



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

2016 ANNUAL REPORT

***“PAVING THE ROAD TO CUSTOMER-FOCUSED,
EMPLOYMENT-DRIVEN SERVICES”***

STATE REHABILITATION COUNCIL OF TENNESSEE

2016 ANNUAL REPORT

**Tennessee Department of Human Services
Vocational Rehabilitation Services
Citizens Plaza State Office Building, 12th Floor
400 Deaderick Street
Nashville, TN 37243-1403**

**(615) 313-4891
(615) 313-5695 TTY
(800) 270-1349 TTY
(615) 741-6508 FAX**

<http://www.tn.gov/humanservices/article/state-rehabilitation-council>

State Capitol, Nashville



TO THE HONORABLE GOVERNOR BILL HASLAM AND JANET LABRECK, REHABILITATION SERVICES ADMINISTRATION (RSA) COMMISSIONER AND THE CITIZENS OF TENNESSEE:

December 2016

On behalf of the State Rehabilitation Council (SRC) of Tennessee, it is my privilege to present the 2016 Annual Report.

This has been a year of refocusing on the SRC mission which 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”.

Members of the SRC have worked in partnership with Vocational Rehabilitation (VR) services within the Tennessee Department of Human Services (TDHS) to navigate through the ongoing changes and updates of the Workforce Innovation Opportunities Act (WIOA) which was signed into law by President Obama in July 2014. A comprehensive training was held this year to assure that each member in attendance had the latest information and expectations regarding this Act.

The SRC also collaborated with TDHS to conduct a Comprehensive Statewide Needs Assessment (CSNA) to determine strengths and weaknesses of VR services across the state. These findings were then forwarded to the Rehabilitation Services Administration for further review.

Throughout the year, members of the SRC have demonstrated leadership and developed a strong partnership with TDHS to ensure Tennesseans with disabilities were able to obtain and maintain employment. The SRC has supported TDHS through the subsequent changes with WIOA. We are pleased with the progress being made to improve transition services for youth with disabilities.

The State Rehabilitation Council shares an open invitation to the public to join us for any SRC meeting. Information about the SRC, meeting dates and locations can be found on the TDHS website. A wide range of accommodations are made available upon prior request for these meetings.

I have enjoyed being chair and serving alongside the other members of the SRC. We are honored to provide leadership and work in partnership with Vocational Rehabilitation Services, as together we strive for a statewide workforce that values disability and diversity committed to full participation of all citizens of Tennessee.

Respectfully,

A handwritten signature in cursive script, appearing to read "Norm Nelson".

Norm Nelson
SRC Chair



MESSAGE FROM CHERRELL CAMPBELL-STREET, DEPARTMENT OF HUMAN SERVICES

It is such an honor to serve as the Chief Officer of Programs and Services for the Division of Rehabilitation Services. Sharing in the mission with the Tennessee Department of Human Services has solidified our commitment to ensuring Tennesseans with disabilities have every opportunity to benefit from a myriad of services to improve their lives.

The Vocational Rehabilitation Program has experienced several positive outcomes because of the many initiatives, partnerships and collaborations with stakeholders, state agencies, and employers. We are very excited about the new focus on pre-employment transition services as a result of the Workforce Opportunity and Innovation Act. We believe by introducing appropriate work behaviors, internships and job readiness skills at an earlier age, we can assist youth and students with disabilities appreciate the value employment has in achieving great success.

We are honored to work with such a forward-thinking State Rehabilitation Council (SRC). The SRC continues to be an essential asset in achieving the goals and objectives of the Vocational Rehabilitation Program. We look forward to working with the Council in the upcoming year to increase the number of Tennesseans with disabilities in the workforce.

Sincerely,

Cherrell Campbell-Street
Chief Officer of Programs and Services
Tennessee Department of Human Services

TABLE OF CONTENTS

SRC MISSION.....	1
SRC VISION	1
SRC RESPONSIBILITIES AND FUNCTIONS.....	1
SRC MEMBERSHIP.....	2
Officers For FY2016	2
Members For FY2016	3
SRC COMMITTEES	4
Executive Committee	4
Consumer Satisfaction and Needs Assessment Committee (CSNAC).....	5
Outreach Public Relation and Awareness Committee (OPRA)	5
SRC ACCOMPLISHMENTS	6
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA).....	6
SRC PRIORITIES FOR FY2017	7
NATIONAL COALITION OF STATE REHABILITATION COUNCILS (NCSRC) CONFERENCE.....	7
COMPREHENSIVE STATEWIDE NEEDS ASSESSMENT.....	8
.....	8
WHAT IS VOCATIONAL REHABILITATION?	8
UNDERSTANDING ORDER OF SELECTION (OOS)	9
STATUS OF THE VOCATIONAL REHABILITATION PROGRAM.....	9
VR Program Accomplishments for FY2016.....	9
VR Program Statistics.....	11
Successful Closures by VR Region	11
Client Success Stories.....	12
VR PROGRAMS AND INITIATIVES	13
Project SEARCH®	13
Post-Secondary Education (PSE) Alliance.....	13
HELPFUL WEBSITES	14
FEDERAL FISCAL YEAR 2017 SRC QUARTERLY MEETING SCHEDULE	15

JOIN THE SRC	15
COMMON ACRONYMS	16
VOCATIONAL REHABILITATION REGIONS.....	17
Region 1 – Johnson City.....	19
Region 2 – Knoxville	20
Region 3 – Chattanooga	21
Region 4 – Cookeville	22
Region 5 – Nashville	23
Region 6 – Columbia.....	23
Region 7 – Jackson.....	25
Region 8 – Clarksville	26
Region 9 – Memphis.....	27
Region 10 – Services for the Blind and Visually Impaired.....	27
Region 11 – Services for the Deaf and Hard of Hearing.....	27

SRC MISSION

Serving all citizens of Tennessee, the mission of the State Rehabilitation Council 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 FY2016

Norm Nelson

SRC Chair

Disability Advocacy Group

From: Knoxville

Senate District: 07

State Senator: Sen. Richard Briggs

House District: 16

State Representative: Rep. Bill Dunn

VR Region: 2

Ann Eubank

SRC Vice-Chair

Statewide Independent Living Council

From: Nashville

Senate District: 21

State Senator: Sen. Jeff Yarbro

House District: 53

State Representative: Rep. Jason Powell

VR Region: 5

Becky Allen

SRC Secretary

Client Assistance Program

From: Knoxville

Senate District: 06

State Senator: Sen. Becky Massey

House District: 14

State Representative: Rep. Jason Zachary

VR Region: 2

FY2017 Officers

Chair – Norm Nelson

Vice-Chair – Ann Eubank

Secretary – Becky Allen

FY2016 runs from October 1, 2015 – September 30, 2016

Incoming Members

The SRC would like to welcome our new members:

- ❖ Lee Brown
- ❖ David Cole
- ❖ Ann Eubank
- ❖ John Harris

Outgoing Members

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

- ❖ Sharon Bryant
- ❖ Amy Gonzalez
- ❖ Samantha Moreno

MEMBERS FOR FY2016

Lee Brown

Community Rehabilitation Program

From: Pulaski

Senate District: 28

State Senator: Sen. Joey Hensley

House District: 70

State Representative: Rep. Barry Doss

VR Region: Statewide: 6

Sharon Bryant

Community Rehabilitation Program

From: Ooltewah

Senate District: 11

State Senator: Sen. Bo Watson

House District: 29

State Representative: Rep. Mike Carter

VR Region: 3

Cherrell Campbell-Street

Chief Officer of Programs and Services, TDHS

From: Nashville

Senate District: 18

State Senator: Sen. Ferrell Haile

House District: 45

State Representative: Rep. Courtney Rogers

VR Region: Statewide

David Cole

Business, Industry and Labor

From: Oakland

Senate District: 26

State Senator: Sen. Dolores Gresham

House District: 94

State Representative: Rep. Ron Grant

VR Region: 7

Tom DePauw

Business, Industry and Labor

From: Brentwood

Senate District: 20

State Senator: Sen. Steven Dickerson

House District: 56

State Representative: Rep. Beth Harwell

VR Region: 5

Amy Gonzalez

Vocational Rehabilitation Counselor

From: Nashville

Senate District: 19

State Senator: Sen. Thelma Harper

House District: 58

State Representative: Rep. Harold Love

VR Region: 5

John Harris

Disability Advocacy Group

From: Murfreesboro

Senate District: 13

State Senator: Sen. Bill Ketron

House District: 48

State Representative: Rep. Bryan Terry

VR Region: 6

Rhonda Holder

Disability Advocacy Group

From: Pinson

Senate District: 26

State Senator: Sen. Dolores Gresham

House District: 72

State Representative: Rep. Steve McDaniel

VR Region: 7

Tom Kakac

Business, Industry & Labor

From: Columbia

Senate District: 28

State Senator: Sen. Joey Hensley

House District: 64

State Representative: Rep. Sheila Butt

VR Region: 6

Matthew Lawson

Business, Industry, and Labor

From: Dandridge

Senate District: 08

State Senator: Sen. Frank Niceley

House District: 11

State Representative: Rep. Jeremy Faison

VR Region: 2

Samantha Moreno**SRC Chair through January 27, 2016****Current VR Recipient****From:** Knoxville**Senate District:** 7**State Senator:** Sen. Richard Briggs**House District:** 89**State Representative:** Rep. Roger Kane**VR Region:** 2**Yolanda Shields****Workforce Investment Board****From:** Spring Hill**Senate District:** 23**State Senator:** Sen. Jack Johnson**House District:** 65**State Representative:** Rep. Jeremy Durham**VR Region:** 6**Yovancha Lewis-Brown****TDHS Liason**

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

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 recipients, State educational agency, State workforce investment board, and the DRS Assistant Commissioner (ex officio, non-voting member).

SRC COMMITTEES

The SRC in Tennessee has adopted a committee structure. The Council has many responsibilities throughout the year. The committee structure allows the Council to divide up the work into smaller focused segments so the committees can address issues in-depth. Committees can do work outside of formal meetings and report back to the whole group. The SRC chair can appoint additional committees as necessary to carry out the purpose of the Council. All SRC members must serve on at least one committee. The SRC adopted a new committee structure with bylaw changes in March 2015.

EXECUTIVE COMMITTEE

The Executive Committee consists of the Chair, Vice Chair, Secretary, and past SRC Chairs, if approved by the current Chair. This committee completes SRC business in a timely manner and prepares for the quarterly meetings. The Executive Committee is responsible, in collaboration with TDHS, for the preparation of the State Plan, Annual Report, Standards and Indicators, SRC Calendar, and the Resource Plan.

Members: Samantha Moreno (prior to resignation from SRC), Norm Nelson, Ann Eubank and Becky Allen

CONSUMER SATISFACTION AND NEEDS ASSESSMENT COMMITTEE (CSNAC)

CSNAC is a standing committee that fulfills the requirements of the law and gathers reliable data to shape policy, procedures, and program accountability.

Members: Tom DePauw (Chairperson), Lee Brown and John Harris. Ex Officio Members: Norm Nelson, Ann Eubank and Becky Allen

OUTREACH PUBLIC RELATION AND AWARENESS COMMITTEE (OPRA)

OPRA is a standing committee that acts as the bridge between SRC/VR to the community and stakeholders with the primary purpose to gather and distribute information that impacts successful client employment outcomes.

Members: Rhonda Holder (Chairperson), David Cole, Amy Gonzalez, Tom Kakac, Matthew Lawson and Yolanda Shields

SRC ACCOMPLISHMENTS

- ❖ Four (4) SRC meetings were held.
- ❖ Prepared FY2015 Annual Report with the TDHS Division of Rehabilitation Services (DRS).
- ❖ Developed a resource plan for calendar year 2016.
- ❖ The SRC and DRS reviewed the nomination process for SRC members to be sent to the Governor's office.
- ❖ The SRC and DRS submitted nominations for SRC members to the Governor and five appointments were made during FY2016.
- ❖ Invited former VR recipients to attend each SRC meeting with their VR counselors to share their success stories.
- ❖ Conducted the Comprehensive Statewide Needs Assessment (CSNA) in conjunction with DRS and submitted the results to the Rehabilitation Services Administration.
- ❖ Continued participation in the National Coalition of State Rehabilitation Councils (NCSRC) via participation in bi-monthly national calls and attendance at conferences.
- ❖ SRC Secretary and Client Assistance Program Representative Becky Allen attended the NCSRC Spring Training Conference and the Council of State Administrators of Vocational Rehabilitation (CSAVR) Spring Conference held in Bethesda, MD in April 2016.
- ❖ The SRC held in-service training for all members on July 6, 2016 in Nashville. A portion of the training was conducted via teleconference by Marlene Malloy, President of the NCSRC.

- ❖ In September, Norm Nelson, SRC Chair, provided a training to statewide Business Employment Consultants at the Tennessee Rehabilitation Center at Smyrna. Mr. Nelson lead a great discussion with BEC's regarding networking activities that included helpful tips that staff could use to increase their engagement with businesses that can ultimately lead to increase employment outcomes.
- ❖ SRC member, Ann Eubank attended the National Council on Independent Living) Conference (NCIL) in Washington, DC in July 2016.
- ❖ Members Ann Eubank and Becky Allen represented the SRC at the September 23, 2016 RSA Roundtable sponsored by the Tennessee Department of Human Services. The discussion focused on information regarding WIOA and Pre-Employment Transition Services as presented by RSA Commissioner Janet LaBreck.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

The Workforce Innovation and Opportunity Act known as WIOA was passed by Congress and signed into law by President Obama on July 22, 2014. WIOA provides access to employment, education, training, and support services to help match employers with skilled workers. WIOA includes the reauthorization of the Rehabilitation Act of 1998 and effects state VR programs.

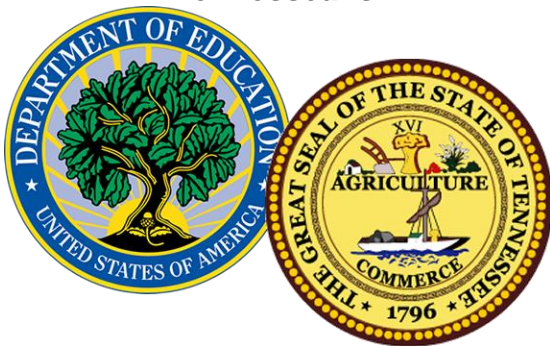
Learn More: www.doleta.gov/WIOA/

The U.S. Departments of Labor and Education announced the publication of the Workforce Innovation and Opportunity Act (WIOA) final rules in the Federal Register on August 19, 2016.

SRC PRIORITIES FOR FY2017

- ❖ Continue to collaborate with DRS to fulfill the duties of the SRC.
- ❖ Share the results from the FY2016 Comprehensive Statewide Needs Assessment (CSNA) with DRS stakeholders. Work with DRS to begin addressing the areas in need of improvement as identified via the CSNA.
- ❖ Work with DRS to refine the Customer Satisfaction Survey process.
- ❖ Create an SRC calendar with important dates and deadlines.
- ❖ Develop and implement an SRC strategic plan.
- ❖ Improve SRC recruitment process.
- ❖ Appoint ad hoc committees as needed.
- ❖ Increase awareness of the SRC and our collaboration with the VR program.
- ❖ Increase understanding of the VR process and federal regulations to better assist with SRC duties.

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



NATIONAL COALITION OF STATE REHABILITATION COUNCILS (NCSRC) CONFERENCE

The NCSRC is a coalition of State Rehabilitation Councils. Their mission is “On behalf of people with disabilities, our national membership coalition will advocate for and work in partnership with the national public vocational rehabilitation system’s continual quest for excellence.” There are currently 53 member organizations. NCSRC generally holds two (2) conferences per year.



SRC member Becky Allen attended the Spring 2016 Training Conference sponsored by the NCSRC and held in Bethesda, MD on April 16-17, 2016. Conference participants worked in teams to enhance their knowledge of the SRC roles and responsibilities in order to better maximize the potential of the SRC. A panel presentation by several state VR programs and the corresponding SRCs provided insights and tips for working together to enhance employment outcomes for VR clients.

WIOA implementation was a major focus throughout the conference and attendees tested their knowledge of the changes in the VR program as a result of WIOA via a friendly game of WIOA Bingo. Information regarding the new Technical Assistance Centers was also shared with the group.

RSA Commissioner Janet LaBreck provided an RSA Update to attendees and emphasized the changes which have resulted from the implementation of WIOA. She also explained the current work by RSA in development of the new regulations related to WIOA.

Learn more about NCSRC on their website at www.ncsrc.net.

COMPREHENSIVE STATEWIDE NEEDS ASSESSMENT

As required by WIOA and the Federal Regulations, every three years, the SRC collaborates with the Tennessee Department of Human Services, Division of Rehabilitation Services (DRS) to determine the rehabilitation and vocational needs of Tennesseans with disabilities. The Comprehensive Statewide Needs Assessment (CSNA) focuses on individuals with the most significant disabilities, underserved individuals with disabilities that are minorities, individuals with disabilities served through other components of the statewide workforce investment system, and assesses the need to establish, develop, or improve community rehabilitation programs. The assessment is used to formulate the goals and priorities in the State Plan.

The Rehabilitation Act of 1973, Title I, Section 101(a)(15)(A) and CFR Title 34 Part 361.29(a) layout the requirements and purpose of the Needs Assessment.

The 2013 Comprehensive Statewide Needs Assessment was reviewed and discussed by the SRC. The members of the SRC Executive Committee and the Consumer Satisfaction and Needs Assessment Committee worked with the TDHS Quality Improvement and Strategic Solutions Division (QISS) to refine the surveys used in the 2013 CSNA.

To assist the Vocational Rehabilitation program (VR) in conducting their triennial statewide needs assessment, the Research and Data Analysis unit monitored and collected surveys for the following groups: VR Staff, VR Community Resource Partners, VR Clients/Caregivers, VR Stakeholders, and Workforce Innovation and Opportunity Partners.

Participants had 2 weeks (July 25-August 8 2016) to complete their respective survey.

The QISS generated a report from the collected data and the final report was submitted to the Rehabilitation Services Administration by September 30, 2016. The SRC and TDHS/DRS will utilize the report to guide the development of future goals and priorities for the provision of services.

The full report is available on the SRC webpage:

<https://www.tn.gov/humanservices/article/state-rehabilitation-council>.



WHAT IS VOCATIONAL REHABILITATION?

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 training through 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 (DRS).

UNDERSTANDING ORDER OF SELECTION (OOS)

The Vocational Rehabilitation Program operates on an Order of Selection (OOS). When a state does not have the resources to serve every individual that has been determined eligible for services, individuals receive services based on an OOS. Under the OOS, those persons with the most significant disabilities are served first.

In Tennessee the OOS contains four priority levels with 1 being the most significant and 4 being the least significant. To be considered Priority Category 1, a client must have limitations in two of seven areas (mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills). Clients must also require multiple vocational rehabilitation services for 6 months or longer.

Currently, Tennessee serves Priority Category 1 and Priority Category 2 cases and continues to review and analyze the potential opening of Priority Category 3 and 4.

STATUS OF THE VOCATIONAL REHABILITATION PROGRAM

The status of the VR program includes a review of the program accomplishments, an examination of statistics to see the changes from the previous fiscal year, client success stories and information regarding program initiatives.

VR PROGRAM ACCOMPLISHMENTS FOR FY2016

- ✳ The number of successful closures employment outcomes was 2,130.
- ✳ 96.67% of individuals served and closed with successful employment outcomes were individuals with significant disabilities.
- ✳ Increased employment opportunities for people with disabilities by building and maintaining a comprehensive network of employment resources across the state and continuing to develop and provide services to employers. Promoted the value of the division and the hiring of people with disabilities through ongoing employer relationship development, maintenance with existing VR Employment Counselors, and through our contract with the University of Tennessee Knoxville (UTK) DRS Corporate Connections.
- ✳ Continued partnership with the Tennessee Department of Mental Health and Substance Abuse to provide Individualized Placement Services (IPS) to consumers with severe mental health diagnoses. This program was expanded in FY2016 into West Tennessee, resulting in at least one site in each Grand Region.
- ✳ During FY2016 there were at least 1,408 cases served in Supported Employment (SE). Of this number, there were 330 cases that were closed in Status 26 (working at least 90 days) Successful Employment. Approximately 335 or 39.7% of all SE cases were served using the Individual Placement and Support (IPS) SE model. Of this 335, at least 64 cases, or approximately 19%, were closed in Status 26.
- ✳ A one day statewide conference was held at the Embassy Suites, Franklin, TN, on May 10, 2016. The conference theme was “Celebrating Tennessee’s IPS Community”. This is the second statewide conference since the inception of IPS in October 2013. In May, in the IPS team attended the annual national learning collaborative conference in CT.

- ❖ Expanded services through new agreements with Community Rehabilitation Providers. Training was provided to staff and vendors throughout the state. A contract with the UTK DRS Corporate Connections was established to provide vendor training.
- ❖ Project SEARCH is a one-year internship program for students/adults with disabilities. It is generally targeted for individuals with intellectual disabilities whose goal is competitive, integrated employment. The program takes place in a healthcare, government or business setting where total immersion in the workplace facilitates the teaching and learning process as well as the acquisition of employability and marketable work skills. Interns participate in three internships to explore a variety of career paths. Project Search has 10 sites statewide. During 2015-16, VR had 69 clients to participate in the program as interns and 49 were employed.
- ❖ The VR Program has increased the number of Transition School to Work (TSW) contracts with Local Education Agencies (LEAs) to provide dedicated staff resources to students from 20 in 2014 to over 30 in the current state fiscal year. In the 2015-16 academic year, 25 contracts were executed in 29 LEAs. 3,443 students received services in 84 high schools. In 2016-17, the number of TSW contracts increased to 33, serving 118 high schools across the state.
- ❖ In May, the Tennessee Department of Human Services) hosted the ResourceABILITY Assistive Technology Access Fair in the gymnasium of the Tennessee Rehabilitation Center located in Smyrna, Tennessee. The event focused on the role of technology in helping people with disabilities. Assistive technology, also known as AT, is any product, software, device or tool that helps people with disabilities enhance their function in daily tasks, including life skills and employment.
- ❖ Vocational Rehabilitation is currently receiving intensive technical assistance from Job Driven Vocational Rehabilitation Technical Assistance Center (JD-VRTAC) in the area of business engagement. Tennessee is one of 18 states currently receiving intensive technical assistance from JD-VRTAC. Agencies receiving intensive technical assistance become a part of a learning collaborative to share strategies and solutions. The goal of the JD-VRTAC is to build state VR agencies' capacity to improve and expand job-driven practices for consumers.

VR PROGRAM STATISTICS

Statistic	FY2014	FY2015	FY2016
New Applications	7,689	6,782	6,002
Total number of people with disabilities served	22,094	19,656	17,815
Number of persons obtaining employment/closed successfully	2,161	2,358	2,130
*Success rate	58.15%	53.97%	58.35%

* The success rate is the number of successfully closed cases divided by the total number of closed cases (both successful and unsuccessful).

SUCCESSFUL CLOSURES BY VR REGION

Region	Total Closures 2015	2016	Successful Closures 2015	2016	Success Rate 2015	2016
Region 1 – Johnson City	529	887	341	227	64.46%	%46.61
Region 2 – Knoxville	416	1187	294	220	70.67%	%48.14
Region 3 – Chattanooga	369	615	239	223	64.77%	%65.59
Region 4 – Cookeville	208	541	130	153	62.50%	%50.66
Region 5 – Nashville	199	590	133	114	66.83%	%53.27
Region 6 – Columbia	313	593	179	174	57.19%	%55.41
Region 7 – Jackson	176	251	122	117	69.32%	%77.48
Region 8 – Camden	519	866	297	282	57.23%	%60.65
Region 9 – Memphis	1199	981	266	252	22.19%	%62.22
Region 10 – Blind and Visually Impaired	253	446	211	198	83.40%	%67.58
Region 11 – Deaf and Hard of Hearing	187	333	145	170	77.54%	%77.38



Our workforce and our entire economy are strongest when we embrace diversity to its fullest, and that means opening doors of opportunity to everyone and recognizing that the American Dream excludes no one."

--Thomas Perez

CLIENT SUCCESS STORIES

Jeremy Duchow

Jeremy Duchow was closed successful this year and employed with the Titanic in Pigeon Forge. Mr. Duchow's disability is on the Autism spectrum with ADHD, Personality Disorder. He has always been fascinated with the Titanic, studying the history of the from a young age. He has written independent stories and freelance artwork with the Titanic as the focal point. The counselor and client worked with the Disability Resource Center (DRC) for placement services and they facilitated services to assist with direct placement at the Titanic. They were involved in networking with Human Resources and Management at the Titanic and assisted with at length interview preparation to prepare Jeremy for the interview, focusing on soft skills. All the hard work resulted in successful employment outcome.

Mr. Duchow, his VR counselor and The Titanic Museum in Pigeon Forge were recognized with ADA Spirit Awards at the 20th Anniversary of Disability Resource Center and Spirit of the ADA Awards Celebration.

~ Counselor- Christy Hill

Joshua Plant

As a result of a car accident his senior year of high school, Joshua Plant experienced a C-5-6 spinal cord injury. After completing all the necessary assessments, his Individualized Plan for Employment (IPE) was developed for him to attend college majoring in public relations at Columbia State Community College. After completion of his first year of college and a break from school, he was in need of occupational and physical therapy provided at Tennessee Rehabilitation Center (TRC) in Smyrna, TN. After spending 3 months at TRC, he learned life skills that assisted him to live independently. He later returned to school and obtained his Associates Degree. He continued his education and obtained his Bachelor of Science in Communications at Middle Tennessee State University. Due to few employment opportunities in his area of study, he started his own business in Public Relations and web design. He recognized the opportunity in a niche market of auto racing market, and went forward with it.. His case was closed successfully in August 2013.

With changing family circumstances, Mr. Plant needed more substantial income and benefits. With the work experience on his resume, he sought the assistance of Vocational Rehabilitation. He was referred to a Business Employment Consultant (BEC) to help advocate and assist with job seeking efforts. Mr. Plant decided to apply for an entry level secretary position with the Division of Rehabilitation Services with the hopes of transitioning to a higher position at some time in the future. He was excited to be hired at the agency that had assisted him over the years. He desires to work his way up through the ranks and make a great career in helping those with disabilities return to work.

~ Counselor- Billy Gilbert

VR PROGRAMS AND INITIATIVES

PROJECT SEARCH®

Project SEARCH® was developed in 1996 at Cincinnati Children's Hospital Medical Center by Erin Riehle to train and hire individuals with intellectual and developmental disabilities to work in the hospital (<http://www.projectsearch.us/About.aspx>).

Project SEARCH® now has over 300 sites worldwide including sites in Tennessee.

Project SEARCH® facilitates internships with a business where the business may hire the intern. About 90 to 100% of the students are hired upon program completion. The internship applies to individuals with intellectual and development disabilities in their last year of high school (<http://www.tn.gov/cdd/article/project-search>).

During the internship, interns learn job skills and the policies and procedures of the business. Interns also train in different departments to determine the area that is the best fit for them.



Currently there are 10 sites in Tennessee

Project SEARCH® Sites:

- ❖ LeBohner Children's Hospital in Memphis/Shelby County
- ❖ Sheraton (N.Main) in Shelby Co.
- ❖ Embassy Suites in Metro Nashville
- ❖ Embassy Suites in Murfreesboro
- ❖ Project Search Vanderbilt

- ❖ Clarksville/Montgomery County Government
- ❖ University of TN Medical Center in Knoxville
- ❖ East TN Children's Hospital in Knoxville
- ❖ Maryville College (Blount County)
- ❖ Jackson/Madison County

POST-SECONDARY EDUCATION (PSE) ALLIANCE

The PSE programs focus on postsecondary options for students with intellectual disabilities at colleges and universities. These programs are another option to assist students in the transition from school to work. The PSE Alliance provides an alternate post-secondary experience with job training and job readiness activities on a college campus.

There are four (4) universities in Tennessee that participate in the Post-Secondary Alliance:

- ❖ **University of Memphis – TigerLife**
<http://www.memphis.edu/tigerlife/>
- ❖ **Vanderbilt University – NextSteps**
<http://vkc.mc.vanderbilt.edu/vkc/nextsteps/>
- ❖ **Lipscomb University – IDEAL**
<http://www.lipscomb.edu/education/ideal-program>
- ❖ **University of Tennessee – FUTURE**
<http://futureut.utk.edu>

Prior to the beginning of each semester, the school's program staff, the student and the VR Counselor will discuss recommendations. The recommendations will be based on observations and assessments.

HELPFUL WEBSITES

- ❖ **Client Assistance Program** – [http://www.disabilityrightstn.org/links/client-assistance-program-\(cap\)](http://www.disabilityrightstn.org/links/client-assistance-program-(cap)) - helps individuals who have concerns or difficulties when applying for or receiving rehabilitation services funded under the Rehabilitation Act.
- ❖ **Code of Federal Regulations** – <https://www.gpo.gov/fdsys/pkg/CFR-2016-title34-vol2/xml/CFR-2016-title34-vol2-part361.xml> The US Government Publishing Office contains the Code of Federal Regulations. Title 34 Part 361 refers to the SRC.
- ❖ **Community Tennessee Rehabilitation Centers (CTRC)** – <http://www.tn.gov/humanservices/topic/community-trcs> - A CTRC provides services that lead to employment and are designed to meet individual needs.
- ❖ **National Coalition of State Rehabilitation Councils (NCSRC)** – <http://www.ncsrc.net> - on behalf of people with disabilities, the NCSRC advocates for and works in partnership with the national public vocational rehabilitation system's continual quest for excellence.
- ❖ **National Rehabilitation Association (NRA)** – <http://www.nationalrehab.org> - the Nation's most established and respected membership association for rehabilitation professionals. NRA members work to eliminate barriers and increase employment opportunities for people with disabilities.
- ❖ **Rehabilitation Act of 1973** – <http://www2.ed.gov/policy/speced/reg/narrative.html> - contains all articles of the Rehabilitation Act of 1973, as amended. Title I covers the VR program and SRC.
- ❖ **Rehabilitation Services Administration (RSA)** – <http://rsa.ed.gov> – contains information about the federal Rehabilitation Services Administration and includes various reports and VR statistics for each State (includes the State Plans). Includes detailed information regarding WIOA
- ❖ **Tennessee Department of Human Services Division of Rehabilitation Services (DRS)** – <http://www.tn.gov/humanservices/section/disability-services> - contains information on rehabilitation services such as the CTRC's, Deaf and Hard of Hearing Services, the Tennessee Technology Access Program (TTAP), and more.
- ❖ **State Rehabilitation Council** – <http://www.tn.gov/humanservices/article/state-rehabilitation-council> - provides information on the SRC and contains last year's annual report.
- ❖ **Statewide Independent Living Council (SILC) of Tennessee** – <http://www.tn.gov/humanservices/article/silc> - promotes independent living in Tennessee.
- ❖ **Tennessee Business Enterprises (TBE)** – <http://www.tn.gov/humanservices/article/bvis-tn-business-enterprises> – provide high quality products and customer service while maximizing employment and economic opportunities for legally blind individuals in vending/food service operations.

- ❖ **Tennessee Rehabilitation Center Smyrna** – <http://www.tn.gov/humanservices/topic/trc-smyrna> - TRC Smyrna is a comprehensive residential rehabilitation facility that offers specialized programs and services within a campus environment.
- ❖ **Vocational Rehabilitation Services** – <http://www.tn.gov/humanservices/topic/vocational-rehabilitation> - provides information on Tennessee's Vocational Rehabilitation program including client eligibility and local offices.

FEDERAL FISCAL YEAR 2017 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.

- ❖ October 13, 2016 in Nashville
- ❖ January 12, 2017 in Nashville
- ❖ April 13, 2017 in Nashville
- ❖ July 13, 2017 in Nashville

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 contact the SRC at srctennessee@gmail.com.



Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved. – Mattie Stepanek

COMMON ACRONYMS

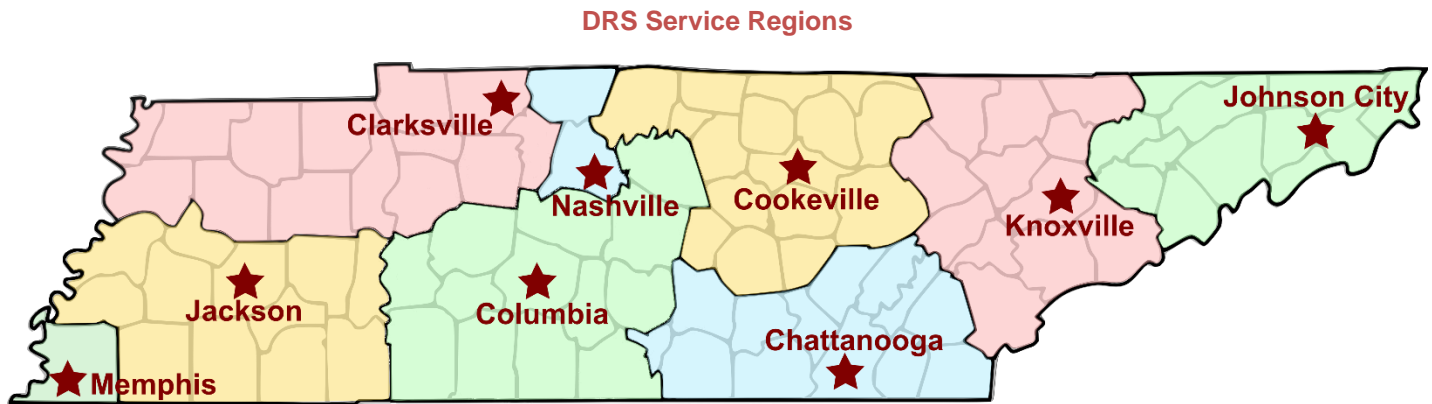
ADA	Americans with Disabilities Act
CAP	Client Assistance Program
CFR	Code of Federal Regulations
CRC	Certified Rehabilitation Counselor
CRP	Community Rehabilitation Provider
CSNAC	Consumer Satisfaction and Needs Assessment Committee
CSAVR	Council of State Administrators of Vocational Rehabilitation
CTRC	Community Tennessee Rehabilitation Center
DRS	Division of Rehabilitation Services
ED	Department of Education
FY	Fiscal Year (Federal FY runs from October 1 – September 30)
IPE	Individualized Plan for Employment
IPS	Individual Placement and Support
JOBS	Job Objectives and Behavioral Services
NCIL	National Council on Independent Living
NCSRC	National Coalition of State Rehabilitation Councils
NRA	National Rehabilitation Association
OPRA	Outreach Public Relation and Awareness Committee
OOS	Order of Selection
RSA	Rehabilitation Services Administration
SILC	Statewide Independent Living Council
SRC	State Rehabilitation Council
TBE	Tennessee Business Enterprises
TBI	Traumatic Brain Injury
TDHS	Tennessee Department of Human Services
TRIMS	Tennessee Rehabilitation Information and Management System
TTAP	Tennessee Technology Access Program
UTK	University of Tennessee Knoxville
VIS	Vision Impairment Services
VR	Vocational Rehabilitation
WIOA	Workforce Innovation and Opportunity Act



Parthenon, Nashville

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.



Each region contains a regional office, district office(s), and some regions contain CTCR's. The following pages break down the regions and contain contact information for the regional office, district offices, and CTCR's.

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. The TRC 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's (CTRC) provide services that lead to employment and are designed to meet individual needs. There are currently 17 CTCR'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.

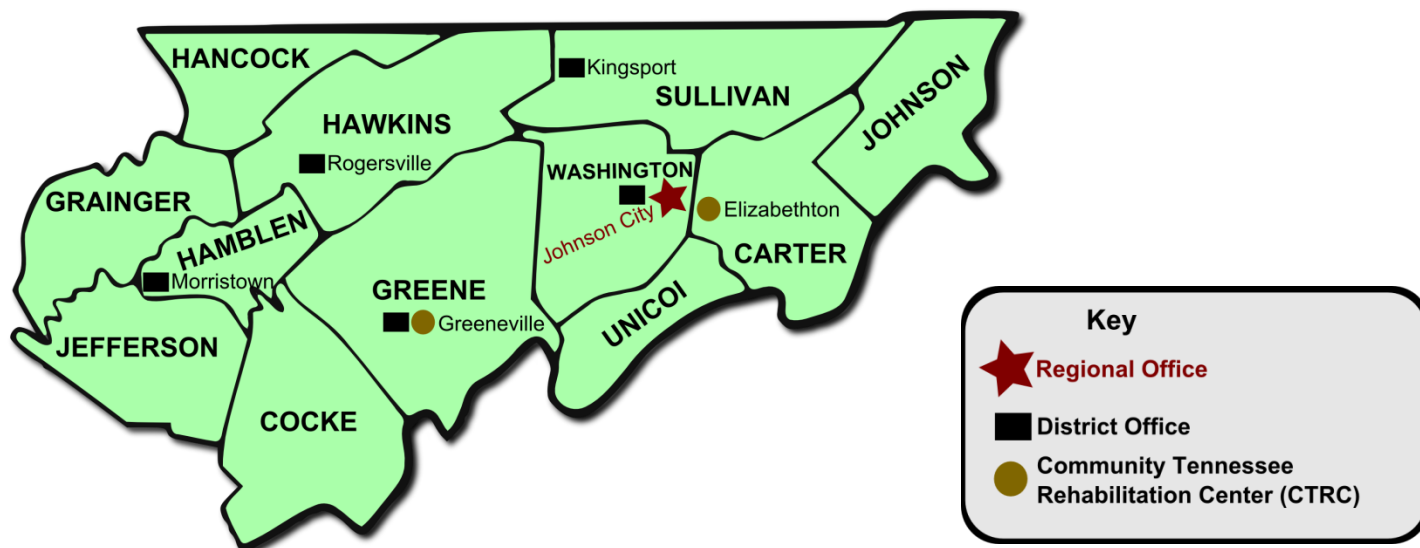
REGION 1 – JOHNSON CITY

Regional Supervisor: Amy Rader

Counties Served: Carter, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Johnson, Sullivan, Unicoi, Washington

Vocational Rehabilitation Regional Office

905 Buffalo Street
Johnson City, Tennessee 37604-6719
Phone: (423) 434-6934
TTY: (423) 434-6899
Fax: (423) 434-6963



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<u>Greeneville</u> 241 Baileyton Road Greeneville, TN 37745-3303 Phone/TTY: (423) 639-5148 Fax: (423) 639-1084	<u>Elizabethton</u> 407 Cherokee Park Drive Elizabethton, TN 37643 Phone: (423) 542-4159 TTY: (423) 542-3294 Fax: (423) 542-3568
<u>Johnson City</u> 103 Walnut St. East Johnson City, TN 37601-6847 Phone: (423) 926-3178 and TTY: (423) 434-6697 Fax: (423) 434-6616	<u>Greeneville</u> 241 Baileyton Road Greeneville, TN 37745-3305 Phone: (423) 639-5148 Fax: (423) 639-1084
<u>Kingsport</u> 1060 Wilcox Court Kingsport, TN 37660-5381 Phone: (423) 245-4278 and TTY: (423) 224-1961 Fax: (423) 224-1965	
<u>Morristown</u> 2812 West Andrew Johnson Hwy. Morristown, TN 37814 Phone: (423) 587-7007 and TTY: (423) 587-2388 Fax: (423) 587-7071	
<u>Rogersville</u> 4017 Hwy. 66 Rogersville, TN 37857 Phone: (423) 601-7030	

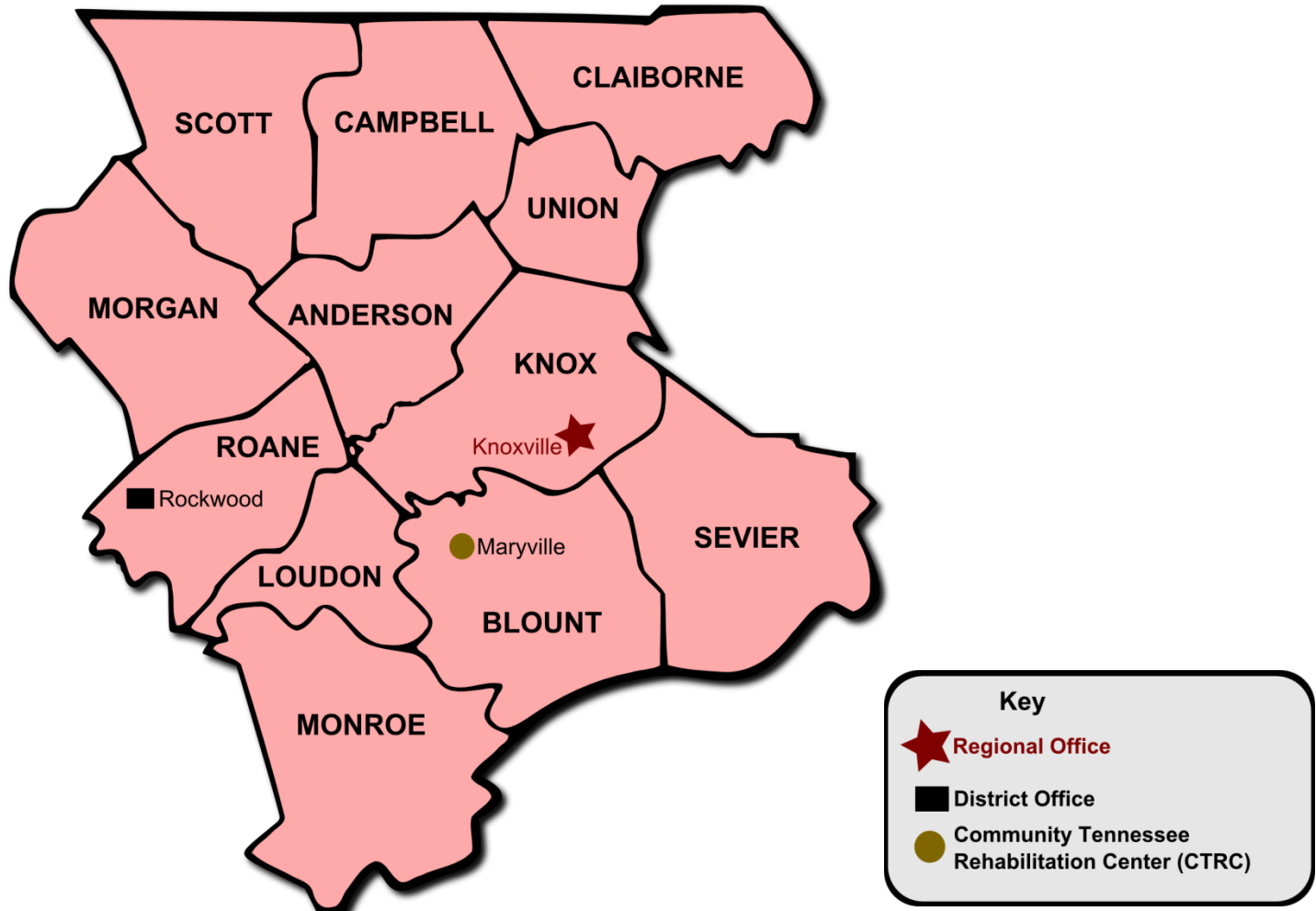
REGION 2 – KNOXVILLE

Regional Supervisor: Angie Respass

Counties Served: Anderson, Blount, Campbell, Claiborne, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, Union

Vocational Rehabilitation Regional Office

520 West Summit Hill Drive, Suite 301
Knoxville, Tennessee 37902
Phone/TTY: (865) 594-6060
Fax: (865) 523-7852 or (865) 594-6535



Vocational Rehabilitation District Office	Community Tennessee Rehabilitation Center
<u>Rockwood</u> 1088 North Gateway Avenue Rockwood, TN 37854 Phone/TTY: (865) 717-5085 Fax: (865) 354-9919	<u>Maryville</u> 1749 Triangle Park Drive Maryville, Tennessee 37801-3705 Phone/TTY: (865) 981-2382 Fax: (865) 981-1573

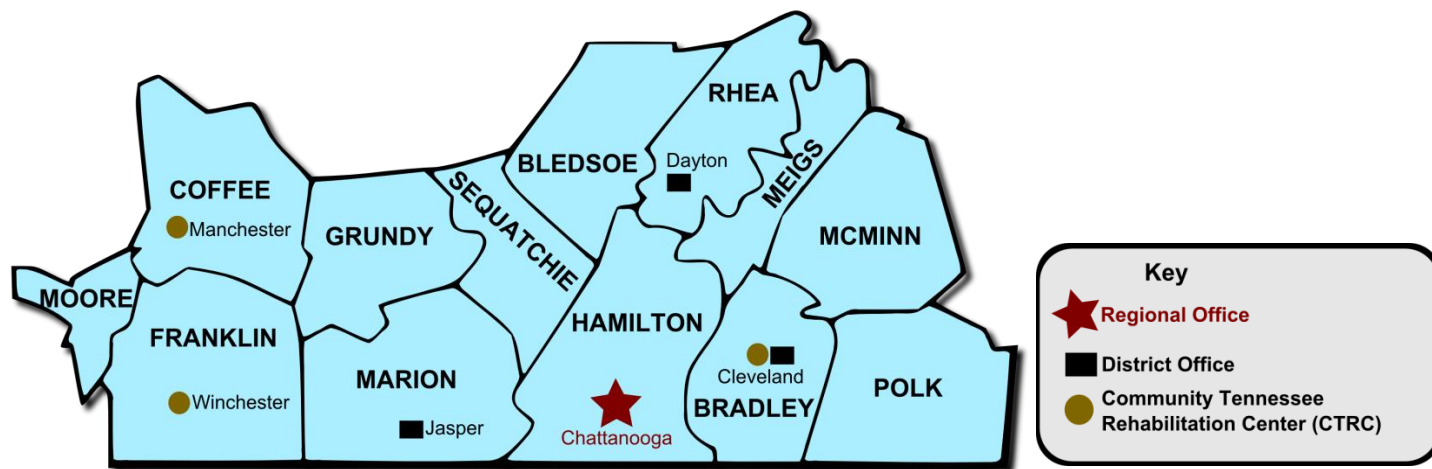
REGION 3 – CHATTANOOGA

Regional Supervisor: Tiffany Ramsey

Counties Served: Bledsoe, Bradley, Coffee, Franklin, Grundy, Hamilton, Marion, McMinn, Meigs, Moore, Polk, Rhea, Sequatchie

Vocational Rehabilitation Regional Office

Eastgate Center, Suite 602-B, 5600 Brainerd Road
Chattanooga, Tennessee 37411
Phone: (423) 634-6700
Fax: (423) 634-1976



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<u>Cleveland</u> 3069 Overlook Drive, NE, Suite A Cleveland, TN 37312 Phone: (423) 478-0330 and TTY: (423) 478-0431 Fax: (423) 559-4994	<u>Cleveland</u> 3069 Overlook Drive, NE, Suite B Cleveland, TN 37312 Phone: (423) 478-0332 and TTY: (423) 478-0431 Fax: (423) 559-4994
<u>Dayton</u> Tennessee Career Centers Dayton 200 Fourth Avenue, Room 106 Dayton, TN 37321 Phone: (423) 775-3435 Fax: (423) 775-9122	<u>Manchester</u> 91 Volunteer Parkway Manchester, TN 37355 Phone: (931) 723-5070 Fax: (931) 723-5085
<u>Jasper</u> SETHRA 300 Ridley Drive Jasper, TN 37347 Phone: (423) 942-1800 Fax: (423) 942-5642	<u>Winchester</u> 135 Baxter Lane Winchester, TN 37398 Phone/TTY: (931) 962-1162 Fax: (931) 962-1169

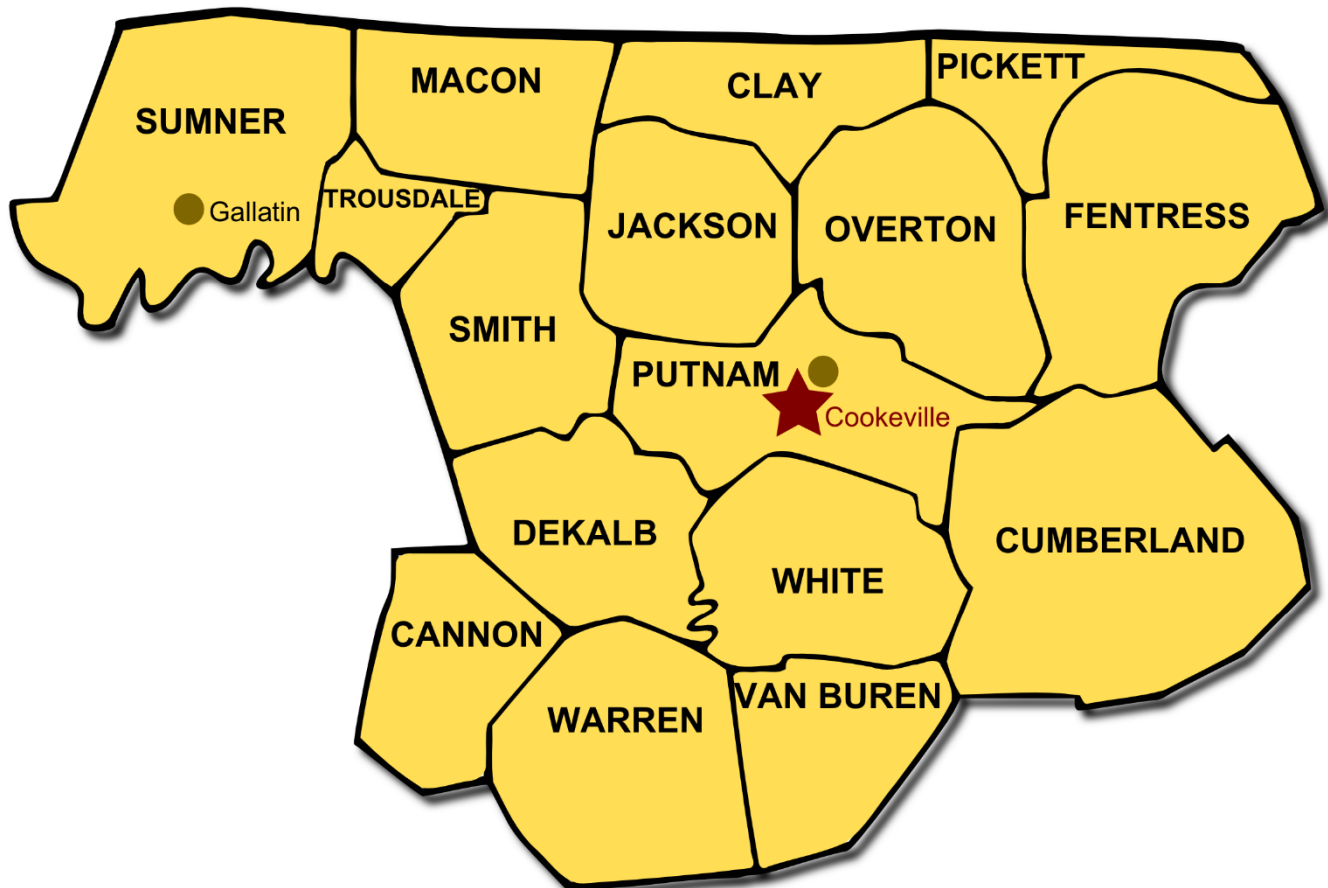
REGION 4 – COOKEVILLE

Interim Regional Supervisor: Linda Suddarth

Counties Served: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Sumner, Trousdale, Van Buren, Warren, White

Vocational Rehabilitation Regional Office

955 E. 20th Street
Cookeville, Tennessee 38501-2472
Phone: (931) 526-9783
TTY: (931) 525-6622
Fax: (931) 525-1614



Community Tennessee Rehabilitation Centers

Cookeville

955 E. 20th Street
Cookeville, TN 38501-2472
Phone: (931) 526-4721 and TTY: (931) 525-6622
Fax: (931) 526-4705

Gallatin

1019 Union School Road
Gallatin, TN 37066
Phone: (615) 451-5826 and TTY: (615) 451-5885
Fax: (615) 451-5883

Key



Regional Office



**Community Tennessee
Rehabilitation Center (CTRC)**

REGION 5 – NASHVILLE

Regional Supervisor: Virginia Talley

Counties Served: Davidson and Robertson

Vocational Rehabilitation Regional Office

1000 2nd Avenue N
Nashville, Tennessee 37243
Phone: (615) 741-1606
TTY: (800) 270-1349
Fax: (615) 741-8180



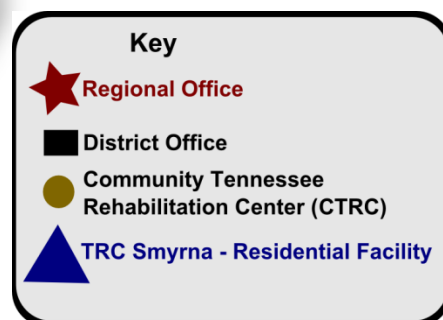
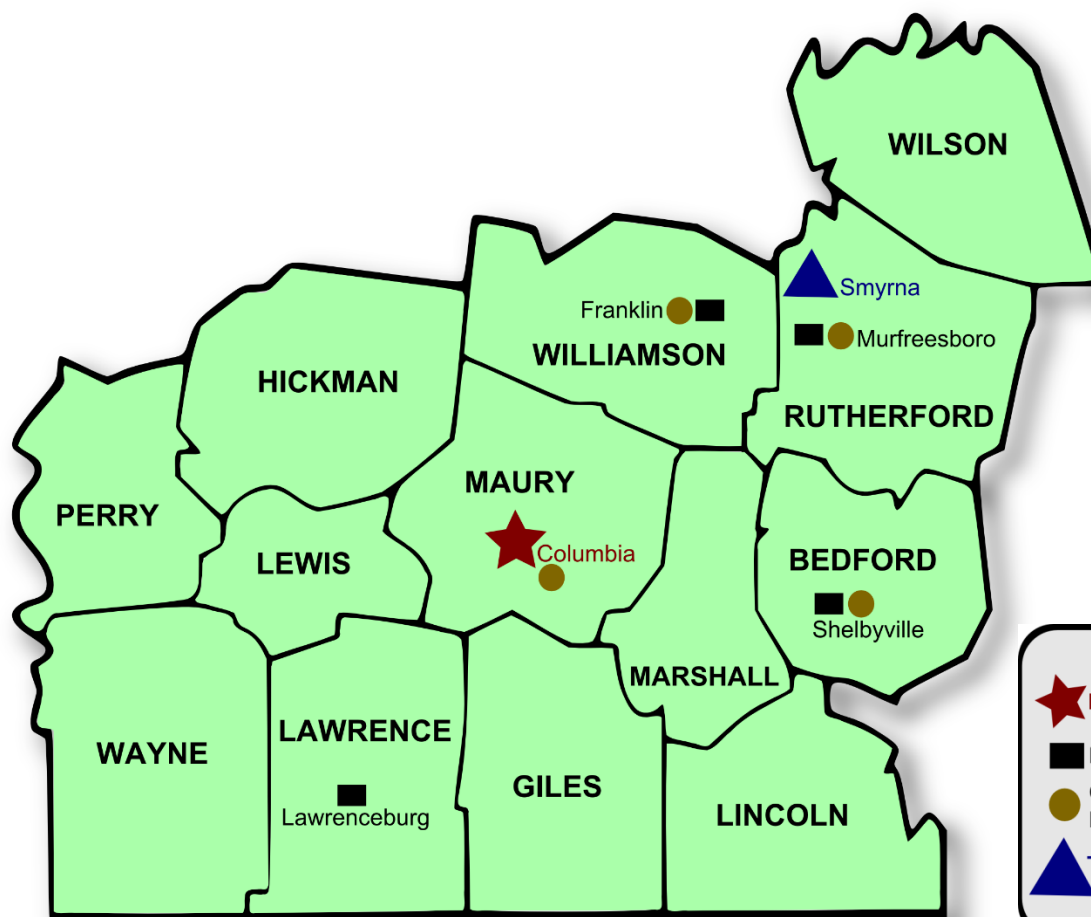
REGION 6 – COLUMBIA

Regional Supervisor: Diana Hague

Counties Served: Bedford, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Perry, Rutherford, Wayne, Williamson, Wilson

Vocational Rehabilitation Regional Office

6000 Trotwood Avenue
Columbia, Tennessee 38401-7003
Phone/TTY: (931) 380-2563
Fax: (931) 380-2567



Vocational Rehabilitation District Offices	Community Tennessee Rehabilitation Centers
<u>Franklin</u> 1405-A Brookwood Avenue Franklin, TN 37064-3324 Phone/TTY: (615) 790-5509 Fax: (615) 790-5972	<u>Columbia</u> 206 Wayne Street Columbia, TN 38401-4527 Phone: (931) 490-7630 and TTY: (931) 490-7633 Fax: (931) 380-2551
<u>Lawrenceburg</u> 527 Crews Street, Suite A Lawrenceburg, TN 38464-4434 Phone/TTY: (931) 766-1419 Fax: (931) 762-7656	<u>Franklin</u> 1405-A Brookwood Avenue Franklin, TN 37064-3617 Phone: (615) 790-5509 Fax: (615) 790-5972
<u>Murfreesboro</u> 1132 Haley Road Murfreesboro, TN 37129-4902 Phone: (615) 898-8084 and TTY: (615) 848-5128 Fax: (615) 898-8099	<u>Murfreesboro</u> 1132 Haley Road Murfreesboro, TN 37129-4902 Phone: (615) 898-8088 Fax: (615) 898-8099
<u>Shelbyville</u> 1618 Railroad Avenue Shelbyville, TN 37160-7408 Phone: (931) 685-5019 Fax: (931) 685-1380	<u>Shelbyville</u> 1618 Railroad Avenue Shelbyville, TN 37160-7408 Phone/TTY: (931) 685-5017 Fax: (931) 685-1380

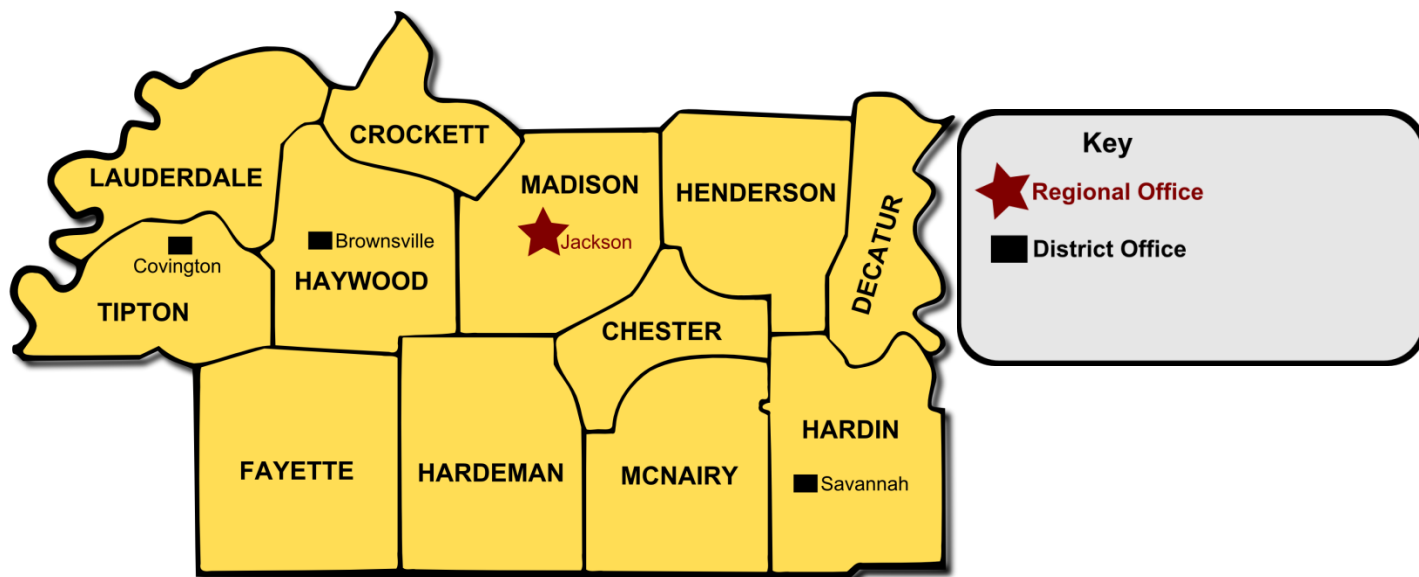
REGION 7 – JACKSON

Regional Supervisor: Linda Randolph

Counties Served: Chester, Crockett, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, Madison, McNairy, Tipton

Vocational Rehabilitation Regional Office

State Office Building
Room 200, Box 15
225 Martin Luther King Boulevard
Jackson, Tennessee 38301
Phone: (731) 423-5620
TTY: (731) 423-5625
Fax: (731) 426-0563



Vocational Rehabilitation District Offices

Brownsville

1199 S. Dupree
Brownsville, TN 38012
Phone: (731) 772-4242 and TTY: (731) 772-3878
Fax: (731) 779-0151

Covington

724 Hwy. 51 N.
Covington, TN 38019
Phone/TTY: (901) 475-2505
Fax: (901) 475-2617

Savannah

1035A Wayne Road
Savannah, TN 38372
Phone/TTY: (731) 925-4968
Fax: (731) 925-9982

REGION 8 – CLARKSVILLE

Interim Regional Supervisor: David Parrish

Counties Served: Benton, Carroll, Cheatham, Dickson, Dyer, Gibson, Henry, Houston, Humphreys, Lake, Montgomery, Obion, Stewart, Weakley

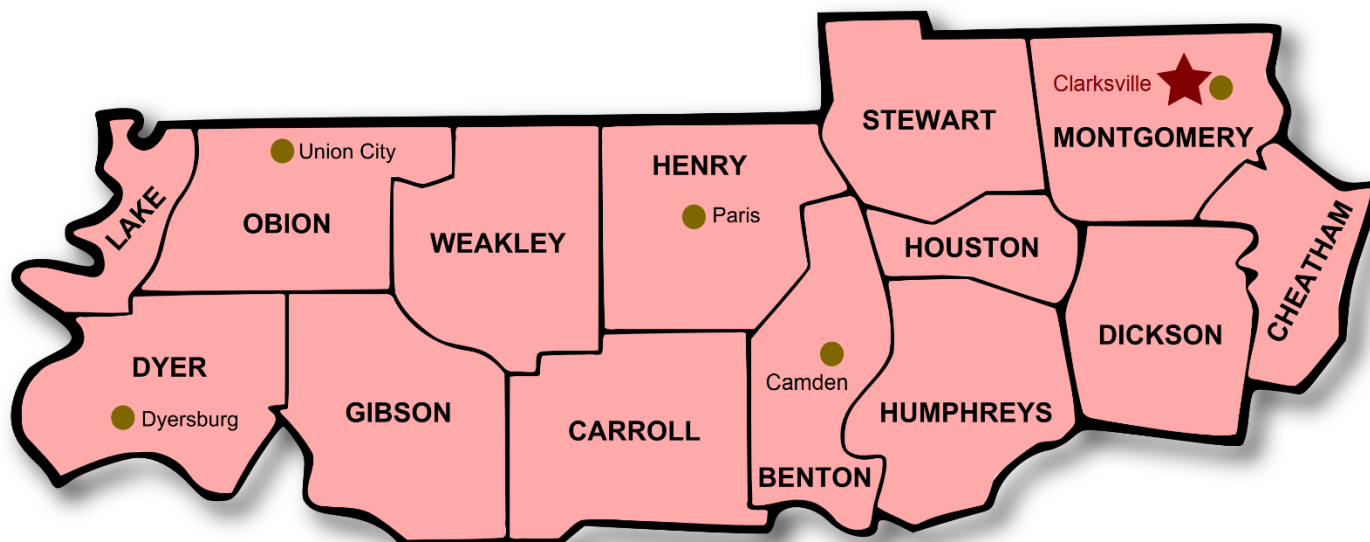
Vocational Rehabilitation Regional Office

1575 Corporate Parkway Blvd.

Clarksville, Tennessee 37040

Phone: (931) 684-5560

Fax: (731) 584 -6795



Community Tennessee Rehabilitation Centers

Camden

560 Benton Industrial Road

Camden, TN 38320

Phone: (731) 584-7015 and Fax: (731) 584-6795

Clarksville

1575 Corporate Parkway Blvd.

Clarksville, TN 37040-3898

Phone: (931) 648-5560 and Fax: (931) 648-6329

Dyersburg

1365 Morgan Road

Dyersburg, TN 38024-2198

Phone: (731) 286-8313 and Fax: (731) 286-8361

Paris

1108 Tyson Avenue

Paris, TN 38242

Phone: (731) 644-7361 and Fax: (731) 644-7405

Union City

1419 N. Morgan Ext

Union City, TN 38261

Phone: (731) 884-2600 and Fax: (731) 884-2613

Key



Regional Office



**Community Tennessee
Rehabilitation Center (CTRC)**

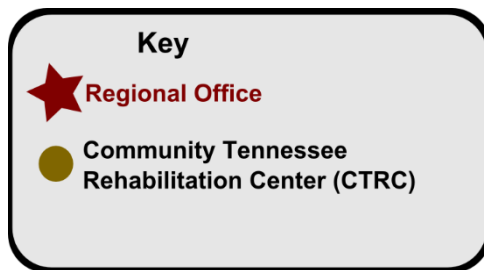
REGION 9 – MEMPHIS

Regional Supervisor: Greg Wright

Counties Served: Shelby

Vocational Rehabilitation Regional Office

1 Commerce Square
10th Floor, Suite 1000, 40 South Main Street
Memphis, Tennessee 38103-1820
Phone/TDD: (901) 528-5284
Fax: (901) 543-6036



REGION 10 – SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

Director: Shaniqua Cox
Director of Field Operations
Department of Human Services
Services for the Blind and Visually Impaired
5600 Brainerd Road
Chattanooga, Tennessee 37411
423-634-6735
Shaniqua.Cox@tn.gov
All Counties Served

REGION 11 – SERVICES FOR THE DEAF AND HARD OF HEARING

Director: Tiffany Kelley

Director of Field Operations
Department of Human Services
Services for the Deaf and Hard of Hearing
520 West Summitt Hill Drive, Suite 301
Knoxville, Tennessee 37902
865-594-6861
Tiffany.Kelley@tn.gov
All Counties Served

As a program within the Tennessee Department of Human Services (TDHS), Vocational Rehabilitation Services does not discriminate on the basis of race, color, national origin, sex, disability and age in programs or activities that receive federal financial assistance from the Department of Education (ED). Discrimination on the bases of race, color and national origin is prohibited by Title VI of the Civil Rights Act of 1964; sex discrimination is prohibited by Title IX of the Education Amendments of 1972; discrimination on the basis of disability is prohibited by Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (Title II prohibits discrimination on the basis of disability by public entities, whether or not they receive federal financial assistance); and age discrimination is prohibited by the Age Discrimination Act of 1975. Please contact the TDHS Civil Rights Compliance Officer for more information regarding this policy at 615-313-4700.

STATE REHABILITATION COUNCIL OF TENNESSEE

**Tennessee Department of Human Services
Vocational Rehabilitation Services
Citizens Plaza State Office Building, 12th Floor
400 Deaderick Street
Nashville, TN 37243-1403**

**(615) 313-4891 Phone
(615) 313-5695 TTY
(800) 270-1349 TTY
(615) 741-6508 FAX**

<http://www.tn.gov/humanservices/article/state-rehabilitation-council>

Great Smoky Mountains National Park