking event for employers, consumers and employees to exchange information about job placement and hiring individuals with disabilities. Representatives from the Pulaski Chamber of Commerce, Active Day, the Courtyard by Marriott, Goodwill Senior Worker Program and Zaxby's attended the event.

Elizabethtown District – WAKY Radio



OVR Job Placement Specialist Kelly Mooney, left, OVR consumer Alex Greer, center, and Joe Fedele, on-air personality at WAKY-FM radio station in Louisville, informed listeners about OVR services during an interview.



OVR consumer Alex Greer worked at WAKY as part of the PACE job training program. Greer graduated from Western Kentucky University with a broadcasting degree.

Lexington District – Employer of the Year



Employer of the Year for the Lexington District was presented to Dan Glass of Courtesy Acura, center, by OVR job placement specialists, Tyler Williams, left, and Craig Smith, right.

Louisville/Elizabethtown District – Coalition for Workforce Diversity



Kelly Mooney, OVR job placement specialist, left, Amy Jones, Center for Accessible Living, and Gina Stephen, OVR job placement specialist, worked at the Coalition for Workforce Diversity career fair. The coalition is an alliance of companies and individuals working together to create employment opportunities for people with disabilities.

West Kentucky District – Army Community Services Jobs and Resource Fair



Nancy Hawkins, from left, OVR Tennessee; Amber Knight, OVR Kentucky; Tricia Ekwortzell, OVR Tennessee; Tony Simning, OVR Kentucky; and Shelbie Stokes, OVR Kentucky, participated in the Army Community Services Job Resource Fair for Individuals with Special Needs at Fort Campbell in Kentucky.

Owensboro District – Annual Transitions Fair



Twenty-five students from Owensboro High School's special education programs attended the second annual Transitions Fair at the Owensboro Career Center. Students participated in educational games and activities about career center services and the workplace. The fair was held on Halloween and OVR Owensboro staff dressed up for the students.

Whitesburg District – Job Networking Day



Heather Moses, from left, Brooke Cain, Kelly Osborne and Dena Burgess with Corbin OVR hosted a networking event for partner agencies, local businesses and local employers to discuss services offered to assist employers in the hiring of individuals with disabilities.

TRANSITION SERVICES FOR STUDENTS

Community Work Transition Building an Employment Foundation with Youth

The Community Work Transition program continued to grow during the 2017-2018 school year as the 92 school districts that participated assisted more than 2,400 students with transition and employment services.

In addition, OVR contracted with the University of Kentucky Human Development Institute (UKHDI) to train more than 250 staff and employment specialists on pre-employment transition services (Pre-ETS) for students with disabilities.

The Kentucky Special Education Cooperative Network

OVR contracted with the nine Kentucky Special Education Cooperatives across the state to assist with implementing Pre-Employment Transition Services on a large-scale model including work-based learning experiences. In the 2017-18 contract year, the nine coops served more than 6,596 students. Below is a letter from a parent of a student who participated in one of the work-based learning experiences.

Jobs for Kentucky's Graduates (JAG)

JAG is a national program that served more than 290 students in 17 Kentucky schools in the 2017-18 school year. The program provides a competency-based curriculum for youth ages 14-21 in areas of career development, personal skills, and life survival skills for workplace and economic empowerment.

Kentucky Community and Technical College System (KCTCS)

During FFY 2018, OVR contracted with the Kentucky Community and Technical College System (KCTCS) to provide Pre-ETS focused on the underserved student population. With this initiative, 16 Pre-ETS specialists who are certified special education teachers or certified teachers with related experience will be housed at the 16 KCTCS schools across the state. The specialists will provide Pre-ETS instruction to students with disabilities, age 14-21 in secondary public or private schools, home schools, postsecondary institutions, adult education programs, and alternate school settings such as Juvenile Services.

Leadership Camp Provides Long-term Benefits for Students

The second annual Summer Leadership Experience (SLE) Camp was held July 8 -11, 2018 at the University of Kentucky. Campers learned about developing leadership skills to have a successful transition into postsecondary education. Students with disabilities from East Jessamine, Henry Clay, Bryan Station and Bell County high schools participated. Students learned about safety, on-campus living, assistive technology, self-advocacy, and acquiring academic accommodations. They were also informed about OVR services, Kentucky Educational Excellence Scholarships (KEES), and college admissions. Special guest speakers included UK Women's Volleyball Coach Craig Skinner, and Travis Freeman, a UK graduate who became blind at 12.

SLE is funded in partnership with the UKHDI, with support from Kentucky's Special Educational Cooperatives, Independence Place, UK Disability Resource Center and HDI's Graduate Certificate Program.



Summer Leadership Experience (SLE) Camp was held July 8 -11, 2018, on the UK campus in Lexington.

INNOVATIVE SUPPORTS FOR AUTISTIC WORKERS (ISAW) PROMOTES HIRING OF AUTISTIC EMPLOYEES

Innovative Supports for Autistic Workers (ISAW) is a training project funded by OVR and the Kentucky Office of Autism, and is administered by the UKHDI. The project's purpose is to help Kentucky Career Center Business Service Teams across the state promote the employment of workers on the autism spectrum. ISAW provides customized in-person training on topics such as interviewing and other hiring practices, addressing communication barriers, and reasons for hiring and retaining autistic staff. ISAW also provides training modules at its website <http://isaw.hdiuk.org/> and maintains a Facebook page where articles of interest to employers are available.

In addition to training, ISAW offers consultation to Business Service Teams, employers and employees, including troubleshooting issues in the workplace and assistance in negotiating accommodations. For job seekers, ISAW provides services such as resume reviews and mock interviews.

ISAW has provided training to four Business Service Teams, and other groups, including the Bluegrass Coalition on Workforce Diversity. ISAW also gave presentations at state conferences for the Kentucky Association of People Supporting Employment (APSE), Kentucky Rehabilitation Association, and the Arc, and led the self-advocate track of the Northern Kentucky Transition Summit. In 2018, ISAW has expanded to include additional human resource departments. For both Business Service Teams and human resource managers, ISAW provides fact sheets and other materials to promote the hiring of workers on the autism spectrum.

LADDER TO SUCCESS!



With support from his OVR case manager, Darryl McCroskey participated in the Office of Financial Empowerment's LABS (LADDER Asset Building Strategies), a program that helps individuals with disabilities build financial stability.

Darryl completed both the credit-building loan and matched savings parts of the program. As a result, he developed a savings plan, started an emergency fund and reaped the benefits of paying bills on time, resulting in a triple-digit gain in his credit score. With that success, Darryl became empowered to take on a goal larger than his original plan to pay off a credit card. He is now pursuing his dream of purchasing a house.

NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH



Mayor Jim Tom Trent signed a proclamation during the October Morehead-Rowan County Chamber of Commerce meeting declaring the month as National Disability Employment Awareness Month. Several members of the Gateway Coalition for Workforce Diversity were present for the signing.

MOVING AT THE RIGHT PACE

Placing Adults in Competitive Employment (PACE) is a short-term, community-based job placement and training program that helps participants gain valuable work skills and experience with an employer. The trainee receives a stipend from OVR while working at the program site.

Through the PACE program, consumer Angela Bryant has overcome many obstacles to re-enter the workforce and become a successful business owner. Now she is eager to spread the word about OVR services and wants to help other people with disabilities who may be struggling to keep or get a job.

Angela worked with Deana Wilson-Kimbler, an OVR job placement specialist, to find a PACE job site. Angela had several work limitations due to back problems including degenerative disc disease, spinal stenosis lower lumbar and bulging discs. Her health problems had caused her to leave a previous job.

Deana set up the PACE site at the Dix River Country Club in Stanford, Kentucky, where the owners agreed to have Angela clean and remodel the club house and surrounding area and rooms. After successfully completing the PACE training, the owners hired her to oversee the clubhouse and surrounding buildings.

She then started a business called Back Porch Club House Venue and now runs the country clubs' restaurant, catering and events, including weddings.



OVR consumer Angela Bryant

The business is so successful that her husband has started working full-time for the company. Angela's children and other family members also lend their support and often work for the business. She has exceeded her goal of making a \$25,000 profit for the year with the business.

In July, Angela opened Mad Batter Bakery and Candy Shoppe, and is considering other related business opportunities.

In addition to PACE services, Angela has received help and support through her vocational rehabilitation counselor Kimberly Holsclaw.

"Counselor Kimberly Holsclaw has been there every step of the way through this journey," Deana said. "She is amazingly supportive and helped keep everything on track for the consumer's success. Kimberly worked closely with me and was in contact regularly in a team effort to help Angela achieve her goals."

When the clubhouse hosted a second PACE site, Angela was instrumental in assisting the OVR consumer with learning new job skills. Angela said she wants to continue advocating for OVR, and recently spoke at an employer forum hosted by the agency.

"Angela is always stressing that giving back to the OVR program is at the top of her list," Deana said. "She wants people to know that after they receive help they should be willing to give back in some way, and for them to realize that dreams are achievable."

WORKING TOGETHER MAKES "CENTS"

Building relationships in the community is vital for job placement specialists like Deana Wilson-Kimble. One meeting hosted by the Pulaski County Chamber of Commerce started a valuable partnership with chamber business liaison Bill Marshall that has developed into the Community Employer Network Team (CENT).

What started out as a one-time job-placement month idea has grown into a group that meets on a regular basis to connect employers with OVR consumers. CENT began as a forum with five employers meeting five OVR consumers and resulted in three of the consumers being offered jobs. With that kind of success, the group decided to continue and more employers and partners joined.

CENT's scope has expanded from a networking meeting to a learning opportunity to discuss and address barriers to employment such as transportation and childcare. In addition, the group is hosting successful job fairs that have drawn more than 70 employers.

As the CENT program and partnerships within the Somerset Community continue to grow, it has become a promising best practice for other communities.



The partnership between Bill Marshall, left, business liaison for Pulaski County Chamber of Commerce, and Deana Wilson-Kimble, OVR job placement specialist, has led to the creation of Community Employer Network Team (CENTS).

ACHIEVING SUCCESS AND PAYING IT FORWARD!

Joseph Hoffman was attending Morehead State University (MSU) on a cheerleading scholarship when he was involved in a car accident that resulted in a severe spinal cord injury. After recovery, Joseph returned to his studies at MSU, despite being unable to continue cheering with the squad. Determined to remain active with the sport, Joseph spent his summer breaks coaching at various cheerleading camps.

While receiving OVR services, Joseph graduated from MSU with a bachelor's degree in exercise science. He returned to his hometown of Bowling Green, where he works as a functional movement trainer with Owsley Chiropractic, and a certified personal trainer with Bowling Green Athletic Club. Joseph is not only working to improve the lives of others through his paid employment, but in his spare time as he coaches children with varying disabilities in cheerleading.

Joseph also continues to excel in sports. He recently traveled to Las Vegas to play wheelchair racquetball on a national level. He finished in second place and was offered a sponsorship deal by ProKennex.

