



Department of  
**Human Services**

State Rehabilitation Council  
of Tennessee

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

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## VOCATIONAL REHABILITATION (VR) AND SRC

### 2015 ANNUAL REPORT

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





# STATE REHABILITATION COUNCIL OF TENNESSEE

## 2015 ANNUAL REPORT

**Tennessee Department of Human Services  
Vocational Rehabilitation Services  
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**State Capital, Nashville**





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

December 2015

On behalf of the State Rehabilitation Council (SRC) of Tennessee, it is my privilege and honor to present the 2015 Annual Report. It has been a busy and fulfilling year with many changes taking effect for Vocational Rehabilitation Services (VR) and the SRC.

2015 has been somewhat of a challenging year with the implementation of the Workforce Innovation and Opportunity Act (WIOA). All of the new rules and guidelines have meant changes for Vocational Rehabilitation Services within the Tennessee Department of Human Services (TDHS), and there has been a lot of information-gathering associated with this. But I also feel that these changes are beneficial to the people with disabilities seeking employment in Tennessee that we always strive to better serve.

The SRC worked in partnership with TDHS to notify the public seeking their comments regarding the notice of proposed rulemaking (NPRM) for changes to the code of federal regulations to align with the WIOA. SRC members also submitted their comments regarding unified or combined state plan, competitive integrated employment, services to youth and students with disabilities, comprehensive system of personnel development, services to groups, comparable benefits, program administration, supported employment program, and limitations on the use of the subminimum wages.

During this past year, members of the SRC demonstrated leadership and strong partnerships working closely with the TDHS to ensure Tennesseans with disabilities were able to obtain and maintain employment. The SRC has supported the TDHS with WIOA changes and are particularly pleased with the progress of improved transition services to youth with disabilities.

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

I have enjoyed serving as the chair of the SRC this past year and wish continued progress and success for the program and the citizens of this great state.

Respectfully,

A handwritten signature in blue ink, reading "Marianne Dale".



## MESSAGE FROM CHERRELL CAMPBELL-STREET, ASSISTANT COMMISSIONER DIVISION OF REHABILITATION SERVICES, TDHS

It is such an honor to serve as the Assistant Commissioner 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,

A handwritten signature in black ink that reads "Cherrell Campbell-Street".

Cherrell Campbell-Street  
Assistant Commissioner, Rehabilitation Services  
Tennessee Department of Human Services

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## 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 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 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 (DRS) 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 Attachment 4.2(c) 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, 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.

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*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).*

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## 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 FY2015

### Marianne Dale

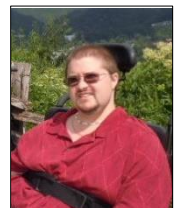
**SRC Chair**  
**Disability Advocacy Group**



**From:** Henry  
**Senate District:** 24  
**State Senator:** Sen. John Stevens  
**House District:** 75  
**State Representative:** Rep. Tim Wirgau  
**VR Region:** 8

### Michael McGrath

**SRC Vice-Chair**  
**Business, Industry and Labor**



**From:** Knoxville  
**Senate District:** 7  
**State Senator:** Sen. Richard Briggs  
**House District:** 89  
**State Representative:** Rep. Roger Kane  
**VR Region:** 2

### Samantha Moreno

**SRC Secretary**  
**Current VR Recipient**



**From:** Knoxville  
**Senate District:** 7  
**State Senator:** Sen. Richard Briggs  
**House District:** 89  
**State Representative:** Rep. Roger Kane  
**VR Region:** 2

## Upcoming FY2016 Officers

Chair – Samantha Moreno  
Vice-Chair – Norm Nelson  
Secretary – Becky Allen

FY2015 runs from October 1, 2014 – September 30, 2015

## Incoming Members

The SRC would like to welcome our incoming members.

- ❖ Norm Nelson
- ❖ Becky Allen
- ❖ Tom Kakac
- ❖ Rhonda Holder
- ❖ Matthew Lawson
- ❖ Amy Gonzalez

## Outgoing Members

- ❖ Jean Saulsberry
- ❖ Norris Branick
- ❖ Robert Leonard
- ❖ Derek Flake
- ❖ Marianne Dale

## MEMBERS FOR FY2015

### Norris Branick

*Former VR Recipient*

**From:** Jackson

**Senate District:** 27

**State Senator:** Sen. Ed Jackson

**House District:** 80

**State Representative:** Rep. Johnny Shaw

**VR Region:** 7



### 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

*DRS Assistant Commissioner,  
TDHS*

**From:** Nashville

**Senate District:** 18

**State Senator:** Sen. Ferrell Haile

**House District:** 45

**State Representative:** Rep. Courtney Rogers

**VR Region:** Statewide



### Samuel Cole

*DHS Liaison*

**From:** Nashville

**Senate District:** 20

**State Senator:** Sen. Steven  
Dickerson

**House District:** 53

**State Representative:** Rep. Jason Powell

**VR Region:** Statewide



### Tom DePauw

*Business, Industry and Labor*

**From:** Brentwood

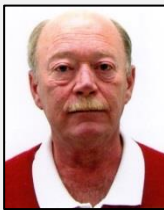
**Senate District:** 20

**State Senator:** Sen. Steven  
Dickerson

**House District:** 56

**State Representative:** Rep. Beth Harwell

**VR Region:** 5



### Derek Flake

*Parent Training & Information  
Center*

**From:** Memphis

**Senate District:** 31

**State Senator:** Sen. Brian Kelsey

**House District:** 96

**State Representative:** Rep. Steve McManus

**VR Region:** 9



### 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



### Norm Nelson

*Disability Advocacy Group*

**From:** Knoxville

**Senate District:** 7

**State Senator:** Sen. Richard Briggs

**House District:** 16

**State Representative:** Rep. Bill Dunn

**VR Region:** 2



**Bob Leonard**  
*Statewide Independent Living Council*

**From:** Paris  
**Senate District:** 24  
**State Senator:** Sen. John Stevens  
**House District:** 75  
**State Representative:** Rep. Tim Wirgau  
**VR Region:** 8



**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



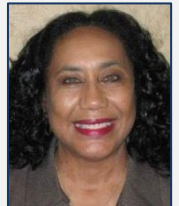
**Yolanda Shields**  
*Workforce Investment Board*

**From:** Spring Hill  
**Senate District:** 23  
**State Senator:** Sen. Jack Johnson  
**House District:** 65  
**State Representative:** Rep. Jeremy Durham  
**VR Region:** 6



**Jean Saulsberry**  
*Business, Industry and Labor*

**From:** Memphis  
**Senate District:** 32  
**State Senator:** Sen. Mark Norris  
**House District:** 88  
**State Representative:** Rep. Larry Miller  
**VR Region:** 9



**Becky Allen**  
*Client Assistance Program*

**From:** Knoxville  
**Senate District:** 06  
**State Senator:** Sen. Becky Massey  
**House District:** 14  
**State Representative:** Rep. Jason Zachary  
**VR Region:** 2



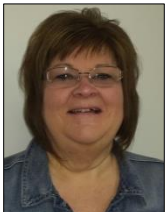
**Matthew Lawson**  
*Business, Industry, and Labor*

**From:** Dandridge  
**Senate District:** 08  
**State Senator:** Sen. Frank Niceley  
**House District:** 11  
**State Representative:** Rep. Jeremy Faison  
**VR Region:** 2



**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



*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).*



## *IN MEMORIAM*

### *MICHAEL MCGRATH*



Michael, age 34, of Knoxville, passed away on October 6, 2015 from complications due to congestive heart failure. He was born in Bryn Mawr, Pennsylvania, October 16, 1980, and was the eldest of two children.

He was diagnosed at age 7 with Duchenne Muscular Dystrophy, which is a genetic disease that weakens the muscles. While this disease is progressive and can be tragic, Michael found ways to adapt and thrive. He attended MDA summer camp and played wheelchair basketball. During high school and college, his sense of humor and self-confidence helped Michael gain many friends whom he would keep throughout his life.

Michael's parents instilled in him the desire for self-sustainability, which presented as a desire to work. He began working part-time, while in high school and throughout college. Michael studied Information Management Systems at the University of Maryland Baltimore County and received a Masters of Information Technology from Virginia Polytechnic Institute and State University. He was also a skilled technical writer who enjoyed creating websites.

After college, Michael had difficulty gaining employment and sought out the assistance of Bender Consulting, which is a company that recruits individuals with disabilities for employment with the public and private sectors. Soon after, he was employed by Computer Sciences Corporation where he worked on a long-term project for the FAA. This position allowed Michael to purchase his own home in New Jersey as well as an adapted van. He was also able to hire personal assistants and quench his thirst for travel.

Michael's wish was to help people with disabilities have the same experience with work that he had. This is why he applied to join the State Rehabilitation Council after relocating to Tennessee in 2007. He was successfully working from his home office and believed this could work for others in similar situations. When Michael was laid off in 2011, he began to develop a plan which would later become McGrath Solutions, Inc., a non-profit organization which helps individuals with disabilities become successfully employed in a STEM field.

When Michael was not working, he was volunteering. He created and helped to maintain websites for Ms. Wheelchair Maryland, Ms. Wheelchair Tennessee, 4-Wheel to Heal, and Tennessee Association of Blind Athletes. He was the Vice Chair of the Tennessee State Rehabilitation Council and helped to develop many of their documents, including the Resource Plan and the Annual Report. He was also Treasurer for Ms. Wheelchair of Tennessee where he assisted with coordinating the annual Ms. Wheelchair Tennessee Crowning Ceremony.

Michael is survived by his wife, Samantha; parents Gail and Richard; Mother and Father-in-law Bethany and Jim; sister and brother-in-law, Jennifer and Mark; brother-in-law, Clayton; sister-in-law, Heather; nephews, Tristan, Teaghan, Thayton, and Alexander; and niece, Thiarey.

## ***IN MEMORIAM***

### ***ROBERT “BOB” LEONARD***

Bob was first and foremost an advocate for people with disabilities. He dedicated his life to giving other people with disabilities a better life. His hard work and dedication has influenced policies and legislation across the state of Tennessee and on a national level. Bob, a former vocational rehabilitation participant, took pride in the organization that he helped to establish, the T.A.R.P. (Training, Advocacy, Referral, and Peer Support) Center for Independent Living in Paris, Tennessee, of which he was the Executive Director. He was appointed by Governor Phil Bredesen to the Tennessee State Equal and Fair Employment Opportunities Commission. He was also appointed to numerous State Councils under both Governor Phil Bredesen and Governor Bill Haslam including the Statewide Independent Living Council, the Tennessee State Rehabilitation Council, and the Tennessee Family Support Council. He also served on the Advisory Council for the Area Agency on Aging and Disability for West Tennessee and as a board member for the Real Hope Youth Center in Paris, Tennessee.



On a national level, Bob was elected to the Association of Programs for Rural Independent Living (APRIL) board in 2014. Throughout the years, Bob has traveled across the country participating in and attending many conferences, spreading his knowledge and absorbing others' skills and knowledge. At his side was his assistant, his sister Denise. More than anything, Bob loved using his skills and knowledge to assist others in developing policies and legislation to enhance the lives of people with disabilities. He was a coveted member on any council or board due to his knowledge and ferocity for equality and inclusion for people with disabilities. The passion he had for his work guided every decision he made. There are not enough words to describe everything that Bob Leonard did on behalf of the people that he served so passionately. Because of his own struggles with severe physical disabilities, Bob's life was an inspiration to so many people. He always said that there was something someone can do and insisted that people "never give up" on fulfilling their dreams and goals. As many of you know, "never give up" was his signature phrase and he never gave up on anything he was passionate about.

In addition to his work, Bob loved everyone in his life with that same passion. He was always available to help any time, day or night, when someone needed him. He had so many skills and he loved sharing his knowledge. When he wasn't making the world a better place for people with disabilities, Bob loved his life on the goat farm. He was filled with joy at every arrival of his "goat babies". His most recent companion was supposed to be Thanksgiving dinner two years ago, but being the fair man he was, Bob became so attached to Tom the Turkey that he pardoned him and christened him his "new best friend." His other best friend was Daisy Dog. Bob and Daisy shared many years together in and around the farm. Although Bob was not born a southerner, he adapted to Tennessee life. He loved hunting, wearing camoflaue, and braving icy, wintery conditions in his Super Tahoe "Bad Bob 1", that he jokingly claimed was the "biggest, baddest" truck around. He loved a good beer and a good cigar and was known for his Fedora's. Bob passed peacefully at Saint Thomas Hospital in Nashville on October 12, 2015, surrounded by his loved ones.



## 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.

### 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.

### 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.

### THANKS FOR YOUR SERVICE



The SRC would like to thank the following members for their dedication and years of service on the council providing guidance for the state VR program.

#### Marianne Dale

Marianne served one and 3/4 terms (5 years) on the SRC as a Disability Advocate representative. She has served as Secretary and Chair of the SRC. Marianne worked with the TARP center assisting individuals with disabilities for 10 years.

#### Jean Saulsberry

Jean served on the SRC as a Business, Industry, and Labor representative. She served as a council member for two terms (6 years). Jean is the Director of Student Development at LeMoyne-Owen College.

#### Norris Branick

Norris served two terms (6 years) on the SRC as a representative of Former VR Recipients. He is a retail professional in Jackson.

#### Derek Flake

Derek served one and 3/4 terms (5 years) on the SRC as the Parent Training & Information Center representative. He is the Juvenile Justice and Civil Rights Liaison for Support and Training for Exceptional Parents (STEP) in Memphis.

### FAREWELL TO SAMUEL COLE, SRC LIAISON



Sam's long career with the State of Tennessee began in September of 1976 as a Vocational Rehabilitation (VR) Counselor I at Hermitage Learning Center in Nashville, Tennessee. In 1979 he transferred to the Comprehensive Vocational Rehabilitation Center in Smyrna, Tennessee now known as the Tennessee Rehabilitation Center (TRC), and became the administrator for the residential program. During this period Mr. Cole said he learned a lot about individuals with disabilities while managing the dormitory, recreation, and security staff and over 130 individuals with various disabilities.

In February of 1997, he transferred to the VR Central Office in Nashville and became a Program Manager. The programs he managed were State Plans, Independent Living Services (ILS), Personal Care Attendant Services, and served as staff liaison for both the State Rehabilitation Council (SRC) and the Statewide Independent Living Council (SILC). He has worked under 6 administrations beginning with Governor Ray Blanton, Lamar Alexander, Ned McWherter, Don Sundquist, Phil Bredesen, and current Governor, Bill Haslam.

Sam's strong leadership skills combined with his knowledge and understanding of Federal Regulations were true assets to the councils. His willingness to go above and beyond the call of duty was evident by all who have served on the SRC. He was, and remains, a strong advocate for people with disabilities. He considers the relationships he made on the federal and state levels and his focus on providing support for people with disabilities among his greatest accomplishments.

Sam retired in July of 2015 and foresees a lot of hunting and fishing in his future. His wife, Forestine, also has a sizeable "honey-do" list to keep him busy. He remains an active member of the Tennessee State Employee Association (TSEA) supporting state employees.

## SRC ACCOMPLISHMENTS

- ❖ Four (4) SRC meetings were held.
- ❖ Prepared FY2014 Annual Report with the DRS.
- ❖ Developed a resource plan for calendar year 2015.
- ❖ Worked in a committee format to develop and submit NPRM comments.
- ❖ Completed a Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis.
- ❖ Utilized information gathered from SWOT Analysis to develop detailed goals and objectives for FY 2016.
- ❖ Developed the FY 2016 Resource Plan based upon the new goals and objectives.
- ❖ The SRC and DRS submitted nominations for SRC members to the Governor and appointments are being made.
- ❖ Welcomed six new council members during FY 2015.
- ❖ Invited 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).
- ❖ Joined members of the National Rehabilitation Association (NRA).
- ❖ The SRC held its annual in-service training for new members on July 8, 2015 in Nashville.
- ❖ The SRC bylaws were amended to be in line with federal regulations.
- ❖ The SRC bylaws were amended to define standing committee responsibilities and combine Executive Committee with the State Plan/SRC Annual Report Committee (SPARC).
- ❖ Conducted meetings with DRS to strengthen collaboration.
- ❖ SRC Secretary, Samantha Moreno and SILC Representative, Robert Leonard attended the fall National Coalition of State Rehabilitation Councils (NCSRC) Conference in Miami, Florida.
- ❖ SRC members provided outreach at the ADA Celebration Day in Knoxville and at the annual Go!Fest in Chattanooga, Training, Advocacy, Referral, and Peer Support (TARP) Center for Independent Living Americans with Disabilities Act (ADA) Celebration, to veterans in Henry County, and in Nashville at Disability Days on the Hill.
- ❖ SRC member, Bob Leonard attended the NCIL Conference in Washington, DC in July 2015.



**SRC Member Bob Leonard at NCIL Conference**

- ❖ Attended meetings regarding changes to Letters of Agreement (LOA).



***Lead on Patriots”***

***--Justin Dart***

## 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/](http://www.doleta.gov/WIOA/)

During FY 2015, the federal government provided information on the National Proposed Rule Making and requested comments from Vocational Rehabilitation agencies, State Rehabilitation Councils, stakeholders, etc. prior to preparing the final rules for the implementation of WIOA.

The Tennessee State Rehabilitation Council worked together to compile a list of comments and suggestions to submit to the federal government. They also created a document to make this more accessible for stakeholders and members of the community.



## SRC PRIORITIES FOR FY2016

- ❖ Continue to collaborate with DRS to fulfill the duties of the SRC.
- ❖ Create an SRC calendar with important dates and deadlines.
- ❖ Discuss the pros and cons of becoming a 501(c)(3) organization.
- ❖ Develop and implement an SRC strategic plan.
- ❖ Improve SRC recruitment process.
- ❖ Collaborate with DRS on writing the FY2016 State Plan and developing state goals and priorities.
- ❖ Appoint ad hoc committees as needed.
- ❖ Increase awareness of the SRC and our collaboration with VR.
- ❖ Increase public participation by at least 5% at each quarterly meeting.
- ❖ 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.



## 25TH ANNIVERSARY OF THE ADA

The ADA, authored by Senator Tom Harkin, was signed into law on July 26, 1990 by president George H.W. Bush with Reverend Harold Wilkie, Sandra Parrino, Evan Kemp, and Justin Dart by his side. The ADA is a civil rights law that prevents discrimination based on disability.

July of 2015 marks the 25th year of the Americans with Disability Act. We have witnessed many changes, but there is much more work to be done. Individuals with disabilities are still being discriminated against daily and openly.

To make the ADA more than words on paper, minds and hearts must evolve. If we expect success from individuals with disabilities, we all win. We are a resourceful group of people capable of making our own way in this world.

Individuals with disabilities cannot wait around for opportunities. We must create them ourselves. We must stop settling for survival, and instead drive to thrive.



## EMPLOYMENT FIRST!

Tennessee formally became an Employment First state in 2012 with the inception of the partnership between the United States Department of Labor's, Office of Disability Employment Policy (ODEP). The Department of Intellectual and Developmental Disabilities (DIDD) is the lead agency for the Employment First State Leadership Mentoring Program and together with its stakeholders has worked diligently at creating partnerships with state agencies, including TDHS and the Vocational Rehabilitation Program. This effort was bolstered on June 19, 2013, when Governor Haslam signed Executive Order No. 28, which mandated the DIDD to convene the Employment First Task Force.

The task force is comprised of state agencies, community rehabilitation providers, self-advocates, advocacy agencies and family members of persons receiving services. In September 2014, the task force met with the Governor to provide him with the first year report and share the accomplishments made which concentrated on assisting Tennesseans with disabilities to obtain and retain competitive integrated employment and to be active in their respective communities. After the meeting with the Governor, the team decided to create a three-year strategic plan that would support the continued collaborative efforts aimed at increasing competitive integrated employment for youth and adults with significant disabilities. In September 2015, the task force presented the Governor with the second annual report, and he expressed his contentment for the successes of the task force in just one year.

Tennessee's efforts have also been noticed by the United States Department of Labor. Secretary of Labor Thomas E. Perez said, "The U.S Department of Labor enjoys a remarkable partnership with the state of Tennessee through the Employment First State Leadership Mentoring Program – a collaborative commitment to aligning policy, funding and practice to increase opportunities for both youth and adults with disabilities to pursue competitive, integrated employment.

Tennessee truly embraces the spirit of Employment First across the state's government, and it has achieved numerous milestones that are resulting in real jobs at real wages in typical community settings for Tennesseans with disabilities."

For more information on the Tennessee Employment First Taskforce, please visit <http://www.tn.gov/didd/article/employment-first-task-force>

## **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 51 member organizations. NCSRC generally holds two (2) conferences per year.



October 20-23, 2014 SRC members Robert Leonard and Samantha Moreno attended the 15th Annual NCSRC meeting in Miami, Florida. At the meeting they participated in several leadership activities and interactive activities to better understand the roles of the SRC. Every activity was surrounded by the roles for which the SRC is responsible.

Tennessee SRC members engaged in discussion about developing a strong

collaborative council. They took turns role-playing to learn how to work with each other and help everyone to feel involved. This activity was designed to increase understanding of what it means to be a member of a State Rehabilitation Council.

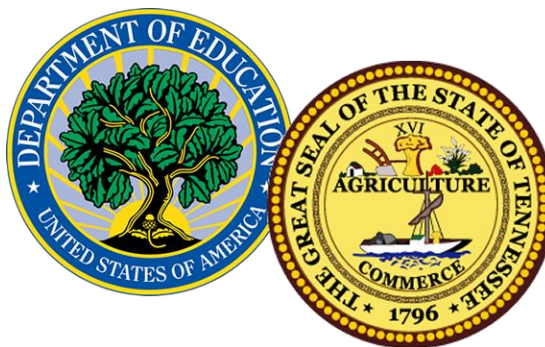
They also brushed up on developing the State Plan with the Vocational Rehabilitation program. They prioritized items and learned what is required in each State Plan. Even though there were many questions regarding changes to the State Plan, there were not many definitive answers at this time. Workshop hosts noted our questions and concerns and assured us that they would be answered.

The SRC members were also able to network with council members from other states. Separately, they were able to attend more workshops and discuss what they learned in the evening.

In the group work, they collaborated on improving relations with VR, outreach to VR recipients, and also recruitment of council members.

RSA Commissioner Janet LaBreck was a guest speaker. Commissioner LaBreck addressed new changes to State Plans and emphasized the Opportunity in WIOA.

Learn more about NCSRC on their website at [www.ncsrc.net](http://www.ncsrc.net).





## STATEWIDE COMPREHENSIVE NEEDS ASSESSMENT

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 Needs Assessment 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 assess the need to establish, develop, or improve community rehabilitation programs. The assessment is used to formulate the goals and priorities in the State Plan.

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*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.*

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The Statewide Comprehensive Needs Assessment was reviewed and discussed by the SRC membership during the September 2015 meeting in Memphis to assist members in beginning to formulate the framework for the FY2016 State Plan.

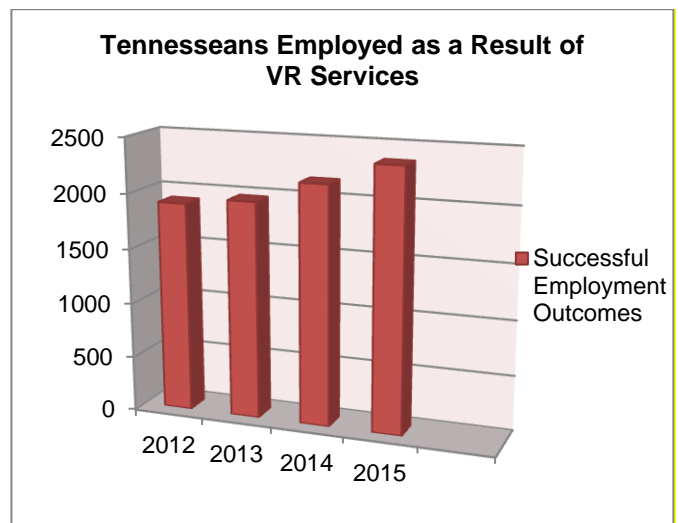
Following this meeting, SRC members continued to independently review and analyze the information in preparation for developing the SRC comments to be included in the FY2016 State Plan.

This project is continuing into FY2016 as the SRC works in collaboration with the DRS to

develop goals and priorities to guide future services for Tennesseans with disabilities who seek DRS assistance to obtain, maintain, regain or advance in employment.

## WHAT IS VOCATIONAL REHABILITATION?

Vocational Rehabilitation is a federal and state program that assists people with disabilities enter, maintain, or return to 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 State of Tennessee, the VR program is run 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 services all Priority Category 1 and Priority Category 2 cases and continues to review and analyze the potential for the opening of both Priority Category 3 and Priority Category 4.

## **DIRECTOR OF PRE-EMPLOYMENT TRANSITION SERVICES (PETS), SARAH HARVEY**

Sarah Harvey has dedicated fifteen years to improving the well-being of Tennesseans of all ages in various roles and capacities. Sarah came to TDHS from Vanderbilt Kennedy Center where she was the Director of TennesseeWorks, a national project of significance charged with increasing employment opportunities for youth with disabilities. Sarah has worked in direct service management and administrative roles serving persons with disabilities, children, and the aging population.

Sarah's commitment to improving the lives of others in her community extends into her personal life. Sarah has been a volunteer,

state chair, and advocate for the Family Support Program. Sarah also volunteers for the Youth 4 Youth Advisory Board, mentoring youth as they age out of the foster care system to achieve lifelong success.

Sarah earned a Bachelor of Science degree from Lambuth University in Jackson, TN. After a decade in the field of human services, Sarah obtained a Masters of Business Administration degree from Bethel University. She is currently working on her Ph.D. in Public Policy and Administration specializing in Health Policy at Walden University.

Sarah is a member of the Tennessee and national chapters of the American Society for Public Administration. Sarah was inducted as a member of the National Pi Alpha Alpha Honor Society for Public Affairs and Administration for her academic performance and professional contributions to the field in the summer of 2015.

## **TDHS DIVISION OF REHABILITATION SERVICES GOALS AND PRIORITIES FOR FY2015**

### ***Goal 1: Continue Increasing Successful Employment Outcomes***

- ✪ Increase the number of successful closures by 10% or more.
- Develop marketing initiatives for use in local areas for community outreach. The opportunity exists to reinvigorate historical referral sources. This effort will include development of marketing initiative for use in local areas for community outreach as well as in joint efforts with the:
  - Workforce Investment System
  - Tennessee Department of Labor and Workforce Development
  - Tennessee Department of Economic and Community Development

- Tennessee Department of Intellectual and Developmental Disabilities
- Tennessee Department of Children's Services
- Tennessee Department of Mental Health and Substance Abuse Services
- Develop strategies for increasing referrals of transition school to work clients through local education agencies. Special focus will include the identification of any underserved population at the regional level.

**ACHIEVEMENT:** In Federal Fiscal Year the Program had 2,358 successful employment outcomes. This is a 9% increase over FY2014's successful employment outcomes of 2,159. The VR Program continued focused collaborative efforts with numerous state agencies, in addition to collaboration with Universities across the state. In FFY 2015 Transition School to Work contracts were increased.

- ❖ Establish a stronger focus on employment related activities including:
  - Staffing the agency's Business Services Unit for regional and statewide responsibility for employment activities;
  - Building a comprehensive network of employment resources;
  - Implementing services to employers promoting the value of the VR program and the hiring of people with disabilities;
  - Implementing new service provider agreements with Community Rehabilitation Provider's (CRP) and providing training for both VR staff and new vendors;

- Continuing the current CRP monitoring process to ensure effectiveness and efficiency;
- Continue to work collaboratively with and provide greater technical assistance to the Workforce Investment System. DRS will continue to have counselors co-located in each of the state's Local Workforce Investment Areas' comprehensive career centers.

**ACHIEVEMENT:** In FFY2015, the VR Program met with the Business Services Coordinator from the VR Program in Alabama to discuss strategies on expansion of the Business Services Unit in Tennessee. The Statewide Business Services Consultant worked with over 130 businesses statewide in FFY2015. The program offered new services to businesses, such as assistance with Section 503 compliance. The Department of Human Services continues to provide monitoring of the CRPs throughout the state.

- ❖ Monitor expenditures and available funding to determine if there is sufficient funding to schedule releases of Priority Category 3 and 4 cases.

## **GOAL 2: IMPROVE EFFICIENCY AND EFFECTIVENESS IN CLIENT SERVICES DELIVERY SYSTEM**

- ❖ Meet or exceed the Federal rehabilitation success rate of 55.8%. The division is focusing on the Employment Needs Assessment Process in order to write better Individualized Employment Plans. This effort will increase the number of successful closures.

- Meet or exceed the Federal ratio of the average hourly wage of individuals who achieved competitive employment to the average hourly wage of all employed individuals in the state.

**ACHIEVEMENT:** The VR Program did not meet this goal. The ratio has consistently been 0.49, meaning forty-nine percent of the successful closures were work at wages of \$10-\$11 per hour.

- Ensure adherence to quality services leading to employment and quality case management practices:

- Achieve an 80% or higher satisfaction rating for the VR program as reported by the consumer satisfaction survey program for successful outcome closures.
- Continue improving the division's electronic case management system (Tennessee Rehabilitation Information Management System, TRIMS) to enhance efficiency and accuracy.
- Continue to increase staff knowledge through continuous training.

**ACHIEVEMENT:** DRS continues to make improvements in the TRIMS system that will increase efficiency and effectiveness for the staff.

- Ensure access to VR program documents, materials and training for clients and staff:

- Ensure that all documents and materials are available in alternate formats, as needed and requested.

**ACHIEVEMENT - DRS consistently ensures that materials are available in alternate formats.**

- Ensure timely requests are made when qualified interpreters are needed.

**ACHIEVEMENT:** The Division makes requests for interpreters as soon as possible.

- Provide video American Sign Language for the Deaf.

**ACHIEVEMENT:** DRS continues to research how to best achieve this goal.

## STATUS OF THE VOCATIONAL REHABILITATION PROGRAM

The status of the VR program includes an examination of statistics to see the changes from the previous fiscal year. The performance indicators determine how successful the program is. There have been several success stories and several advances in various VR programs throughout the year.

### VR PROGRAM STATISTICS

Statistic	FY2013	FY2014	FY2015
New Applications	7,279	7,689	6,782
Total number of people with disabilities served	23,555	22,094	19,656
Number of persons obtaining employment/closed successfully	1,966	2,161	2,358
*Success rate	59.44%	58.15%	53.97%

\* 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	Successful Closures	Success Rate
Region 1 – Johnson City	529	341	64.46%
Region 2 – Knoxville	416	294	70.67%
Region 3 – Chattanooga	369	239	64.77%
Region 4 – Cookeville	208	130	62.50%
Region 5 – Nashville	199	133	66.83%
Region 6 – Columbia	313	179	57.19%
Region 7 – Jackson	176	122	69.32%
Region 8 – Camden	519	297	57.23%
Region 9 – Memphis	1199	266	22.19%
Region 10 – Blind and Visually Impaired	253	211	83.40%
Region 11 – Deaf and Hard of Hearing	187	145	77.54%



***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***

## Performance Indicators

The performance indicators determine how the state VR program is performing. The state VR program must meet or exceed 4 of the 6 Standard 1 indicators, and at least 2 of the 3 primary indicators and standard 2 must be met or exceeded.

Indicator	RSA Minimum Performance Level	FY 2015
1.1: How many more or fewer individuals achieved employment?	Greater than or equal to prior year	+197
1.2: Of the individuals whose cases were closed after receiving services, what percentage achieved employment?	55.80%	54.02%
1.3: (Primary Indicator) Of the individuals who achieved employment, what percentage achieved competitive employment?	72.60%	95.85%
1.4: (Primary Indicator) Of the individuals who achieved competitive employment, what percentage had a significant disability?	62.40%	97.26%
1.5: (Primary Indicator) What is the ratio of the average hourly wage of individuals who achieved competitive employment to the average hourly wage of all employed individuals in the state?	0.520	0.47
1.6: What was the increase or decrease in the percentage of individuals who achieved competitive employment who had their own income as a primary source of support at closure compared to the percentage who had their own income as a primary source of support when they applied for VR services?	53.00%	54.8%
2.1: What was the ratio of the minority population served by the VR program compared to the ratio of the nonminority population served by the VR program?	0.800	1.07
Number of Indicators in Standard 1 that Passed	4	4
Number of Primary Indicators in Standard 1 that Passed (1.3 – 1.5)	2	2

*The Rehabilitation Act of 1973, Title I, Section 106, requires RSA to establish evaluation standards and performance indicators for the VR program that include outcome and related measures of program performance. The standards are published in CFR Part 361.*



## VR PROGRAM ACCOMPLISHMENTS FOR FY2015

- ❖ The number of successful closures was 2358, which is an increase of 9.16% from the previous year.
- ❖ 95.97% 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 promoting 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.
- ❖ There were several staffing changes in FY2015 including:
  - Diedre Sawyer promoted to Assistant Director of VR
  - Sarah Harvey, Director of Pre-Employment Transition Services
- ❖ 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 is being expanded in FY2016 into West Tennessee. This expansion means there is now at least one site in each Grand Region.
- ❖ 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 has been established to provide vendor training.
- ❖ TDHS/DRS contracted with the Cincinnati Children's Hospital in collaboration with the Tennessee Governor's Council on Developmental Disabilities to rollout Project Search activities. There are currently 9 sites across the state. Since the program started, three years ago, there have been a total of 126 Interns, 72 of those are currently active in the program. Of the 54 Interns that have completed the program, 36 of them are currently employed.
- ❖ TDHS/DRS partnered with the TennesseeWorks collaborative, sponsored by the Vanderbilt Kennedy Center, to expand services to individuals with developmental and intellectual disabilities.



## CLIENT SUCCESS STORIES

### **Rutherford County Schools Project SEARCH® Program Embassy Suites Hotel Murfreesboro, TN**

Project SEARCH® is an international trademarked and copyrighted program model for young people with intellectual and developmental disabilities. The model works through the final year of high school with the goal of competitive integrated employment for all participants. The Vocational Rehabilitation program brought Project SEARCH® to Tennessee in 2014 and Rutherford County Schools was one of the first Local Education Agencies (LEAs) to sign on. Project SEARCH® is a collaborative model between LEAs, the vocational rehabilitation program, a host business site, and a community rehabilitation program partner.

The Rutherford County program was a recipe for success which began with a very willing business host, Embassy Suites of Murfreesboro, a John Q Hammons Hotel. Delrico Howard, Human Resources Director, knew that John Q Hammons was a sponsor of Project SEARCH® and after seeing the success of the programs in other parts of the country, wanted a program at the hotel in Murfreesboro. The Steering Committee selected a teacher who was looking for a non-traditional classroom experience as well as an experienced job coach, and selected six young men and women who wanted to be employed. Their vocational rehabilitation counselor made sure that they were eligible for VR services and they had all of the tools they needed to have a successful internship.



Mr. Howard recruited managers and mentors who would be good communicators and teachers to support the interns. Not only were managers and employees good teachers; they became friends with the interns. The interns and staff were absorbed into the Embassy Suites family and participated in all of the production contests and holiday events.

end of the school year. Rutherford County became Tennessee's first Project SEARCH® 100% employment program. All six of the interns were placed in jobs by graduation day; three interns' secured jobs at the Embassy Suites and three others were employed at businesses in the Murfreesboro community.

## **VR PROGRAMS AND INITIATIVES**

### **Project SEARCH®**

Project SEARCH® was developed in 1966 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® is an internship 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 train in different departments to see what is a good fit.



Currently there are 9 sites in Tennessee

Project SEARCH® Sites:

- ❖ LeBohner Children's Hospital in Memphis/Shelby County
- ❖ 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.

Since the VR Program has been participating in this program, 149 students have received assistance.

## HELPFUL WEBSITES

- ❖ **Client Assistance Program** – <http://www.disabilityrightstn.org/links/employment> - helps individuals who have concerns or difficulties when applying for or receiving rehabilitation services funded under the Rehabilitation Act.
- ❖ **Code of Federal Regulations** – <http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR> - 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.
- ❖ **eRehab** – <http://www.erehab.org> – online training series used by SRC members to get a better understanding of the VR program, the SRC's roles and responsibilities, and the State Plan.
- ❖ **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).
- ❖ **Rehabilitation Services (DRS) Features** – <http://www.tn.gov/humanservices/section/disability-services> - contains information on rehabilitation services such as the CTRC, Deaf and Hard of Hearing Services, and the Tennessee Technology Access Program (TTAP).
- ❖ **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.

## 2016 SRC QUARTERLY MEETING SCHEDULE

The SRC holds quarterly meetings throughout the State. Exact locations are to be determined. Dates are subject to change.

- ❖ November 5, 2015 in Nashville
- ❖ January 7, 2016 in Nashville
- ❖ April 7, 2016 in Chattanooga
- ❖ July 7, 2016 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 Becky Allen, SRC Secretary, [srctennessee@gmail.com](mailto:srctennessee@gmail.com).



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

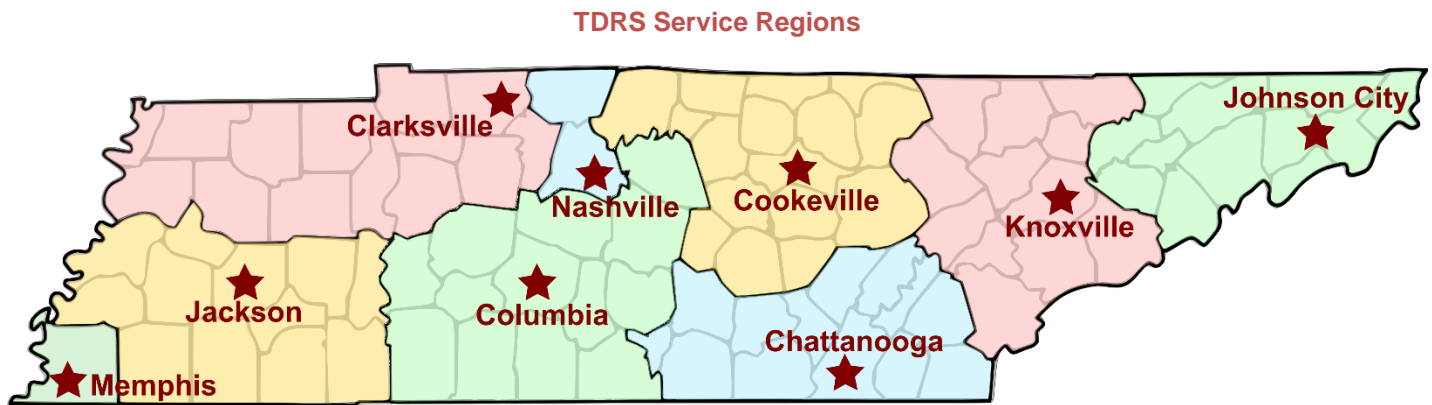
## COMMON ACRONYMS

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



## 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, located in region 6, 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

CTCR's 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.

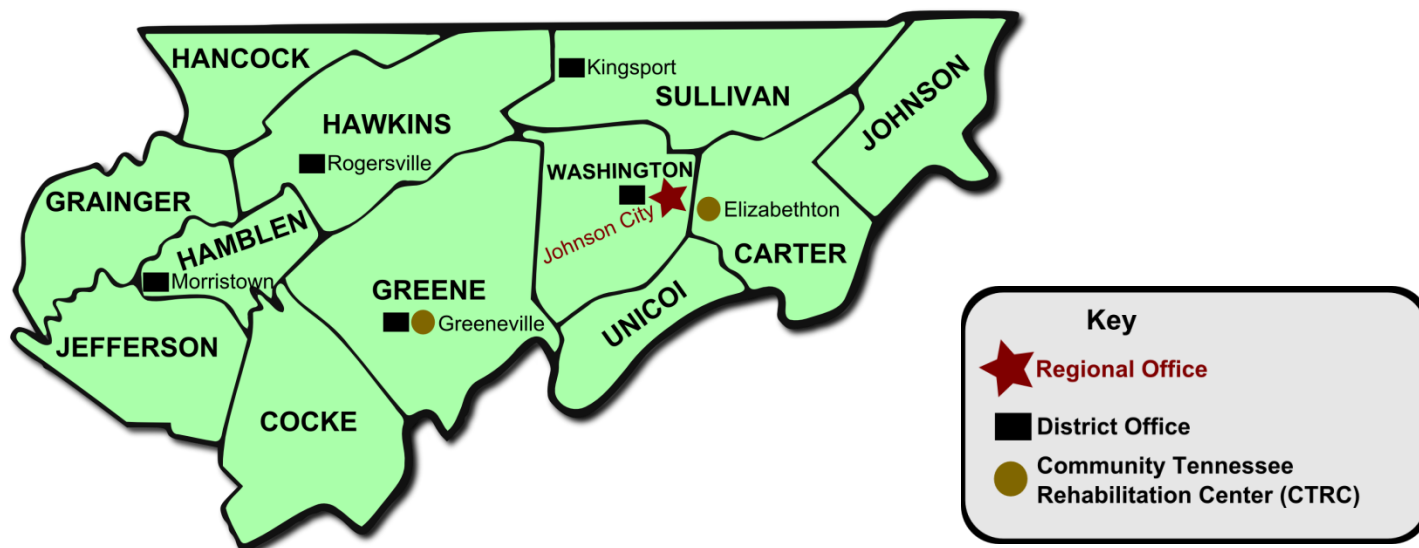
## REGION 1 – JOHNSON CITY

**Regional Supervisor:** Gracene Hensley

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

## REGION 2 – KNOXVILLE

**Regional Supervisor:** Amy Rader

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

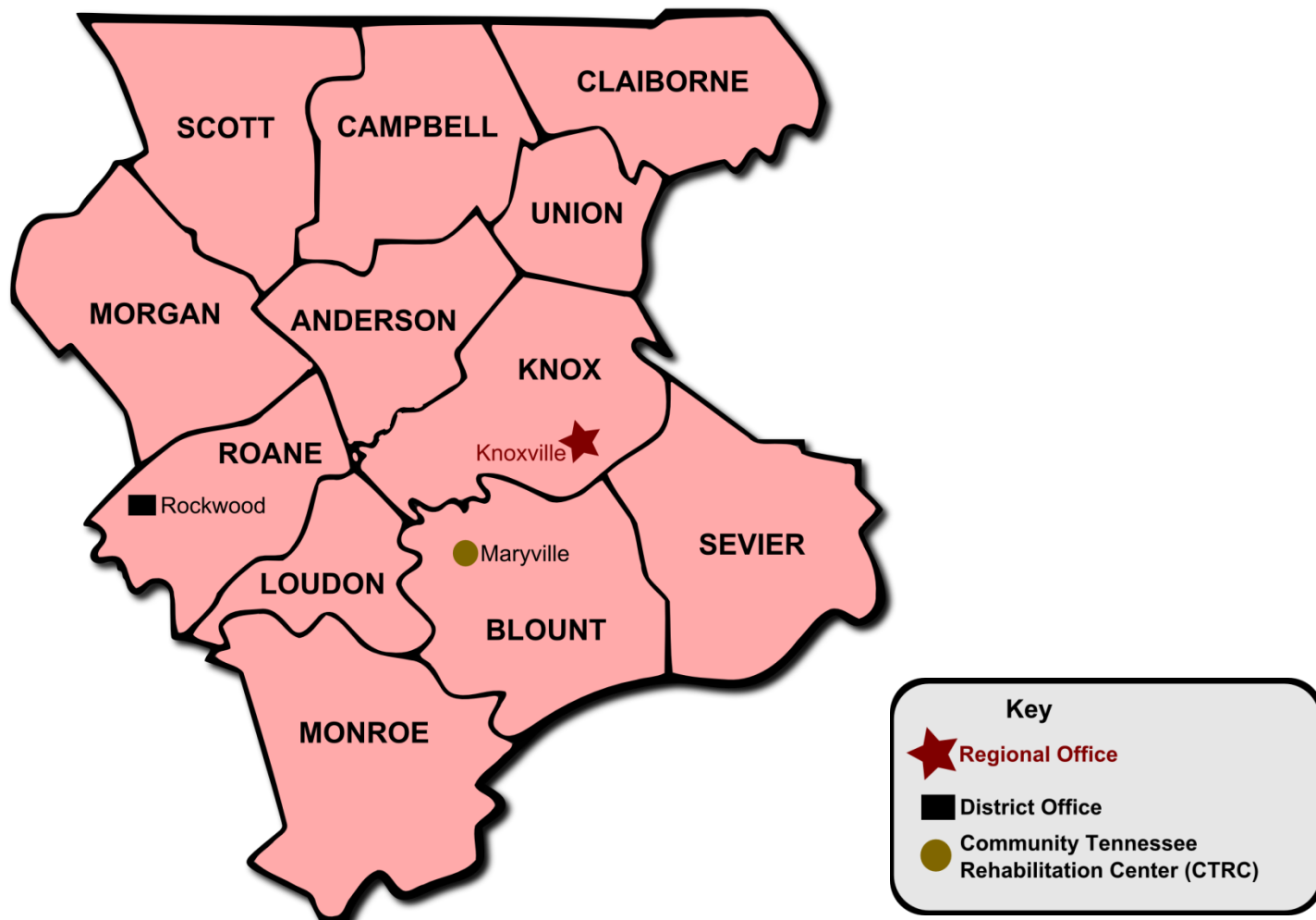
### Vocational Rehabilitation Regional Office

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

## REGION 3 – CHATTANOOGA

**Regional Supervisor:** Vacant

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

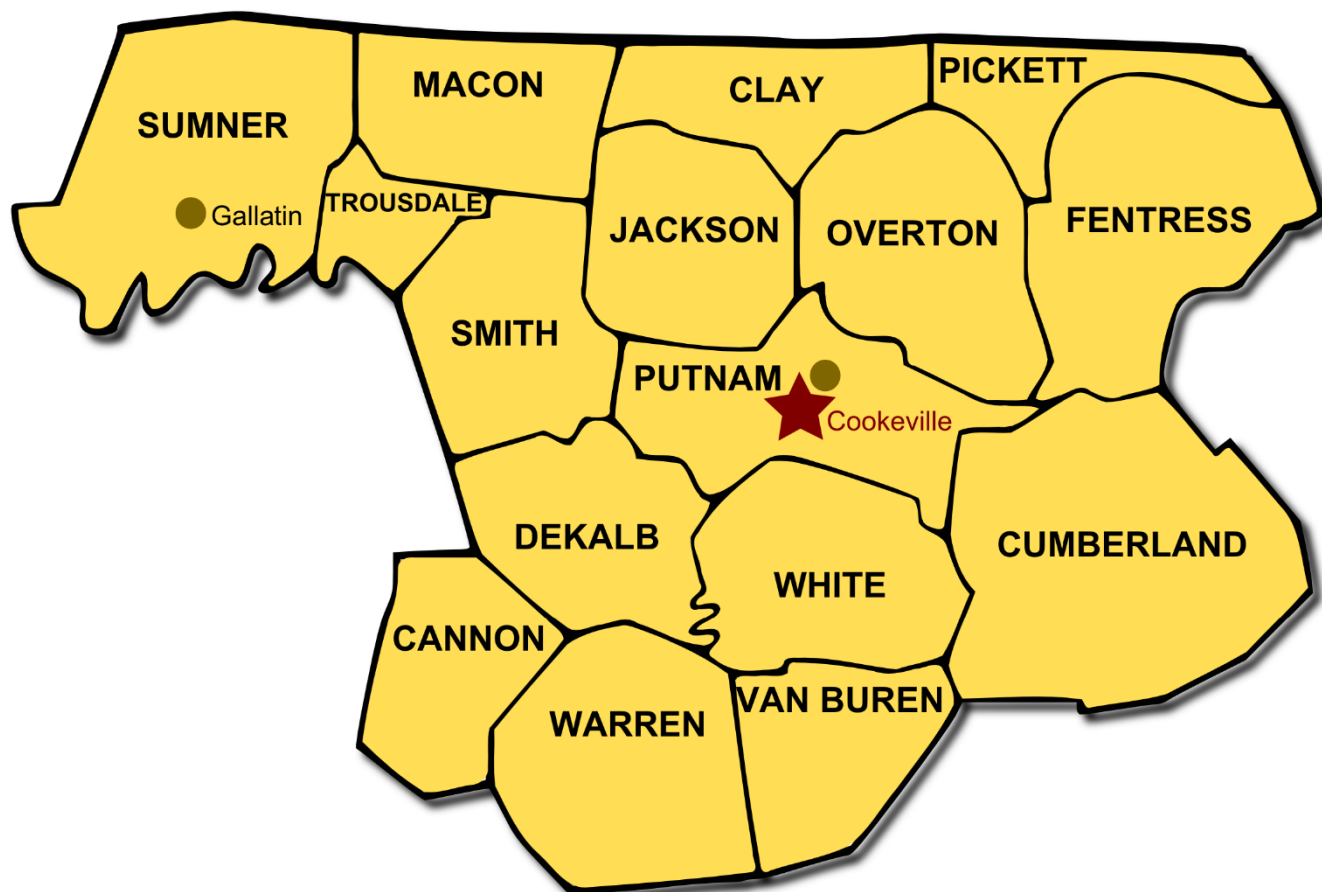
## REGION 4 – COOKEVILLE

**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. 20<sup>th</sup> 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



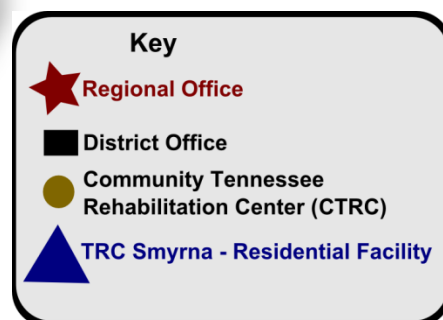
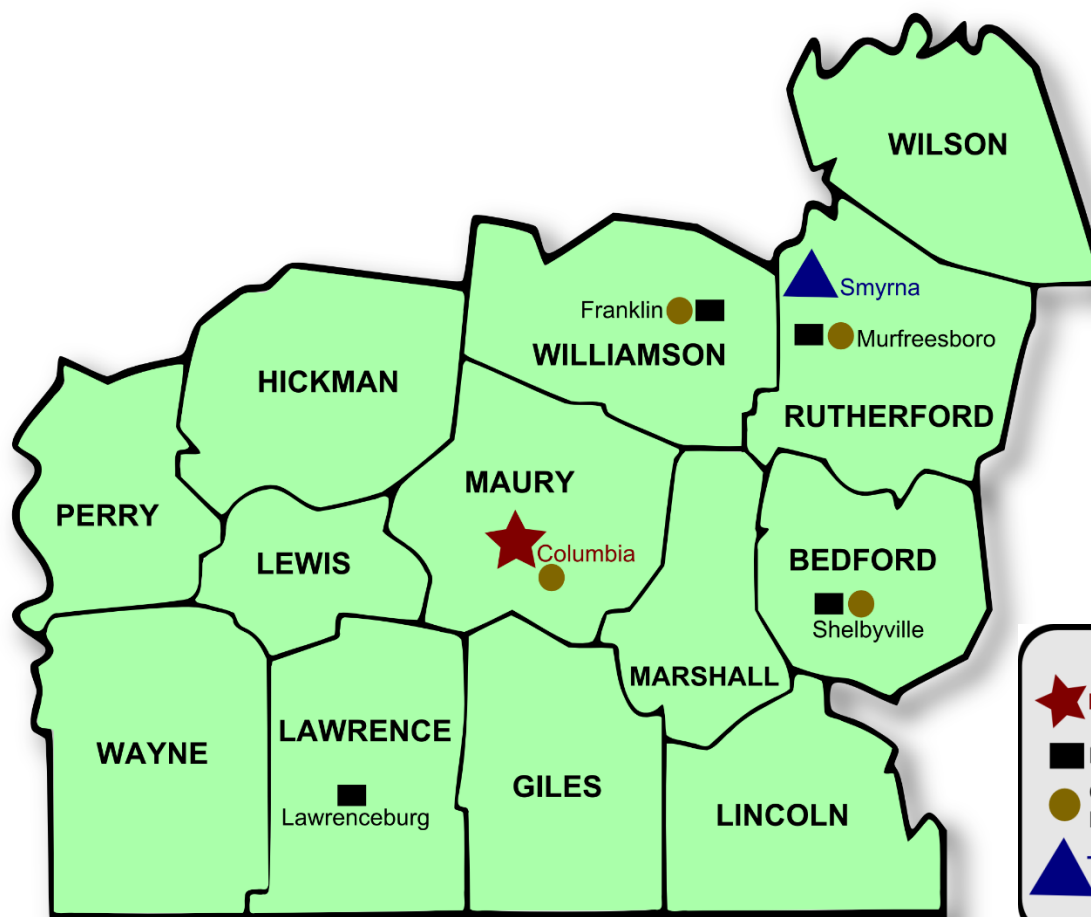
## REGION 6 – COLUMBIA

**Regional Supervisor:** Mary Gordon

**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
<b><u>Franklin</u></b> 1405-A Brookwood Avenue Franklin, TN 37064-3324 Phone/TTY: (615) 790-5509 Fax: (615) 790-5972	<b><u>Columbia</u></b> 206 Wayne Street Columbia, TN 38401-4527 Phone: (931) 490-7630 and TTY: (931) 490-7633 Fax: (931) 380-2551
<b><u>Lawrenceburg</u></b> 527 Crews Street, Suite A Lawrenceburg, TN 38464-4434 Phone/TTY: (931) 766-1419 Fax: (931) 762-7656	<b><u>Franklin</u></b> 1405-A Brookwood Avenue Franklin, TN 37064-3617 Phone: (615) 790-5509 Fax: (615) 790-5972
<b><u>Murfreesboro</u></b> 1132 Haley Road Murfreesboro, TN 37129-4902 Phone: (615) 898-8084 and TTY: (615) 848-5128 Fax: (615) 898-8099	<b><u>Murfreesboro</u></b> 1132 Haley Road Murfreesboro, TN 37129-4902 Phone: (615) 898-8088 Fax: (615) 898-8099
<b><u>Shelbyville</u></b> 1618 Railroad Avenue Shelbyville, TN 37160-7408 Phone: (931) 685-5019 Fax: (931) 685-1380	<b><u>Shelbyville</u></b> 1618 Railroad Avenue Shelbyville, TN 37160-7408 Phone/TTY: (931) 685-5017 Fax: (931) 685-1380
	<b><u>Tennessee Rehabilitation Center at Smyrna (RESIDENTIAL FACILITY)</u></b> 460 Ninth Avenue Smyrna, TN 37167 Phone: (615) 459-6811 TTY: (615) 223-9402 Fax: (615) 355-1373 <b>Superintendent:</b> Karen Carothers

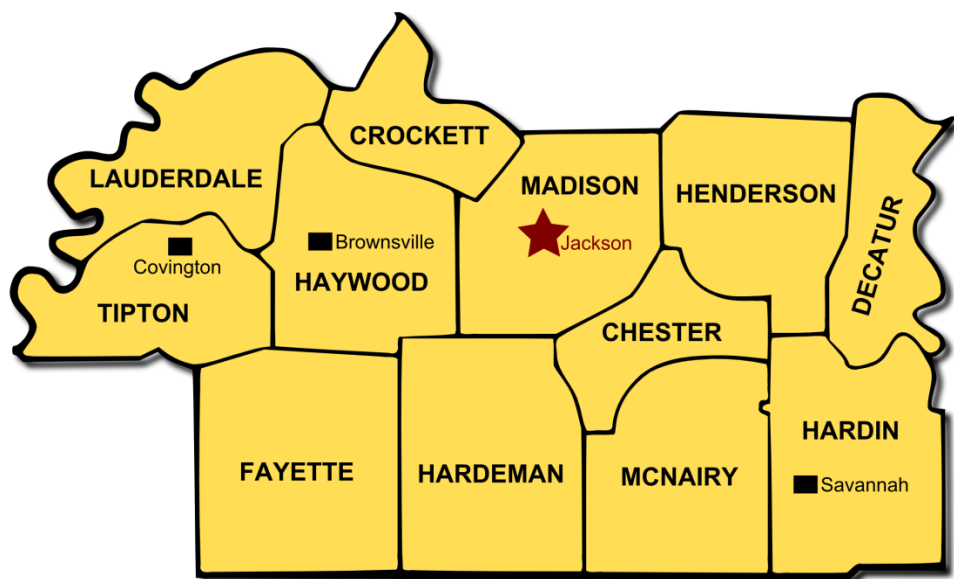
## REGION 7 – JACKSON

**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:** Vacant

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

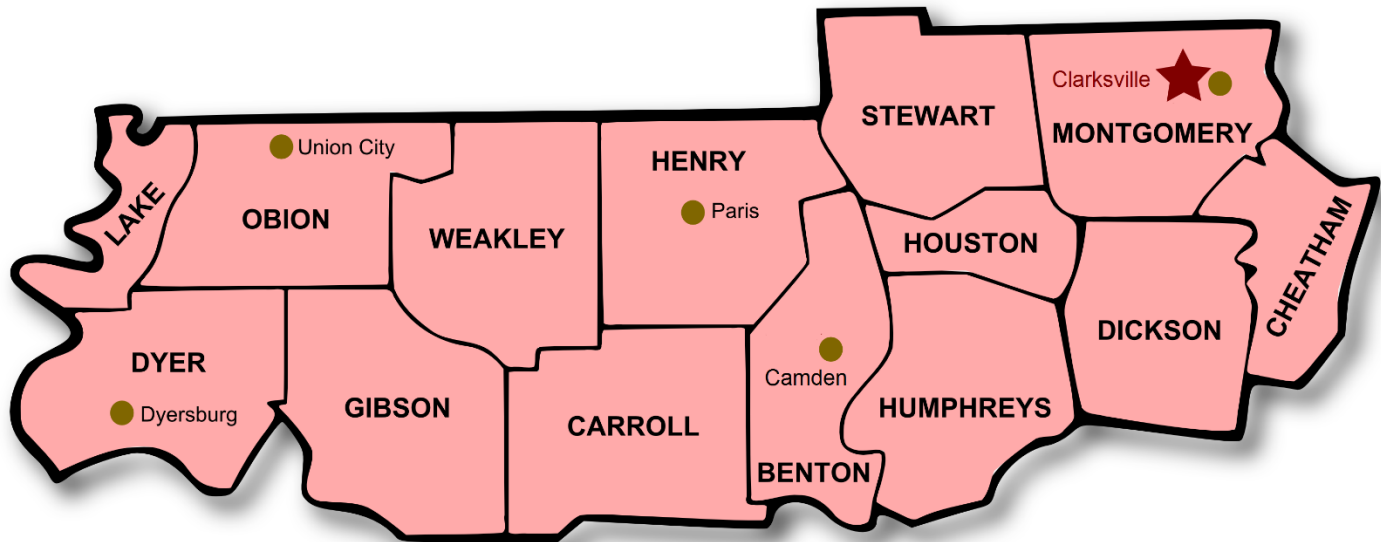
**Vocational Rehabilitation Regional Office**

1575 Corporate Parkway Blvd.

Clarksville, Tennessee 37040

Phone: (931) 684-5560

Fax: (731) 584 -6795



### Key



**Regional Office**



**Community Tennessee  
Rehabilitation Center (CTRC)**

### 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

## ***REGION 9 – MEMPHIS***

**Regional Supervisor:** Greg Wright

**Counties Served:** Shelby

### **Vocational Rehabilitation Regional Office**

1 Commerce Square  
10<sup>th</sup> 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:** Paula Knisley  
Director of Field Operations  
Department of Human Services  
Services for the Blind and Visually Impaired  
520 W. Summit Hill Drive, Suite 301  
Knoxville, TN 37902  
865-594-6860  
[Paula.Knisley@tn.gov](mailto:Paula.Knisley@tn.gov)  
**All Counties Served**

## ***REGION 11 – SERVICES FOR THE DEAF AND HARD OF HEARING***

**Director:** Lana Bazemore  
Director of Field Operations  
Department of Human Services  
Services for the Deaf and Hard of Hearing  
311 E. Martin Luther King Blvd, Suite 301  
Chattanooga, TN 37403  
423-634-6706  
[Lana.Bazemore@tn.gov](mailto:Lana.Bazemore@tn.gov)  
**All Counties Served**



## TECHNOLOGY ACCESS CENTERS

<p><b>Tennessee Technology Access Program (TTAP)</b>  Division of Rehabilitation Services  Citizens Plaza State Office Building, 12th Floor  400 Deaderick Street  Nashville, Tennessee 37243  Telephone: (615) 313-5183  Toll-Free in TN: 1-800-732-5059  TTY, Local: (615) 313-5695  TTY, Long-Distance: 1-800-270-1349  Fax: (615) 532-4685  <a href="http://www.tn.gov/humanservices/topic/ttap">http://www.tn.gov/humanservices/topic/ttap</a></p>	
<p><b>Signal Centers Assistive Technology Center</b>  2300 Bailey Avenue  <b>Chattanooga</b>, Tennessee 37411  Telephone: (423) 698-8528 ext. 273  <a href="http://www.bridgesfordeafandhh.org">www.bridgesfordeafandhh.org</a>  <a href="http://www.signalatcenter.org">http://www.signalatcenter.org</a></p>	
<p><b>The STAR Center</b>  1119 Old Humboldt Road  <b>Jackson</b>, Tennessee 38305  Telephone: (731) 668-3888  TTY: (731) 668-9664  Fax: (731) 668-1666  <a href="http://www.starcenter.tn.org">http://www.starcenter.tn.org</a></p>	
<p><b>East Tennessee Technology Access Center</b>  116 Childress Street  <b>Knoxville</b>, Tennessee 37920  Telephone/TTY: (865) 219-0130  Fax: (865) 219-0137  <a href="http://www.ettac.org">http://www.ettac.org</a></p>	
<p><b>Mid-South Access Center for Technology</b>  University of Memphis  College of Education, Health and Human Services  530 Patterson St, 119 Patterson Hall  <b>Memphis</b>, Tennessee 38152  Telephone: (901) 678-1489  TTY: (901) 678-1318  Fax: (901) 678-3215  <a href="http://www.memphis.edu/act">http://www.memphis.edu/act</a></p>	
<p><b>Technology Access Center of Middle Tennessee</b>  475 Metroplex Drive, Suite 301  <b>Nashville</b>, Tennessee 37211  Telephone/TTY: (615) 248-6733  Toll Free: 800-368-4651  Fax: (615) 259-2536  <a href="http://www.tacnashville.org">http://www.tacnashville.org</a></p>	

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**