



Department of
Human Services

State Rehabilitation Council
of Tennessee

*Partnering with Vocational Rehabilitation to build
a bridge to employment for people with disabilities*

VOCATIONAL REHABILITATION (VR) AND SRC

2017 ANNUAL REPORT

***“WORKING TO DIVERSIFY
TENNESSEE’S WORKFORCE”***

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LETTER FROM THE STATE REHABILITATION COUNCIL

On behalf of the members of the Tennessee State Rehabilitation Council (SRC), I am honored to present the Council's Annual Report for 2017.

Members of the SRC include a wide range of volunteers dedicated to the improvement of the lives of citizens with disabilities in Tennessee. SRC members bring with them a multitude of skills developed in the public and private sectors that are most valuable in the advisory role which the SRC plays.

The SRC is privileged to partner with Vocational Rehabilitation (VR) services within the Tennessee Department of Human Services (TDHS) to serve as an advisory board, and work closely with the TDHS Commissioner and staff to promote the organization's mission and vision. The mutual goal of the SRC and VR partnership is to serve and assist the disabled community in Tennessee to obtain and maintain meaningful employment and independence. This Annual Report provides a summary of the important work being done by the Council.

- The SRC held four quarterly meetings in Middle Tennessee. During these meetings, the SRC reviewed and provided feedback to VR on proposed policy changes and development. These changes were presented in public hearings across Tennessee. VR will review and discuss the comments obtained from the hearings with the SRC prior to implementation.
- In the coming years the SRC would like to alternate its quarterly meetings in east and west Tennessee locations, offering greater accessibility to citizens in these regions.
- The SRC prepared and presented an overview of its mission, vision, responsibilities, and functions during a VR new counselor training session with the goal being to ensure the disabled population receives necessary services to maximize employment possibilities and independent living.
- The SRC Executive Committee participated in meetings with representatives of the U.S. Department of Education Rehabilitation Services Administration (RSA) during their onsite monitoring visit to VR.
- The Executive Committee of the SRC continued recruitment of new members, filling seats vacated by outgoing members.

I would like to offer my sincere thanks to the members of the SRC for their dedication and time expended to achieve our goals. It has been my great privilege to work with members of the Council, as well as with TDHS Vocational Rehabilitation staff, all of whom provide our citizens with the opportunity to obtain meaningful employment and independence.

Respectfully,

SRC Chair Lee A Brown



MESSAGE FROM MANDY JOHNSON, ASSISTANT COMMISSIONER

It is an honor to serve as the Assistant Commissioner of the Division of Rehabilitation Services for the Tennessee Department of Human Services. Sharing in the mission of the Tennessee Department of Human Services, the Vocational Rehabilitation Program is committed to ensuring Tennesseans with disabilities have every opportunity to obtain, maintain, or regain employment and advance in the pursuit of their career goals. We believe that when people with disabilities don't have opportunities to work, we all miss out. The Vocational Rehabilitation Program offers long-lasting benefits for Tennessee communities:

- Employment in integrated settings, and at competitive wages, offers a direct pathway to greater independence and self-sufficiency, and research suggests that people with disabilities are happier and healthier when they have the opportunity to work.
- Employers can have access to a larger and more diverse talent pool to pick from when hiring. Workers with disabilities can bring unique perspectives, creativity, and loyalty to the workplace that can boost a business' bottom line.
- People with disabilities have the chance to contribute as colleagues, business owners, community leaders, and taxpayers.

Through valuable partnerships and collaborations with stakeholders, other state agencies, and employers across Tennessee, the Vocational Rehabilitation Program has experienced continued success and positive employment outcomes for Tennesseans with disabilities. We are excited about new opportunities created by the Workforce Innovation and Opportunity Act (WIOA) - including the emphasis on pre-employment transition services for youth. Now we are beginning to build bigger dreams and brighter futures for students with disabilities as young as 14 years old by offering workplace readiness training, self-advocacy and peer mentoring, job exploration counseling, work-based learning experiences, and counseling on opportunities for enrollment in post-secondary and other educational programs. We look forward to further developing these services and adapting to meet the needs of people with disabilities eager to accomplish their career and independent living goals.

The State Rehabilitation Council (SRC) continues to be a key partner and essential asset in helping Tennessee achieve the goals and objectives of the Vocational Rehabilitation Program. We look forward to working with the Council in the upcoming year to decrease the unemployment rate for Tennesseans with disabilities by identifying and removing barriers that often prevent people with disabilities from working. As a state, we must shine a light on the potential people with disabilities possess. A vibrant workforce benefits from the diversity of experiences contributed by people from all backgrounds, including people with disabilities.

Sincerely,

Mandy Johnson
Assistant Commissioner
Division of Rehabilitation Services
Tennessee Department of Human Services



Tyler Trotter

Tyler Trotter is a 32-year-old, diagnosed with a Depressive Disorder and an Anxiety Disorder. He is a married father of three with a long history of drug abuse and an extensive arrest record. Because of the offenses, he lost custody of his children and could only see them under supervision. He spent one year in maximum security confinement and was given six years of felony probation. Tyler knew that he had to make improvements in his life in order to support a family. Gaining and maintaining employment would be a difficult step for him. He decided to apply for Vocational Rehabilitation services in June 2015. Tyler completed classes at Knoxville Institute of Hair Design in May 2016 with a 4.0 GPA. He was a model student and obtained his Master Barber License. He was hired at Razor Sharp Barber Shop in Knoxville and quickly gained a loyal following of clientele. Soon after, he was able to open his own shop called Clean Cutz Grooming Lounge in August 2017. Tyler's story can be found on YouTube as he continues to be a cheerleader for the lost and those in despair. His YouTube name is Clean Cutz.

Keri Thompson-Dougherty

Keri came to the Vocational Rehabilitation program in September of 2014. Keri's smile, personality, humor, and passion for life captivated the entire office. Keri is on the Autism spectrum and was determined to gain employment in a field where she could make a difference. Lynn Frazier, her counselor, made the recommendation for Keri to attend the Tennessee Rehabilitation Center in Smyrna. Keri had no previous work history and very little training, so the vocational training offered by TRC-Smyrna was very appealing to her and her family. At TRC-Smyrna Keri completed the retail program, learned independent living skills, budgeting, and was awarded a Gold Cord, for exemplary behavior, to wear during graduation. After completing programs at TRC-Smyrna, Keri carried herself in a very professional manner and answered interview questions well. Based on her progress, VR staff suggested several different places for Keri to apply for employment. Keri showed she was confident in her skills and ready for competitive employment. Soon after, Keri got a job with Goodwill as a Customer Service Representative. She was excited and ready to work and has carried that enthusiasm forward. Keri says she loves meeting new people and working with Goodwill. Keri has been featured in articles for Goodwill and in the local paper, the Paris Post Intelligencer. Keri always strives to go above and beyond for her customers and her employer.



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OVERVIEW OF VR PROGRAM

Vocational Rehabilitation is a joint federal and state program that assists people with disabilities to prepare for, secure, retain, advance in or regain employment. VR services can include trainings through the Tennessee Rehabilitation Center in Smyrna, Community Tennessee Rehabilitation Centers (CTRCs), and providing assistance that would increase an individual's ability to work. This could be through rehabilitation technology, auxiliary aids, job placement, and post-employment services. Clients receive counseling and guidance to help determine and achieve their employment goals. In the Tennessee, the VR program is administered by the Tennessee Department of Human Services (TDHS), Division of Rehabilitation Services.

VOCATIONAL REHABILITATION OUTCOMES

Who VR Serves

VR served 15,505 clients in 2017. Of those served, 5,892 were new applicants. VR closed 1,859 clients successfully in competitive, integrated employment. The clients maintained employment for at least 90 days.

VR Return on Investment

Total of social security reimbursement for FY 2017- \$4,528,567.08

Average hourly wage of clients closed successfully- \$10.01

Average weekly wage of clients closed successfully- \$296.84

VOCATIONAL REHABILITATION SUCCESS STORIES



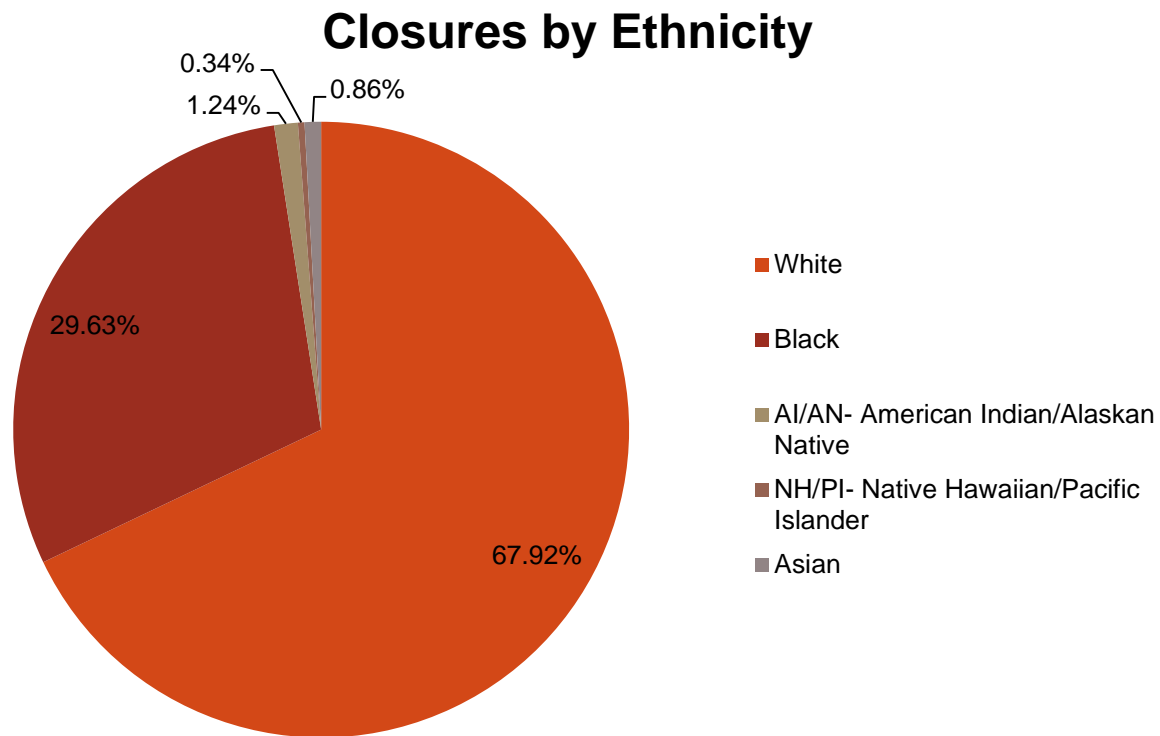
Crystal Ledford

Crystal applied for Vocational Rehabilitation services on August 7, 2015 and her initial plan for services was complete on September 18, 2015. She completed the Wellness Recovery Action Plan (WRAP) offered by Peninsula Mental Health Center in September 2015. WRAP is a structured system for adults with mental illness that helps monitor, modify, or eliminate distressing symptoms by using planned responses. In December 2015, she started classes at Tennessee School of Beauty. She attended classes on a regular basis and often stayed over and went in on Saturdays to obtain hours as quickly as she could. She worked hard for two years and passed the cosmetology state board exam in May 2017. She obtained a job at Metropolis Studio in June 2017, where she continues to gain valuable work experience as a Cosmetologist and Hair Stylist.

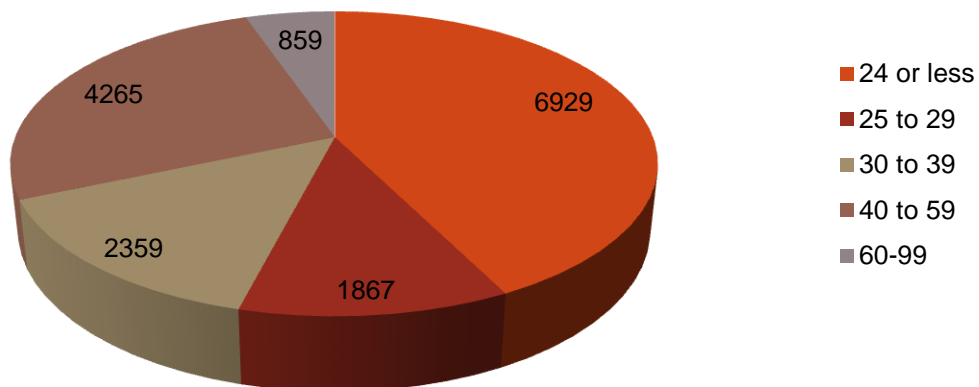
Hannah Cannon

Hannah came to the Vocational Rehabilitation program for assistance with employment in 2016. She was having difficulties which were causing increased stress and jeopardizing her employment. These difficulties had resulted in Hannah not knowing how to deal with issues in order to be successful in her work environment. Hannah was referred by her Vocational Rehabilitation Counselor to the Individual Placement and Supports (IPS) program. The IPS program is an evidence-based approach to employment services for individuals with mental illness. IPS is cooperatively implemented by the TDHS Division of Rehabilitation Services and the Tennessee Department of Mental Health and Substance Abuse Services which assisted her in addressing the challenges. Since her involvement in the program Hannah has been able to maintain employment and increase her independence. She is comfortable with interactions, has increased awareness regarding her finances, and is able to use public transportation independently. Most importantly, Hannah is an advocate for herself and is able to express her needs effectively. Hanna has reported that she loves her job and without Vocational Rehabilitation and the IPS program it would not have been possible.

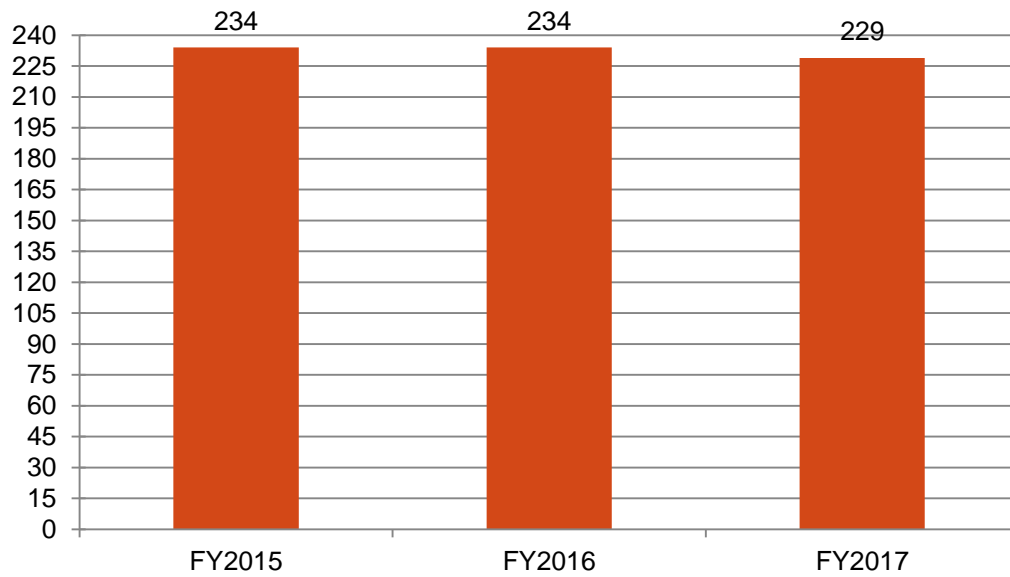
VOCATIONAL REHABILITATION AT A GLANCE IN FY2017



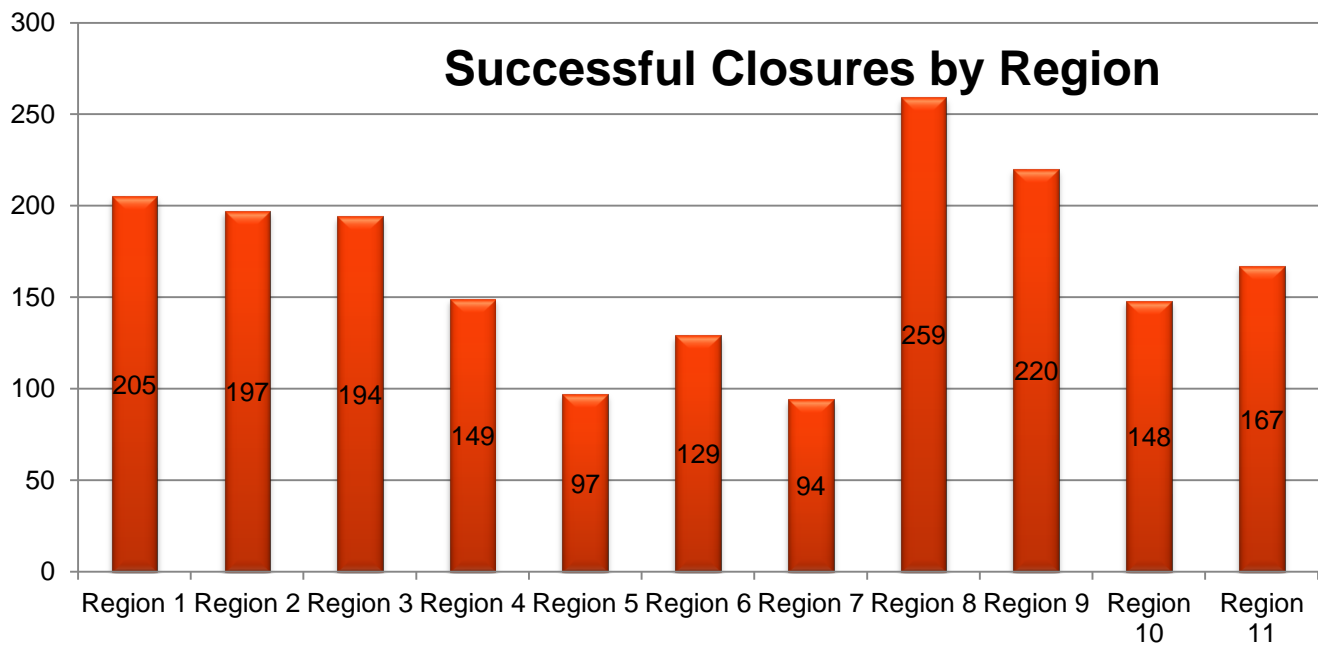
Total Number of Individuals by Age



Wait List for VR Services



Successful Closures by Region



VOCATIONAL REHABILITATION PROGRAMS AND INITIATIVES

- ❖ VR currently has 143 Letters of Agreements (LOA) with statewide community rehabilitation providers and 11 are specifically for Pre-Employment Transition Services. Another 27 providers are contracted with VR to provide Pre-Employment Transition Services.
- ❖ The Interagency Agreement between the Tennessee Department of Mental Health and Substance Abuse Services (DMHSAS) was signed and executed in September of 2017. This collaborative agreement formalizes the provision of employment services for individuals who have serious mental health diagnosis or a mental health diagnosis and other co-occurring disabilities using the Individual Placement & Support (IPS) model. Eight (8) agencies have IPS LOAs. Out of this number, 5 are comprehensive mental health centers and 3 are psychosocial rehabilitation programs. DMHSAS and VR are conducting intentional and strategic conversations with other mental health centers that have expressed interest in IPS.
- ❖ A small pilot program of 5 clients, individuals with Intellectual Disabilities and Mental Health diagnosis, are being served by Frontier Health utilizing IPS as the employment model in Supported Employment (SE) provision. This project is a collaboration among Frontier, the Tennessee Department of Intellectual and Developmental Disabilities (DIDD), DMHSAS, and VR. DIDD is the source of ongoing support services after VR Supported Employment (SE) funds are rendered.
- ❖ The TN IPS conference was held in May 2017 at Trevecca University, Nashville. Over 160 individuals attended the conference.
- ❖ Employment and Community First (ECF) CHOICES - A Memorandum of Understanding (MOU) between VR and the Division of TennCare as signed on March 2017. In April and May, six (6) informational trainings were held across the state (Jackson, Memphis, Nashville, Cookeville, Morristown, and Chattanooga) to disseminate information about the MOU. These trainings were attended by VR and 2 Managed Care Organizations (Blue Care and Amerigroup). The MOU went into effect on July 1, 2017.
- ❖ Since January 2017, the Tennessee Rehabilitation Center in Smyrna has provided Pre-Employment Transition Services (Pre-ETS) for 130 in-school youth through transition fairs, workshops, and summer camps. Staff are

currently in communication with school systems in the surrounding area and have been attending in-service trainings and back to school events to educate teachers and families about the Pre-ETS. Plans are now underway to create a unit specifically dedicated to providing Pre-ETS on a year-round basis beginning in 2018.

- ❄ The Physical Rehabilitation Services Program at TRC-Smyrna was restructured to provide work conditioning/work hardening services designed to prepare students to meet industry work demands upon graduation. In the previous structure, services were limited to individual therapy based on specific needs. Effective July 1, 2017 all Smyrna-TRC students receive job specific services designed to strengthen upper and lower body, improve coordination and balance, and increase work tolerance based on the physical industry standards in their chosen area of study.
- ❄ In 2015 and 2016 TRC-Smyrna conducted research and face-to-face surveys with employers to identify in-demand jobs nationally and in Tennessee. As a result the Building Maintenance Program has been eliminated and the existing Warehouse program was expanded to include the new garden center and Manufacturing/Logistics Programs. A Power Equipment program has also been created and offers stackable credentials in three skill areas: (forklift, pallet jack, and stock picker operations.)
- ❄ In addition to certificates received for successful completion of their training program, TRC-Smyrna students are now able to take exams to receive national certification in five (5) of eight (8) Vocational Training Programs offered at TRC. Certifications are now available in Auto Detail and Maintenance, Retail, Food Service, Power Equipment, and Business Education programs. These nationally recognized certifications can provide additional confirmation to employers in these industries that TRC graduates have the same level of education, knowledge, and skills as their non-disabled peers. Students who voluntarily take and pass the exams also demonstrate that they have the initiative and drive to go above and beyond expectations. These certifications are also portable and are accepted in other states should the student decide to relocate to another area.
- ❄ VR established a Business Service Unit to align with the Workforce Innovation and Opportunity Act. The unit models the dual customer approach, recognizing that VR must serve clients and engage businesses. There is an increased and intentional focus beyond finding job vacancies and sharing them with clients.

The unit's goal is for businesses to see VR as a source for diversifying their workforce and providing qualified candidates for their vacant positions.

VOCATIONAL REHABILITATION STAFF CHANGES/PROMOTIONS

- ★ MANDY JOHNSON WAS HIRED AS ASSISTANT COMMISSIONER OF THE DIVISION OF REHABILITATION SERVICES**
- ★ PAULA KNISLEY WAS PROMOTED TO DIRECTOR OF VOCATIONAL REHABILITATION**
- ★ AMY RADER WAS PROMOTED TO ASSISTANT DIRECTOR OF CLIENT SERVICES**
- ★ DIEDRA SAWYER NOW SERVES AS ASSISTANT DIRECTOR OF BUSINESS SERVICES**
- ★ SHANIQUA COX WAS PROMOTED TO DIRECTOR OF FIELD OPERATIONS FOR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED**
- ★ TIFFANY KELLEY WAS PROMOTED TO DIRECTOR OF FIELD OPERATIONS FOR SERVICES FOR THE DEAF, DEAF-BLIND, AND HARD OF HEARING**
- ★ MATT BRIMM WAS HIRED AS THE CONTRACTS DIRECTOR**
- ★ LISA RIMMEL WAS HIRED AS THE DEAF BLIND COORDINATOR**

VOCATIONAL REHABILITATION SUCCESS STORY

Robert Pate, a 43-year-old with a diagnosis of Bipolar Disorder and PTSD applied for Vocational Rehabilitation services in February 2016. He had an interest in graphic design and a Vocational Evaluation identified it as a suitable job goal for him.

Mr. Pate attended the Tennessee College of Applied Technology (TCAT) in Clarksville with VR sponsorship and excelled in his courses. Due to his outstanding performance, he was selected to represent TCAT in the Skills USA State Leadership Conference and Skills Competition in the area of Advertising Design in April 2017. Mr. Pate's hard work and preparation for this event led to a gold medal and he then represented Tennessee at the Skills USA National Leadership Conference and Skills Competition in June 2017 in Louisville, KY where he placed in the middle of his competition.

Mr. Pate has successfully graduated from TCAT and is actively seeking employment in the area of graphic design.

STATE REHABILITATION COUNCIL OF TENNESSEE

SRC MISSION

Serving all citizens of Tennessee, the mission of the State Rehabilitation Council (SRC) of Tennessee is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

SRC VISION

The State Rehabilitation Council of Tennessee envisions a statewide workforce that values disability and diversity and is committed to full participation of its citizens.

SRC RESPONSIBILITIES AND FUNCTIONS

The SRC of Tennessee works in partnership with the Tennessee Department of Human Services (TDHS) Division of Rehabilitation Services (DRS) to maximize employment and independent living for Tennesseans with disabilities. The SRC advocates for the Vocational Rehabilitation (VR) program as well as advises DRS on issues facing consumers of the VR program. The SRC acts as the voice of the consumer and other stakeholders in the VR program.

The SRC's responsibilities and functions include:

- ✳ Review, analyze, and advise the TDHS Division of Rehabilitation Services regarding responsibilities related to eligibility, including order of selection, effectiveness of services provided, and functions performed by state agencies that affect the employment of individuals with disabilities.
- ✳ Partner with DRS to develop, agree to, and review VR goals and priorities. DRS and the SRC evaluate the effectiveness of the VR program and submit reports of progress to the RSA commissioner.
- ✳ Advise DRS regarding activities carried out and assist in the preparation of the state plan and amendments to the plan, applications, reports, needs assessments, and evaluations. The SRC is responsible for the portion of the state plan which contains recommendations from the annual report, review and analysis of consumer satisfaction, other council reports, DRS responses to the comments and recommendations, and explanations for rejection of input or recommendations by DRS.
- ✳ Conduct a review and analysis of the effectiveness and consumer satisfaction with DRS, VR services provided and the employment outcomes achieved by eligible individuals.
- ✳ Prepare and submit an annual report to the Governor and the RSA commissioner on the status of VR programs in the state. This report highlights the goals and achievements of the VR program, the Council's accomplishments for the year, VR program statistics, and VR client success stories.
- ✳ Coordinate activities with other councils to avoid duplication of efforts and enhance the number of individuals served.
- ✳ Coordinate and establish working relationships between DRS and the Statewide Independent Living Council (SILC) and centers for independent living within Tennessee.
- ✳ Perform other functions consistent with VR services deemed appropriate by the SRC.

A State having a SRC is established in Title I, Section 101(a) (21) of the Rehabilitation Act of 1973 and in Title 34 Part 361.16 of the Code of Federal Regulations (CFR).

SRC MEMBERSHIP

Council members are appointed by the Governor to serve a term of three years and may not serve more than two consecutive terms. When making appointments, the Governor must consider individuals representing a broad range of individuals with disabilities and organizations interested in individuals with disabilities. The Governor, to the extent possible, must consider that minority populations are represented on the Council. The majority of members must be individuals with disabilities not employed by Tennessee Department of Human Services, Division of Rehabilitation Services.

CFR Title 34 Part 361.17 contains details on membership, appointments, terms, and electing of a chairperson.

OFFICERS FOR FY2017

CHAIR

Norm Nelson

(10/1/2016 through 3/16/17 - resignation due to relocation)

Disability Advocacy Group

From: Knoxville

VR Region: 2

VICE CHAIR

Ann Eubank

Statewide Independent Living Council

From: Nashville

VR Region: 5

Lee Brown

(elected Chair 4/13/17 through 9/30/17)

Community Rehabilitation Program

From: Pulaski

VR Region: 6

SECRETARY

Becky Allen

Client Assistance Program

From: Knoxville

VR Region: 2

MEMBERS FOR FY2017

David Cole

Business, Industry and Labor

From: Oakland

VR Region: 7

Tom DePauw

Business, Industry and Labor

From: Brentwood

VR Region: 5

Joey Ellis*Parent Training and Information Center*

From: Nashville

VR Region: 5

John Harris*Disability Advocacy Group*

From: Murfreesboro

VR Region: 6

Rhonda Holder*Disability Advocacy Group*

From: Pinson

VR Region: 7

Tom Kakac*Business, Industry & Labor*

From: Columbia

VR Region: 6

Matthew Lawson*Business, Industry, and Labor*

From: Dandridge

VR Region: 2

Yolanda Shields*Workforce Investment Board*

From: Spring Hill

VR Region: 6

Outgoing Members

The SRC would like to thank our outgoing members for their service:

- ❖ Tom DePauw
- ❖ Ann Eubank
- ❖ John Harris
- ❖ Norm Nelson
- ❖ Yolanda Shields

Incoming Members

The SRC will be adding several new members in FY2018 to result in a fully staffed council.

FY2018 Officers

Chair – Lee Brown

Vice-Chair – Becky Allen

Secretary – Rhonda Holder

The council must be comprised of at least 15 members from the following groups/organizations:

Statewide Independent Living Council (SILC); Parent Training and Information Center; Client Assistance Program (CAP); VR counselor (ex officio, non-voting member if Department of Human Services (TDHS) employee); community program service providers; business, industry, and labor representatives (at least 4); disability groups; current or former VR recipient; State educational agency, State workforce investment board; and the Director of the DRS (ex-officio, non-voting).

JOIN THE SRC

If you are a person with a disability or someone interested in having input regarding employment services to individuals with disabilities, the State Rehabilitation Council of Tennessee may be for you. If you are interested in learning more about this unique opportunity to serve, please visit the SRC website at <https://www.tn.gov/humanservices/ds/councils-and-committees/state-rehabilitation-council.html> for further information regarding the application process. You may also contact the SRC directly at srctennessee@gmail.com.

FEDERAL FISCAL YEAR 2018 SRC QUARTERLY MEETING SCHEDULE

The SRC holds quarterly meetings and the dates, times and locations are posted on the State of Tennessee Public Meetings Calendar at <http://www.tn.gov> at least 30 days in advance of the meeting.

- ❖ December 6, 2017 in Nashville
- ❖ February 8, 2018 in Nashville
- ❖ May 10, 2018 in Nashville
- ❖ August 9, 2018 in Nashville

SRC ACCOMPLISHMENTS FOR FY2017

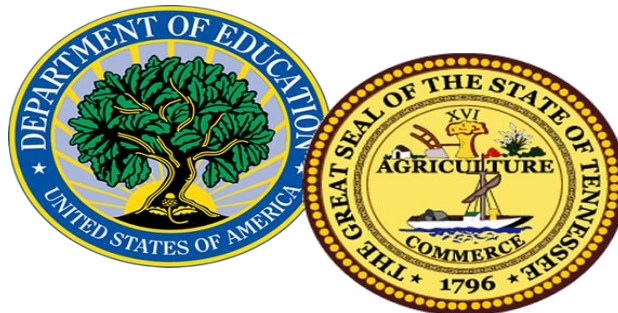
- ❖ Four SRC quarterly meetings were held to conduct SRC business and additional conference calls were held to conduct SRC committee business and to prepare for quarterly meetings.
- ❖ SRC members received training regarding the impact of the Workforce Innovation and Opportunity Act (WIOA) on the TDHS Division of Rehabilitation Services (DRS) programs during the first quarterly meeting of FY2017.
- ❖ Prepared FY2016 Annual Report with the TDHS Division of Rehabilitation Services.
- ❖ SRC members participated in a roundtable discussion with DRS administrative personnel regarding proposed policy changes in post-secondary training services.
- ❖ SRC members held multiple conference calls to review and make written comments to drafts of five new or revised policies impacting services to VR clients. Four of the five policies were subsequently presented in public hearings and revisions are being made by DRS. The revised drafts have been presented to the SRC for review prior to implementation and it is anticipated that the new policies will become effective during the early months of FY2018. The policies reviewed included: Supported Employment Services, Customized Employment Services, Self-Employment Services, Pre-Employment Transition Services and Post-Secondary Training Services, with the first four of these policies advancing to the public hearing process and being revised for implementation.
- ❖ At the request of the TDHS Office of Learning and Professional Development, the SRC prepared a presentation about the SRC for VR staff and SRC Chair Lee Brown presented the information at a training for new VR staff.
- ❖ SRC Chair Lee Brown and Secretary Becky Allen participated in a meeting with RSA representatives during the onsite RSA monitoring of the DRS program. In addition, the Chair participated in the RSA conference calls held at the initiation of the onsite monitoring and during follow up to the onsite visit.
- ❖ The SRC prepared new materials for the recruitment of members and conducted an extensive member recruitment process during FY2017. Nominations were presented to TDHS and the Governor's Office for the appointment or re-appointment of 13 SRC positions. It is anticipated that the appointments will be made during the first quarter of FY2018.
- ❖ Invited current and former VR recipients to attend each SRC meeting with their VR counselors to share their success stories.
- ❖ Continued participation in the National Coalition of State Rehabilitation Councils (NCSRC) via bi-monthly national calls and attendance at national conferences.

- ❖ SRC Vice-Chair and Statewide Independent Living Council Representative Ann Eubank attended the NCSRC Fall Training Conference held in San Diego, CA in November 2016. SRC member and Community Rehabilitation Program Representative Lee Brown attended the NCSRC Spring Training Conference held in Bethesda, MD in April 2017.

SRC PRIORITIES FOR FY2018

- ❖ Continue to collaborate with DRS to fulfill the duties of the SRC.
- ❖ Seek to increase public awareness of the VR program and of the SRC.
- ❖ Continue to work with DRS to refine the Customer Satisfaction Survey process.
- ❖ Recruit and submit nominations for two SRC membership positions which are due for new appointment or re-appointment in mid-year of FY2018.
- ❖ Provide on-going training to new and veteran SRC members in conjunction with the DRS leadership team and with assistance from the NCSRC to increase understanding of the VR process and federal regulations to better assist with the performance of the SRC duties.
- ❖ Review DRS progress in meeting goals as established in the VR portion of the Combined State Plan.
- ❖ Review and make necessary revisions to the SRC bylaws.
- ❖ Review and make adjustments as needed to the current SRC committee structure to identify the most appropriate committees to meet requirements of the SRC.

We look forward to continuing this collaboration which benefits all Tennesseans.



VOCATIONAL REHABILITATION REGIONS

The Tennessee Department of Human Services, Division of Rehabilitation Services is divided into 11 regions. The map shows the regions and the cities containing the regional offices. Region 10 contains services for the Blind and Visually Impaired for the entire State. Region 11 contains services for the Deaf and Hard of Hearing for the entire State.

DRS Service Regions



TRC-Smyrna is a comprehensive residential rehabilitation facility that offers specialized programs and services within a campus environment. TRC-Smyrna assists individuals with disabilities in achieving their goals of employment and independent living. It is located 25 miles south of Nashville in the town of Smyrna and serves clients from all 95 counties of the state. Programs of service are offered in seven primary areas:

- ❖ Comprehensive Vocational Evaluation
- ❖ Employment Readiness Program
- ❖ Vocational Training
- ❖ Physical Rehabilitation Services
- ❖ Traumatic Brain Injury Program (TBI)
- ❖ Vision Impairment Services (VIS)
- ❖ Transitional Living Skills Training

Community Tennessee Rehabilitation Centers (CTRC) provide services that lead to employment and are designed to meet individual needs. There are currently 17 CTRC's throughout the state. Programs of service include:

- ❖ Comprehensive Vocational Evaluation Services – include determining work interest and abilities and career exploration and planning.
- ❖ Employee Development Services – include performing actual work for area businesses, building physical work tolerance, learning work skills, and gaining work experience.
- ❖ Job Development and Employment Assistance – include job readiness instruction, resume development, and job search assistance

<p><u>Region 1</u> Angie Respass, Interim Regional Supervisor 103 Walnut Street Johnson City, Tennessee 37601 Telephone: (423) 926-3178 Fax: (423) 434-6616 Counties & TRCs Served: Carter, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, Washington</p>	<p><u>Region 2</u> Angie Respass, Regional Supervisor 520 West Summit Hill Drive, Suite 301 Knoxville, Tennessee 37902 Telephone/TTY: (865) 594-6060 Fax: (865) 523-7852 or (865) 594-6535 Counties & TRCs Served: Anderson, Blount, Campbell, Claiborne, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union</p>
<p><u>Region 3</u> Tiffany Ramsey, Regional Supervisor Eastgate Center, Suite 602-B 5600 Brainerd Road Chattanooga, Tennessee 37411 Telephone: (423)634-6700 Fax: (423) 634-8781 Counties & TRCs Served: Bledsoe, Bradley, Coffee, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Moore, Polk, Rhea, Sequatchie</p>	<p><u>Region 4</u> Linda Suddarth, Interim Regional Supervisor 955 E. 20th Street Cookeville, Tennessee 38501 Telephone/TTY: (931) 526-9783 Fax: (931) 525-1614 Counties & TRCs Served: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Sumner, Trousdale, Van Buren, Warren, White, Wilson</p>
<p><u>Region 5</u> Shaniqua Cox, Interim Regional Supervisor 1000 2nd Avenue North Nashville, Tennessee 37243 Telephone: (615) 741-1606 Fax: (615) 741-8180 Counties Served: Davidson, Robertson</p>	<p><u>Region 6</u> Diana Hague, Regional Supervisor 206 Wayne Street Columbia, Tennessee 37087 Telephone: (931) 380-2550 Fax: (931) 380-2567 Counties & TRCs Served: Bedford, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Perry, Rutherford, Wayne, Williamson</p>

<p><u>Region 7</u> Linda Randolph, Regional Supervisor Lowell Thomas State Office Building, Box 15 225 Martin Luther King Boulevard Jackson, Tennessee 38301 Telephone: (731) 423-5620 Fax: (731) 426-0563 Counties & TRCs Served: Chester, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, Madison, McNairy, Tipton</p>	<p><u>Region 8</u> David Parrish, Interim Regional Supervisor 1575 Corporate Parkway Blvd. Clarksville, Tennessee 37040 Telephone: (931) 648-5560 Fax: (931) 648-6329 Counties & TRCs Served: Benton, Carroll, Cheatham, Crockett, Dickson, Dyer, Gibson, Henry, Houston, Humphreys, Lake, Montgomery, Obion, Stewart, Weakley</p>
<p><u>Region 9</u> Greg Wright, Regional Supervisor 1 Commerce Square, DHS/DVR 40 South Main Street 10th Floor, Suite 1000 Memphis, Tennessee 38103-1820 Telephone/TDD: (901) 528-5284 Fax: (901) 543-6036 Counties & Served: Shelby</p>	<p><u>Region 10</u> Shaniqua Cox, Director of Field Operations Services for the Blind and Visually Impaired (10) Eastgate Center, Suite 602-B 5600 Brainerd Road Chattanooga, Tennessee 37411 Telephone: (423) 634-6712 Fax: (423) 634-8781 All Counties Served</p>
<p><u>Region 11</u> Tiffany Kelley, Director of Field Operations Services for the Deaf, Deaf-Blind and Hard of Hearing 520 West Summit Hill Drive, Suite 301 Knoxville, Tennessee 37902 Telephone: (865) 594-6861 Fax: (865) 594-5827 All Counties Served</p>	