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250 East 500 South/P.O. Box 144200
Salt Lake City, UT 84114-4200

Russell J. Thelin, Executive Director
Utah State Office of Rehabilitation



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92 Years of Service to Citizens With Disabilities in Utah

2013 ANNUAL
REPORT OF THE UTAH
STATE OFFICE OF

REHABILITATION



2013 Annual Report of the Utah State Office of
REHABILITATION

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Russell J. Thelin, M.S., LVRC, CRC
Executive Director
Utah State Office of Rehabilitation

Martell Menlove, Ph.D.
Chief Executive Officer
Utah State Board of Education

January 2014

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UTAH STATE BOARD OF EDUCATION

District	Name	Address	City	Phone
District 1	Tami W. Pyfer	52 Ballard Way	Logan, UT 84321	(435) 753-7529
District 2	Keith M. Buswell	1027 West 3800 North	Pleasant View, UT 84414	(801) 510-1773
District 3	Michael G. Jensen	4139 South Aubrey Lane	West Valley City, UT 84128	(801) 955-5550
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	Laura Belnap ²	845 East 1500 South	Bountiful, UT 84010	(801) 699-7588
	Isaiah (Ike) Spencer ³	1029 East 11780 South	Sandy, UT 84094	(801) 949-0858
	James V. (Jim) Olsen ⁴	5657 West 10770 North	Highland, UT 84003	(801) 599-1095
	R. Dean Rowley ⁵	526 South 170 West	Springville, UT 84663	(801) 489-6935
	Martell Menlove	Executive Officer	martell.menlove@schools.utah.gov	(801) 538-7510
	Lorraine Austin	Board Secretary	lorraine.austin@schools.utah.gov	(801) 538-7517

¹ Board of Regents Representatives

² State Charter School Board Representative

³ Coalition of Minorities Advisory Committee (CMAC) Representative

⁴ Utah College of Applied Technology (UCAT) Representative

⁵ Utah School Boards Association (USBA) Representative

10/15/2013

EXECUTIVE DIRECTOR'S MESSAGE



Photo: Tom Johnson

Russell J. Thelin
Executive Director

I am pleased to present to you the Utah State Office of Rehabilitation (USOR) 2013 Annual Report. I am equally pleased that you have taken the time to review this report of the agency and its various divisions, missions, programs, and projects. The following pages contain information in the form of charts and brief narratives outlining the work we have done to meet our mission of increased independence and employment for Utah's citizens with disabilities. Over the past few years the Utah State Office of Rehabilitation (USOR) has been reestablishing itself in its roots of client-centered services; the professionalism of clinicians, leaders, support and other specialists; and the balance of meeting the needs of eligible Utahns with disabilities with fiduciary responsibility associated with the resources entrusted to us by our citizenry. I am pleased to say that the USOR has made great progress in these efforts. This ever-developing way of performing to meet these principles and interacting with those who come to us for assistance in a way that is transforming to their lives has come to be known as "The Rehab Way." This Rehab Way of engaging with our clients, allied agencies, businesses, vendors and citizenry is the bedrock of our agency. And it is making a sound difference. More individuals with disabilities receiving interventions and services from our agency are productive and contributing than ever before.

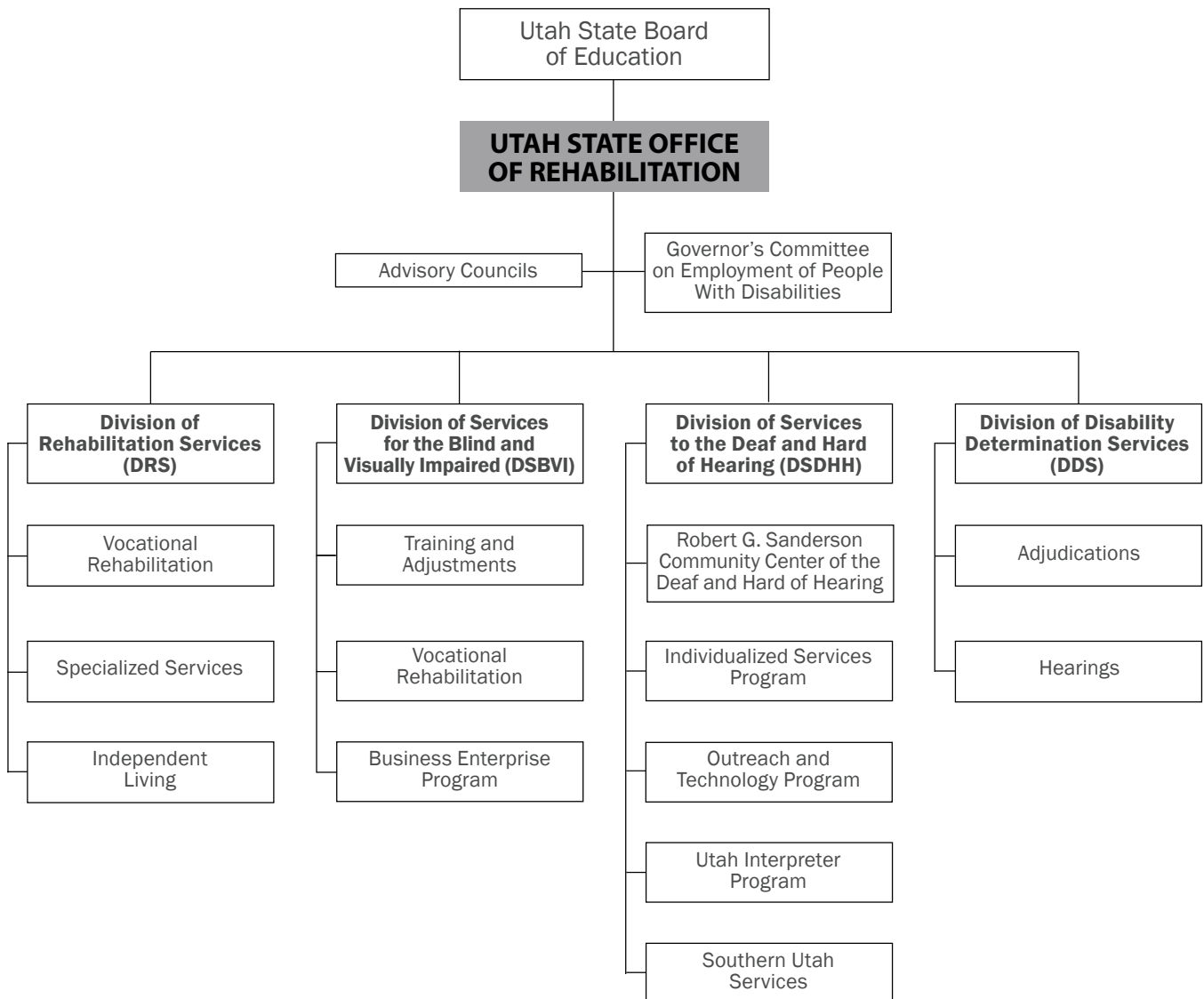
I want to thank the professionals who make up the staff of this agency for their ongoing dedication and commitment to serving our designated population. I thank our business, agency and community partners, without whom we could not accomplish what we do. Lastly, I thank you for taking the time to read this report and learn about how we serve people with disabilities in Utah in a way that ultimately results in more individual successes, greater cost efficiency, a higher quality of life, and a stronger Utah economy.

Russell J. Thelin

UTAH STATE

OFFICE OF REHABILITATION

Mission: To assist individuals with disabilities to prepare for and obtain employment and increase their independence.



UTAH STATE OFFICE OF REHABILITATION

ADVISORY COUNCILS

Advisory Councils work with staff members to establish direction and implementation of the various USOR service delivery programs.

DIVISION OF DISABILITY DETERMINATION SERVICES ADVISORY COUNCIL

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Curt Radford, Smithfield
Erika Smith, Draper
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Robert Bell, WalMart
Matt Boucher, Goldman Sachs
Dale Brockbank, DOL Veterans Employment and Training
Frances Reagan Copinga, Reagan Outdoor Advertising Incorporation

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David M. Davis, Utah Food Industry Association

Greg Ellis, The CareFit Foundation
Bret Gallacher, Associated Retail Operations

Max E. Neves, 1-800-CONTACTS
Charlee Normann, Columbus Community Center

Ken Reid, Utah Center for Assistive Technology

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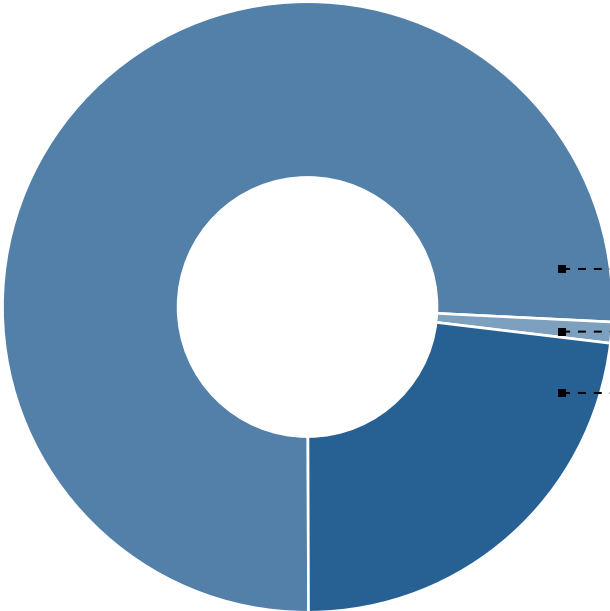
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Saundra Hansen, Ogden
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Trish Smith, Salt Lake City
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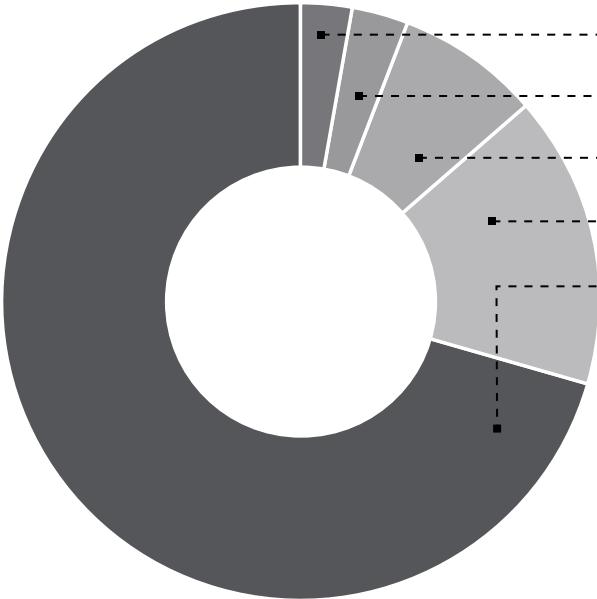
Clay Anderson, Taylorsville
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Bonnie Marsh, Bluffdale
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Leah Voorhies, West Jordan

REVENUES



TOTAL REVENUE \$81,100,994

FEDERAL	\$61,615,053	(76%)
OTHER	\$776,841	(1%)
STATE	\$18,709,100	(23%)



DISTRIBUTION OF REVENUE

Administration	\$2,339,178	(2.9%)
DSDHH	\$2,463,471	(3.0%)
DSBVI	\$6,618,204	(8.2%)
DDS	\$12,110,615	(14.9%)
DRS	\$57,569,526	(71.0%)

PROGRAMS AND SERVICES

VOCATIONAL REHABILITATION PROGRAM

The Vocational Rehabilitation (VR) program provides rehabilitation counseling and related services to individuals whose disability is a substantial impediment to employment. The VR program is designed to assist these individuals to achieve employment outcomes. Services are available according to individuals' needs, abilities, and choices. Vocational rehabilitation services are provided through the USOR's Division of Rehabilitation Services and Division of Services for the Blind and Visually Impaired.

INDEPENDENT LIVING PROGRAM

The Independent Living program provides services to individuals with disabilities who need opportunities to maintain or increase their independence. Services are provided through a cooperative effort of the Utah State Office of Rehabilitation, the Utah Statewide Independent Living Council, and nonprofit Centers for Independent Living. A variety of services are provided to assist individuals to maintain or increase their independence and community integration.

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

The Governor's Committee's mission is to facilitate communication and cooperation and promote public and private efforts to increase equal employment opportunities for qualified Utahns with disabilities. Its main responsibilities are to promote employment opportunities for individuals with disabilities; advise the State Board of Education and the Governor on issues that affect employment; advocate for full and equal rights for individuals with disabilities; educate the public through information and public relations; recognize exemplary contributions in the areas of employment, job placement, and public relations; recognize personal achievements of individuals with disabilities; and provide training, support, and technical assistance to employers.

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

In addition to vocational rehabilitation services, the USOR offers a variety of training and adjustment services for individuals who are blind or have significant visual impairment. These services include skills training, psychological and social orientation, adaptive equipment, Braille training, mobility training, independent living, and computer training.

SERVICES TO THE DEAF AND HARD OF HEARING

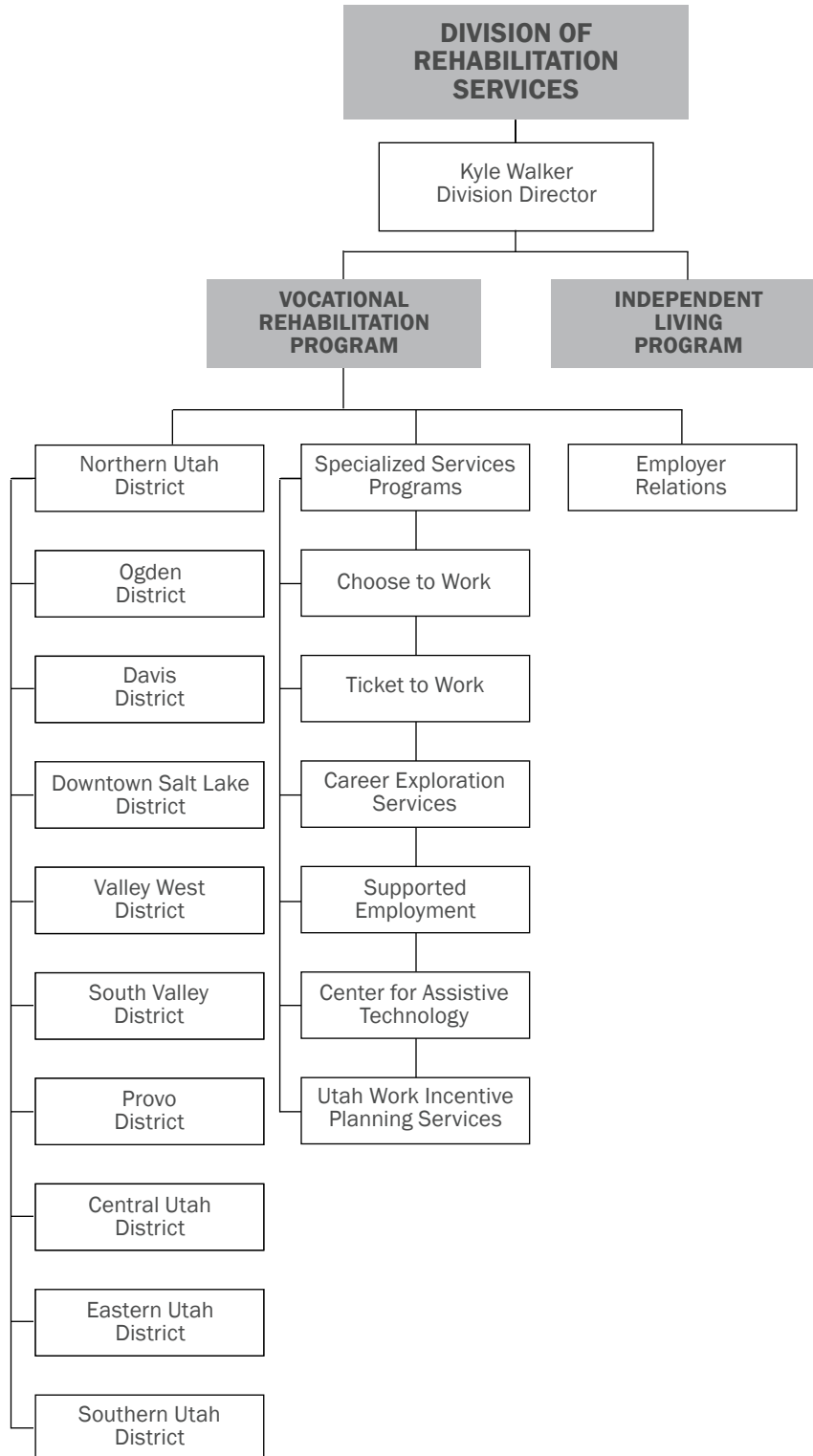
Many services designed for individuals with hearing loss are provided through the Sanderson Community Center of the Deaf and Hard of Hearing. These services include an interpreter referral service, assistive technology, and a variety of social and educational programs.

DISABILITY DETERMINATION SERVICES

The Division of Disability Determination Services is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits, including Social Security Disability Insurance and Supplemental Security Income.

DIVISION OF

REHABILITATION SERVICES



INTRODUCTION OF THE NEW

REHABILITATION SERVICES DIRECTOR

KYLE WALKER, MRC, LVRC, CRC, CPM

Ralph Waldo Emerson once said: “What lies behind us and what lies before us are tiny matters compared to what lies within us.”

I am always humbled by the strengths that lie within the individuals served by Utah’s Division of Rehabilitation Services (DRS). As 2013 comes to a close, I am delighted to report that this was an incredible year for the individuals who engaged with the Vocational Rehabilitation program. Because of what lies within our clients and our highly qualified staff, we are honored to have played a role in 3,665 success stories this year—success stories like the ones you will find in this report.

What lies within these success stories is an individualized clinical counseling relationship between each individual and a highly qualified Vocational Rehabilitation counselor. Through this partnership, clinical interventions and services are woven into an Individualized Plan for Employment that leads to meaningful, gainful employment consistent with the individual’s strengths, abilities, interests, and informed choice. DRS provides rehabilitative interventions that help individuals achieve a better understanding of and adjustment to disability and the workplace, and that focuses on maximizing self-sufficiency and independence. It’s all about discovering and then building on what lies within each eligible individual.

What lies within this annual report are numbers and percentages, data that explains what DRS accomplished during the fiscal year. But what truly lies within is the fact that these numbers represent people. One of these people may be your neighbor, a friend’s son or daughter, a co-worker, or a friend’s spouse. It just may be that an individual served by DRS lies within your own family. Census data shows that over 14% of working-aged Utahns have one or more disabilities that create employment issues. Chances are that someone you know and love has benefited from, is being served by, or could benefit from Vocational Rehabilitation services.

As you can see from what lies within this report, Utahns can be proud of their highly successful, effective, efficient, and well managed Vocational Rehabilitation program.

Thanks for a great year!



Photo: Tom Johnson

Kyle Walker
Division Director

VOCATIONAL REHABILITATION PROGRAM

Mission: To assist eligible individuals with disabilities to prepare for and obtain employment and increase their independence.

Vocational Rehabilitation—A Program of Economic Impact

What impact does a state program have on the people it serves and the larger community?

This question was asked by the Utah State Office of Rehabilitation's (USOR) Vocational Rehabilitation (VR) program, which was created to assist eligible people with disabilities to achieve and maintain meaningful employment. A subsequent study by the University of Utah Center on Public Policy and Administration provided the answer. For working individuals who received VR services, there was a significant increase in income. For those receiving services and not yet working, the study predicted an increase in the likelihood of employment and earnings. The overall economic impact on Utah was equally positive. The study concluded that for every dollar of state funding allocated to the VR program, \$5.64 are returned to the state in increased tax revenue and decreased benefits from public programs—a 564% return on investment! The overall conclusion: Funds spent to provide employment training services to people with disabilities benefit both the individual and the entire Utah community. To view the full 2010 USOR Economic Impact Study, see www.usor.utah.gov.

VOCATIONAL REHABILITATION (VR)

The Vocational Rehabilitation (VR) program is an eligibility program that provides services to Utahns based upon their having a physical or mental impairment that results in a substantial impediment(s) to employment, and who require the specialized services the VR program provides. Services are provided by the Utah State Office of Rehabilitation (USOR) through programs located in both the Division of

Rehabilitation Services (DRS) and the Division of Services to the Blind and Visually Impaired (DSBVI). In partnership with vocational rehabilitation counselors, eligible individuals with disabilities are provided with services that are individualized to meet their particular needs in achieving a meaningful employment outcome. Services provided generally fall in the areas of restorative interventions, disability adjustment, vocational skills training, assistive technology, job development, job placement and follow-up. In the 2012 program year, the DRS provided VR services to 30,853 individuals, while the DSBVI served 522. Of those served, the DRS placed 3,366 into employment and the DSBVI placed 61 into employment, for a total of 3,427 individuals who achieved competitive, integrated employment. Below are highlighted several of the specialized services the agency provides:

COUNSELING AND GUIDANCE

Counseling and guidance are core vocational rehabilitation services provided to people with disabilities. They are provided by licensed, highly trained specialists who understand disability issues and how a disability can affect employment and independence. These counseling services play a crucial role in supporting eligible clients through the process of identifying needed interventions and supporting those interventions in order to achieve vocational and independence goals. Research and program evaluation results consistently indicate that clients rate counseling and guidance as the

DIVISION OF REHABILITATION SERVICES

most significant services they receive from the VR program.

CAREER EXPLORATION SERVICES

Career Exploration Services provides career information for eligible individuals and their counselors to enable them to make meaningful choices for employment, taking into account their disability as well as interests, aptitudes, abilities and values.

ASSISTIVE TECHNOLOGY

Assistive technology services are provided to individuals with disabilities who need technology to pursue, attain, and maintain their vocational goals. Examples include, but are not limited to, voice recognition software, ergonomic tools, screen readers, lifts, assessment, custom modification, and training in the use of technological devices.

UTAH WORK INCENTIVE AND PLANNING SERVICES (UWIPS)

Specialized counseling is provided to beneficiaries of the Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) programs, with information regarding work incentives available through the Social Security Administration to enable individuals to make informed choices about returning to employment.

BUSINESS RELATIONS

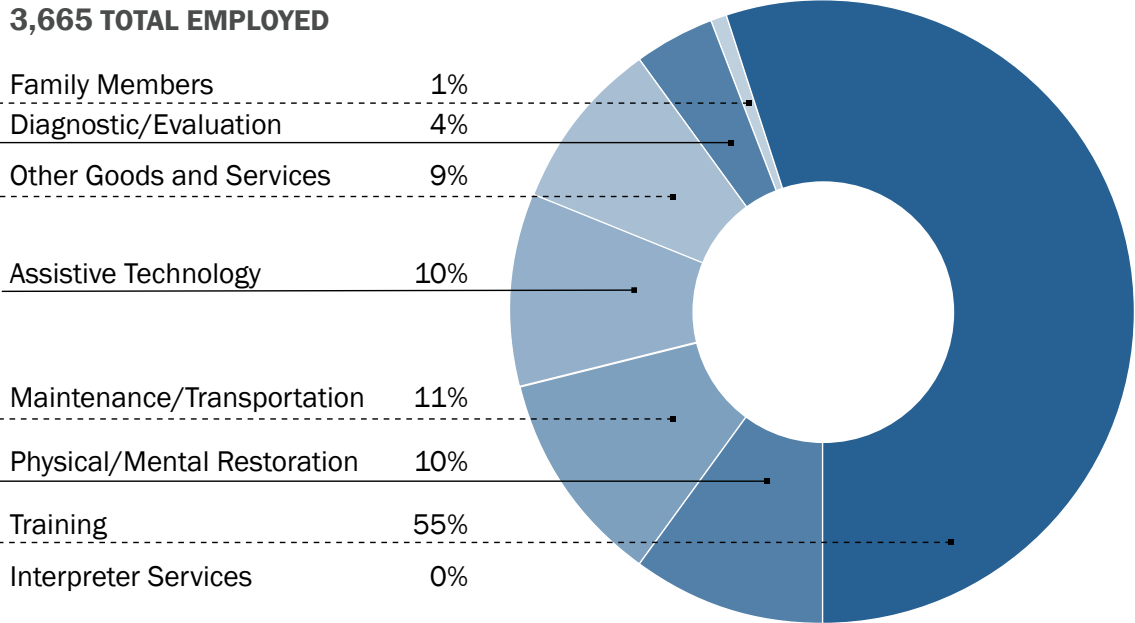
Information and support are provided to business customers in their hiring and retaining individuals with disabilities in their organizations. This includes making business to business connections through local and national partnerships between employers, community resources and government entities. These networks establish contacts designed to coordinate services and support for the purpose of meeting the needs both of employers and their potential employees with disabilities.

PARTNERSHIPS

To meet both individual and business client needs, the Vocational Rehabilitation program works with multiple agency and community partners. Through these partnerships, the rehabilitation counselor builds with each individual a network of services to help him or her achieve success in employment and independence. The valued partners of the VR program include, but are not limited to, Utah's special education program, all 41 school districts, institutions of higher education, the Department of Workforce Services, the Department of Health, the Department of Human Services, the Department of Corrections, and numerous community nonprofit and for-profit programs.

EXPENDITURES

This pie chart shows the percentage of case service funds utilized for services that assisted people with disabilities in preparing for and obtaining employment.



HIGHLIGHTS

The following information demonstrates the individual and program success Vocational Rehabilitation achieved during 2013:

3,665 individuals with disabilities were successfully employed.

30,884 individuals were provided with vocational rehabilitation services.

94 percent of those employed were severely disabled.

149 public assistance recipients were successfully employed.

847 Social Security Disability Insurance recipients were successfully employed.

62 individuals were successfully employed through supported employment services.

\$16,631,982 in estimated annual taxes were paid by 3,665 employed individuals after vocational rehabilitation services were provided.

VOCATIONAL REHABILITATION PROGRAM

CHARACTERISTICS *of the 3,665 Individuals Rehabilitated*

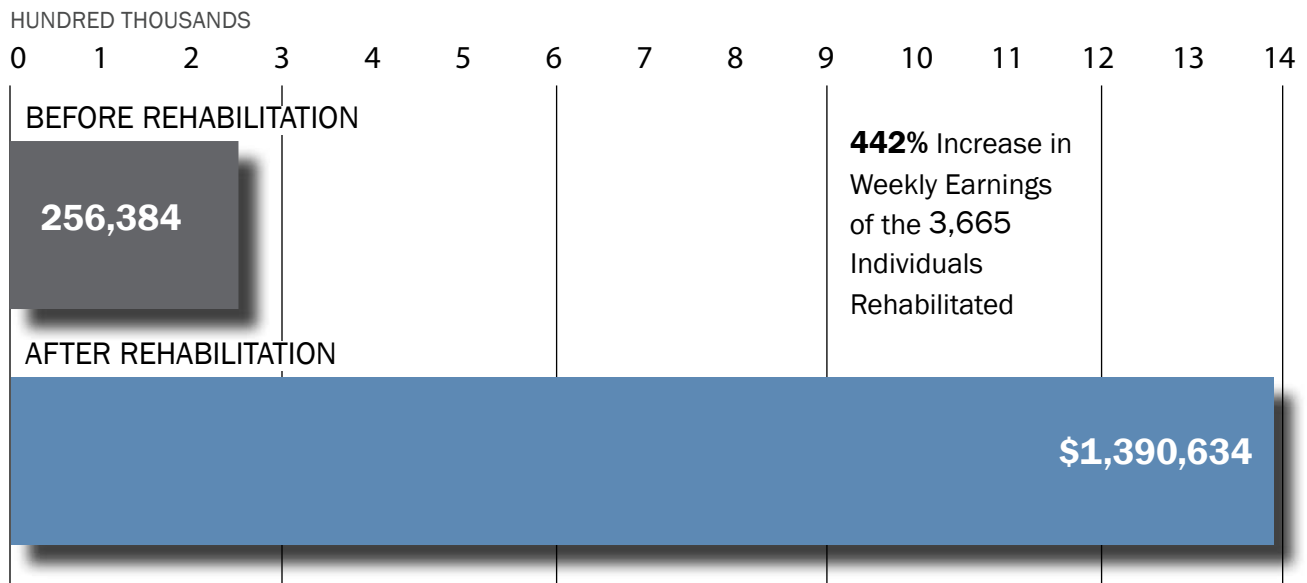
GENDER	Number	Percent
Male	2,115	58%
Female	1,550	42%
TOTAL	3,665	100%

MARITAL STATUS	Number	Percent
Married	907	25%
Widowed	58	2%
Divorced	768	21%
Separated	233	6%
Never Married	1,699	46%
TOTAL	3,665	100%

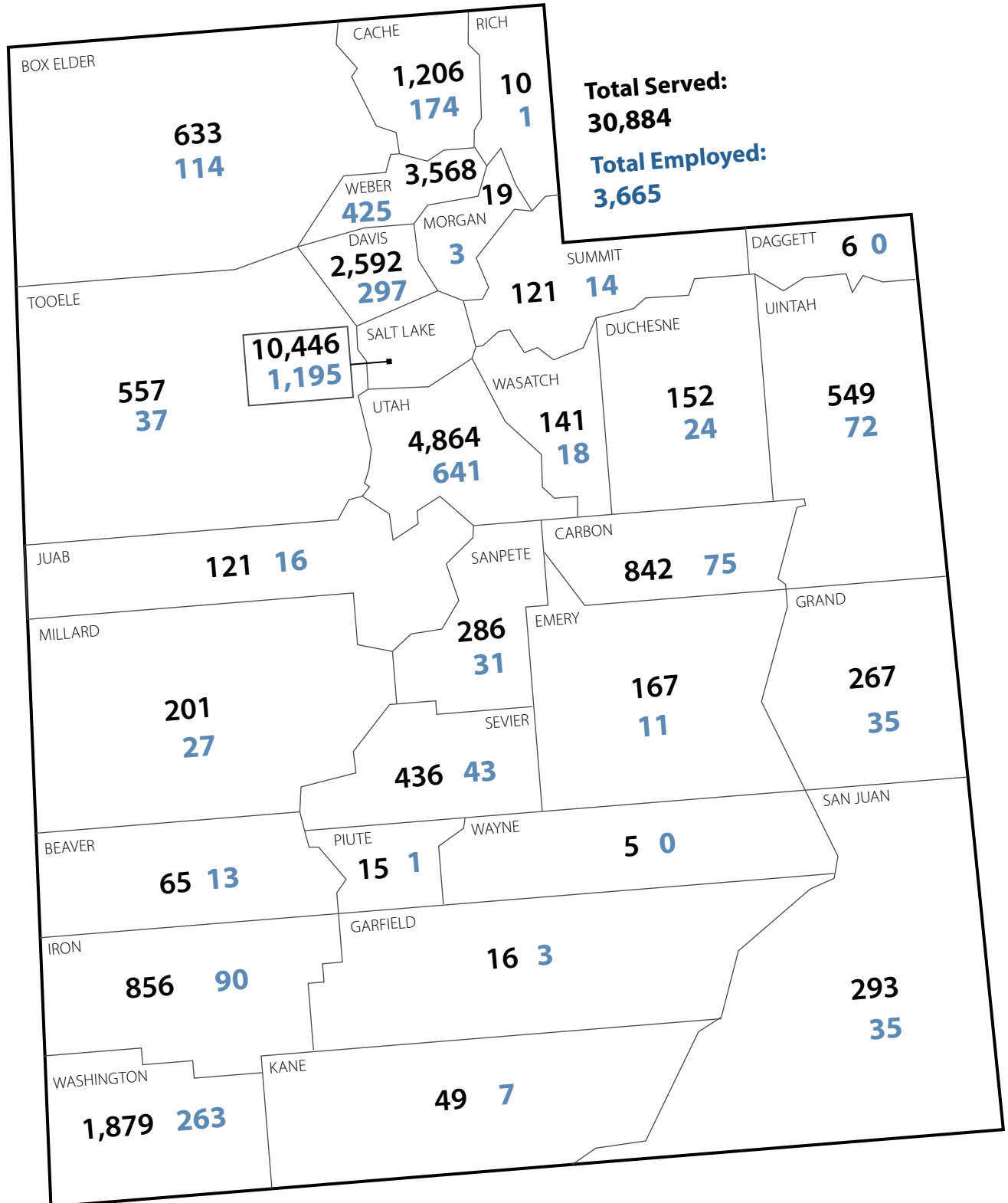
ETHNIC BACKGROUND	Number	Percent
White	3,031	84.0%
African American	73	2.0%
Asian	15	0.5%
Native American	59	1.0%
Pacific Islander	17	0.5%
Multiple Ethnicity	470	12.0%
TOTAL	3,665	100.0%

AGE AT REFERRAL	Number	Percent
Less than 20 years	30	1%
20 through 34	1,707	47%
35 through 44	862	23%
45 through 64	1,001	27%
65 and over	65	2%
TOTAL	3,665	100%

ECONOMIC IMPACT *After Rehabilitation Services*



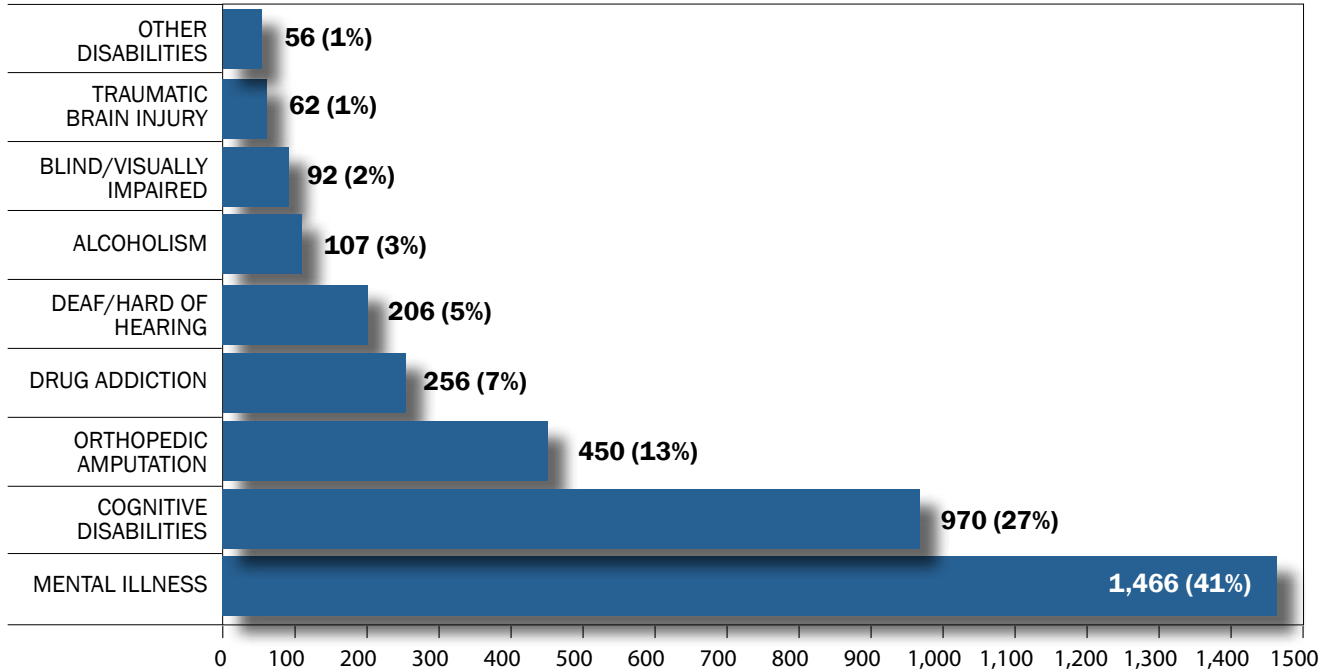
IMPACT *of the Vocational Rehabilitation Program*



VOCATIONAL REHABILITATION PROGRAM

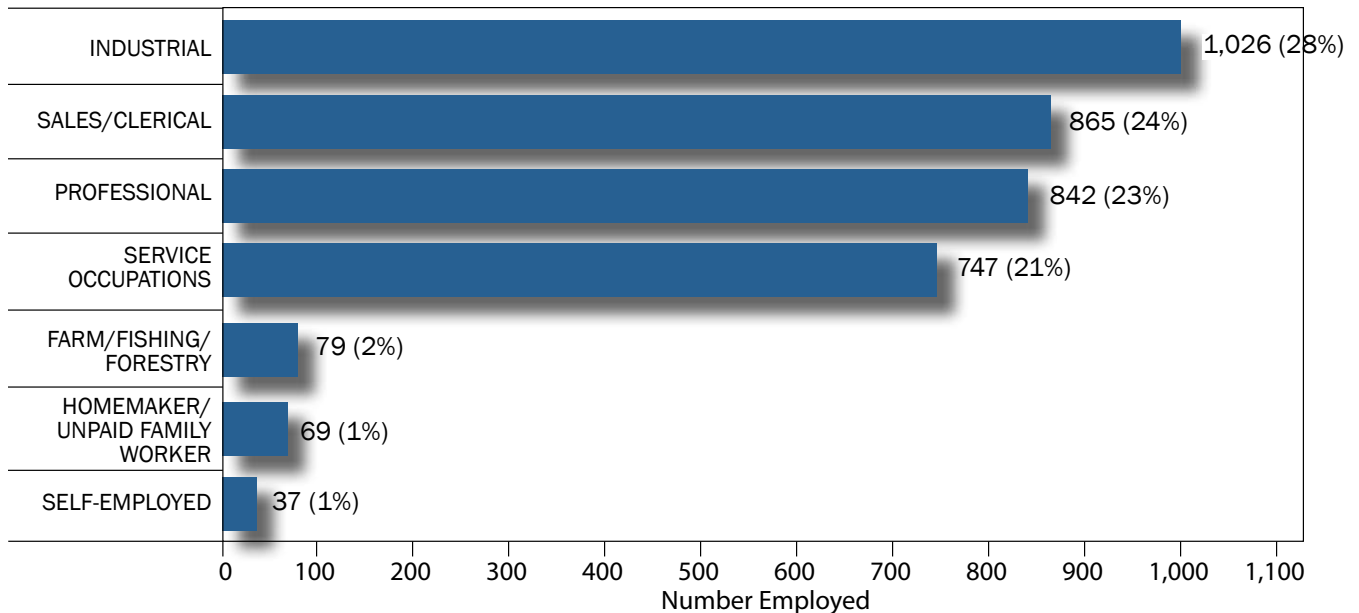
MAJOR DISABLING CONDITIONS

DISABLING CONDITIONS OF THE 3,665 INDIVIDUALS REHABILITATED



OCCUPATIONS *of the 3,665 Individuals Rehabilitated*

OCCUPATION



COLLABORATIVE PARTNERSHIPS

THE DIVISION OF REHABILITATION SERVICES

places heavy emphasis on collaborative partnerships to benefit those individuals with disabilities whom the Vocational Rehabilitation program serves in achieving independence and meaningful employment outcomes. While some collaborative efforts are mandated by law, this division views all collaborative activity as being much more than meeting a requirement; rather, it is through the establishment of true partnerships that a higher standard of service is provided to our clientele. Partnerships with various agencies and other entities enable us to provide a higher-level, more comprehensive service delivery system. This, in turn, leads to ever-improving and more substantial services to individuals with disabilities in their efforts to become more informed, make meaningful decisions, and achieve productive results in their lives. Some partnerships are listed below.

WORKABILITY: OPENING DOORS TO WORK

Created through a partnership between the agencies of Education, Health, Rehabilitation and Workforce Services, WorkAbility establishes links and services to help Utahns with disabilities make informed choices and move toward attaining meaningful employment. Addressing such areas as benefits planning for public assistance recipients in their efforts to return to work, effective transition of students with disabilities from school to work, educating employers on the benefits of hiring people with disabilities, and the establishment of an employer network to provide qualified workers with disabilities to meet employer needs, the WorkAbility partnership is making a significant difference in Utah's work market.

TRANSITION COORDINATION WITH SCHOOL DISTRICTS

The Division of Rehabilitation Services has cooperative agreement partnerships with each of Utah's 41 school districts, with a rehabilitation counselor assigned to each Utah high school. In addition, there are jointly funded transition coordinators in some districts, and plans for additional transition coordinators in other districts. As a result of these partnerships, the Division can connect at the earliest point possible with students with disabilities who need vocational rehabilitation services as they transition from school to post-secondary life.

CHOOSE TO WORK

Choose to Work is a cooperative service provided through a partnership between the State Office of Rehabilitation and the Department of Workforce Services. Choose to Work provides individualized specialty job development and job placement for individuals with more significant disabilities. Within the 2009 performance year, this cooperative program was expanded to include a specialized focus for on-the-job training for people with disabilities, given current economic conditions.

SUCCESSFUL PEOPLE

CAROL GOUGH

Carol had struggled with depression for as long as she could remember. When she started abusing drugs, her life hit an all-time low. However, Carol also has a good work ethic. In the back of her mind she knew she needed to do something to help herself so she could support her three children, one of whom is disabled. She came to Vocational Rehabilitation in 2007. Besides depression, it was determined that she also had a bilateral shoulder injury and carpal tunnel syndrome; careers that she had had in the past, such as a deli chef, were things she could not do anymore. After many sessions with her VR counselor and a number of vocational assessments, Carol decided that her long-term goal would be to become an administrative manager. Carol likes things neat and orderly and likes quantitative results, so this seemed like a good fit for her. It was not easy for Carol to keep her motivation going. She kept in contact with her VR counselor for guidance and counseling. She also went to several therapy sessions so she wouldn't relapse into her old lifestyle.

When she was almost done with her schooling, Carol was diagnosed with cancer. This was a hard time for her. She had to drive several hours for treatment and still study for finals. With the help of therapists, her VR counselor, and VR, Carol made it through this difficult time, and graduated with a BS degree in accounting. Carol still struggles and sometimes finds it hard to cope with her circumstances. Then she remembers that she has succeeded and that sometimes you need to take a deep breath and start over.



SUCCESSFUL PEOPLE

AMANDA COOK

Amanda has a gift for working with children. She has a way of explaining things to them, and knew from an early age that she wanted to be a teacher. She went through all the courses, and was excited when she graduated from college with her teaching certificate. Amanda could have taught any grade, but decided that she wanted to teach special education students, as she could relate to these students.

She also had a disability, one that people could not see. Amanda was hard of hearing, and had to rely on hearing aids to understand conversations around her. After having problems with the fit of her old hearing aids, she thought that she would try to teach without them. She found out that it was very difficult. Even though Amanda could function quite well without her hearing aids, she soon learned that she could not teach without them. The sounds that most teachers used to tell the location of their students were not there, and it was especially difficult with the special education students.

Amanda came to Vocational Rehabilitation in September 2012. VR was able to get her a hearing evaluation and some properly fitted hearing aids. Amanda was happy to return to teaching her students; they needed a dedicated teacher like her, and now she had the help that she needed to perform her job.



DIVISION OF REHABILITATION SERVICES

INDEPENDENT LIVING PROGRAM

Mission: *To provide opportunities for individuals with disabilities to increase their independence and level of integration in their communities.*

The Division of Rehabilitation Services, in conjunction with the Independent Living Centers, the Division of Services for the Blind and Visually Impaired, and the Utah Statewide Independent Living Council, provides independent living services to eligible consumers.

INDEPENDENT LIVING PROGRAM

Coordination of services occurs through contractual arrangements and management structures supported by all entities involved in the program. All services are provided through the network of Independent Living Centers (the Utah Independent Living Center, Salt Lake City; Options for Independence, Logan; Active Re-Entry, Price; Red Rock Center for Independence, St. George; Tri-County Independent Living Center, Ogden; and Central Utah Independent Living Center, Provo). Eligibility for the program is based on the presence of a disability coupled with the ability to benefit from the provision of services. All services are based on individual need, as described in an individualized independent living plan. The listed services are time-limited and designed to assist consumers in increasing and maintaining their levels of independence and community participation.

PEER SUPPORT

Peer support is designed to assist individuals in increasing and maintaining their independence. The information needed to live with a disability can more easily be gained when support is provided by an individual with a disability.

INDEPENDENT LIVING SKILLS TRAINING

Skills training includes adaptive cooking, cleaning, budgeting, personal hygiene, transportation, and advocacy.

INDIVIDUAL AND SYSTEMS ADVOCACY

Advocacy programs are designed to increase both the consumer's ability to advocate for himself or herself and the community's capacity to meet the needs of individuals with disabilities. Systems advocacy is a process used to increase awareness and encourage the community to provide access for all citizens.

INFORMATION AND REFERRAL

Information about other services and referrals to other programs are intended to increase the options available to individuals.

ASSISTIVE TECHNOLOGY SERVICES

A comprehensive program of assistive technology services includes assessment, evaluation, short-term loans, and equipment purchases for eligible consumers. Assistive devices can provide significant opportunities for individuals to participate in school, home life, and the general community.

RECREATION AND COMMUNITY INTEGRATION PROGRAMS

Recreation and other community integration programs are often an individual's first introduction to independent living services. Activities have included river trips, adaptive skiing, swimming classes, weightlifting, movies, book clubs, golf, and many other community activities. Often, successful experiences in these programs lead to increased

DIVISION OF REHABILITATION SERVICES

self-esteem and sense of worth, which then lead to further participation and increased independence.

INDEPENDENT LIVING OLDER BLIND SERVICES

In cooperation with the Division of Services for the Blind and Visually Impaired, the Independent Living Centers provide services to individuals aged 55 or older who are blind or severely visually impaired. Services are designed to increase and maintain seniors' ability to remain active in their homes and communities. All services, including recreation, are integrated, allowing seniors to participate. The division provides other significant services to augment those of the centers, including intensive orientation and mobility services, low vision screening, and general adaptive living skills.

NURSING FACILITY DIVERSION AND COMMUNITY RE-ENTRY

This is a comprehensive program that provides nursing home diversion and community reentry services. It is designed to enable people with disabilities living in nursing homes or other institutions to move into alternative community living arrangements that promote personal choice, and also to keep individuals at risk of entering a nursing facility in the community.

ACCOMPLISHMENTS

252 consumers became eligible for Independent Living Assistive Technology Program services.

165 consumers received assistive technology devices.

6,430 individuals with disabilities were served.

98 consumers were relocated from nursing homes or institutions due to independent living services received.

514 consumers were diverted from entering nursing homes or institutions due to independent living services received.

SUCCESSFUL PEOPLE

MIKE B.



Mike was living in a nursing home, and was quite miserable. He was a 58-year-old man who had lost the ability to walk because of a degenerative bone disease. He felt hopeless and helpless to realize his desire to live independently.

Mike found out about Independent Living through an administrator at the nursing home, and he immediately sent his sister to find the Independent Living Center. When she showed up at the office and learned about IL services, she was excited to share the information with her brother and give him some hope.

When the Independent Living Coordinator met him, the first goal Mike set was to transfer to the nursing home in his hometown so he could be a little closer to his previous life. Utilizing some negotiation skills, the IL coordinator carefully advocated for him between the two different facilities, and within one week this goal was accomplished. Mike began to regain some sense of power over his own life, and started to believe that he could live independently once again.

Mike worked hard in physical therapy, and in January of this year he had progressed to a point that he qualified to transition from a nursing home to an assisted living facility. This happened with some help from the Red Rock Center for Independent Living, which provided information and assistance to get him on the New Choice waiver. This not only helped him in the assisted living facility, but in the home as well.

Mike wasn't satisfied with living in an assisted living facility and still yearned for greater independence. He has continued to work hard with his physical therapist, and has been an inspiration to those around him. Red Rock helped him acquire a ramp with USOR funds so he could make the final transition from the assisted living facility to home. Red Rock Center has also helped him access funds through the state, so that he can have his own specialized walker to continue helping him with his mobility needs. He is now living in the community, at a central location where he can easily access the local grocery store and other places of business.

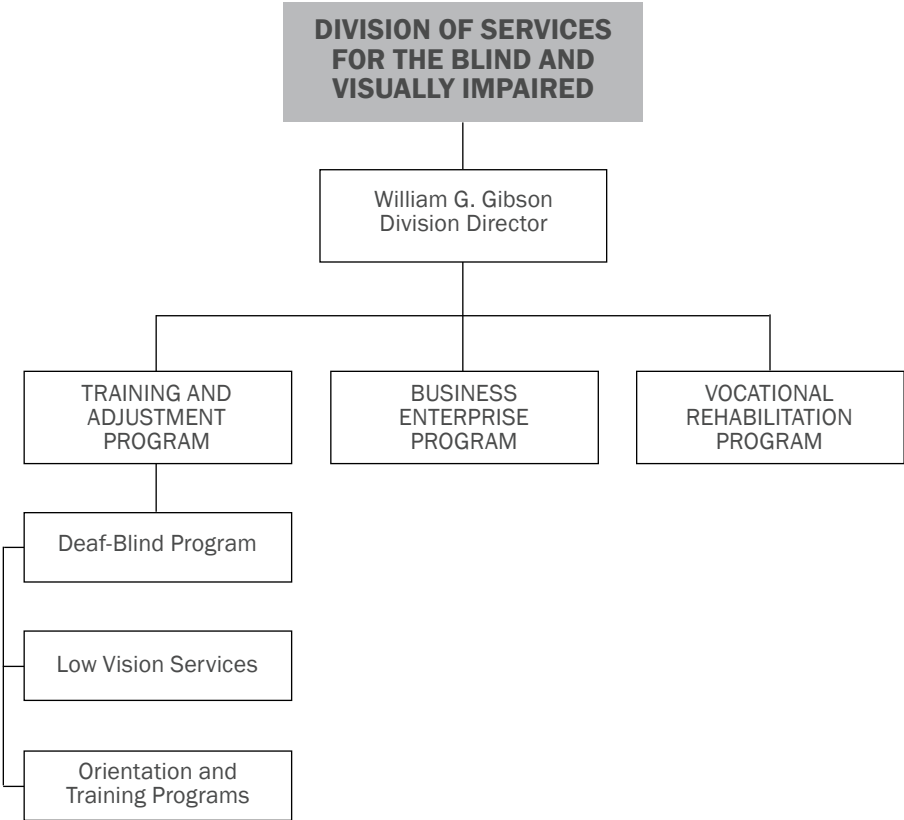
Mike is just one example of the lives that are being changed every day at the Red Rock Center for Independence and other Independent Living Centers throughout the state.

DIVISION OF SERVICES FOR THE

BLIND AND VISUALLY IMPAIRED



William G. Gibson
Division Director



DIVISION OF SERVICES FOR THE

BLIND AND VISUALLY IMPAIRED

Mission: *To assist individuals who are blind or visually impaired in achieving maximum levels of independence and, whenever possible, in developing goals toward competitive employment.*

The Division of Services for the Blind and Visually Impaired (DSBVI) provides services designed to increase independence, community integration and productivity for individuals who are blind or visually impaired. These services are provided to eligible individuals under the State Office of Rehabilitation through programs located at the DSBVI.

Services include the following:

VOCATIONAL REHABILITATION (VR) provides services to assist individuals with visual impairments to prepare for, obtain, and maintain employment.

TRAINING AND ADJUSTMENT SERVICES (TAS) includes outreach training services, counseling by a staff social worker, and a complete center-based orientation and training program.

- 1 The Orientation and Training Program (OTP)** is a series of classes that gives the student an opportunity to learn alternative techniques for everything from basic personal care to cooking, woodworking, crafts, Braille, and computer skills and programs.
- 2 Activities of Daily Living (ADL)** provides teachers who work with clients to facilitate obtaining skills and learning alternative techniques in cooking, cleaning, personal hygiene and organization.
- 3 Orientation and Mobility (O&M)** instruction is provided to help individuals travel in their own environment, move about independently and safely, and utilize public transportation. "Adjustment to Blindness" classes teach self-esteem, self-confidence and self-advocacy skills.

LOW VISION SERVICES (LVS) assists individuals living in Utah who have a significant vision problem. There are many devices, resources and services available to help individuals learn to use their remaining vision effectively and to utilize alternative techniques.

BUSINESS ENTERPRISE PROGRAM (BEP) is a unique opportunity designed to train and license blind and visually impaired individuals to operate their own businesses, including food service and vending routes in government facilities.

DEAF-BLIND (DB) SERVICES are offered for blind and visually impaired individuals who also have a hearing loss. Services may include training in alternative communication skills and instruction concerning the use of adaptive equipment. The Deaf-Blind Support Services Provider (SSP) program assists individuals in the community or home with visual and auditory tasks.

THE DEAF-BLIND SUPPORT SERVICE PROGRAM (SSP) continues to expand. Individuals who are deaf and blind receive assistance from support service providers in activities such as reading their mail and newspaper, grocery shopping, getting to and from appointments, and attending recreational

DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

activities. These services have enabled individuals to become more involved in their communities and enjoy greater independence. The number of individuals participating in this program continues to increase, and individuals living in the rural areas of Utah are now participating.

The number of individuals served by the **LOW VISION PROGRAM** continues to increase. This past year, 10,830 individuals have been served in the Low Vision Program. Following a referral from an ophthalmologist or optometrist, individuals with usable residual vision are evaluated in Low Vision clinics. Clinics are conducted throughout the State of Utah and in several rural communities by our Certified Low Vision Specialists. Low Vision devices such as special magnified glasses, illuminated lamps, magnifiers and other items are provided. Low Vision Services carries a wide range of items such as Braille devices, adaptive devices with speech and large print items.

THE DIVISION'S VISION SCREENING PROGRAM is an important service provided to children in Utah. The goal is to detect, prior to a child's entering school, either poor vision or risk factors that could interfere with normal visual development. With vision screening, many children avoid permanently losing their vision as a result of various treatable diseases.

THE OLDER BLIND PROGRAM provides independent living services to people who are age 55 or above and are blind or visually impaired. Staff members at DSBVI and the Independent Living Centers throughout Utah work together to help increase the independence of these individuals. Objectives include offering community-based independent living services to maximize their independence, increasing program participation through outreach activities, and providing training and support regarding individual and systems advocacy. Services and activities may include orientation and mobility, low vision services, and housing and transportation assistance.

Individuals served through the training and rehabilitation programs continue to receive **adaptive technology assistance**. A rehabilitation technology specialist assists clients with evaluation and training, as well as setup of adaptive technology. Through this assistance, individuals are able to gain and maintain competitive employment. A computer teacher in the training program is also available to provide instruction in basic computer skills.

Individuals served in the **OLDER BLIND PROGRAM** also receive assistance with evaluation and setup of adaptive technology. Through this service, these clients have gained access to and have been able to increase their independence and participation in their communities.

Under the VR Program, the Division is continually searching for methods that will better serve clients in acquiring skills to increase independence or to obtain gainful employment. A job readiness class has been developed, which has helped clients learn skills in resume writing, completing applications, interviewing and other job-seeking techniques. This class has assisted many clients to gain and maintain competitive employment.

ACCOMPLISHMENTS

Vocational rehabilitation services were provided to **665** blind or visually impaired individuals.

- ▶ A total of **93** individuals were placed into employment.
- ▶ Of those who received services, **99** percent were considered severely or most severely disabled.
- ▶ Training and adjustment classes to facilitate adjustment to vision loss were attended by **1,767** individuals.
- ▶ Low vision services were provided to **10,830** individuals, **393** of whom were served for the first time.
- ▶ Over **100,000** children preschool through third grade were screened for amblyopia and other

DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

vision problems. More than **4,587** children were referred for professional eye examinations and treatment. Follow-up care was received by **1,826** children.

- ▶ The BEP currently operates **13** routes made up by **109** locations consisting of vending, cafeterias, snack bars, candy/gift shops and micro-markets. They service a total of **183** state-owned vending machines, **390** third-party vending machines, and **27** highway rest area locations.
- ▶ A total of **266** individuals who are deaf-blind were served in the Support Services Provider (SSP) Program.

SUCCESSFUL PEOPLE

TARA COTTERILL

In 2005, Tara Cotterill entered the Vocational Rehabilitation program at the Division of Services for the Blind and Visually Impaired (DSBVI) where she was provided with counseling services. Her counselor, Milo Waddoups, worked to help her obtain a degree from Southern Utah University in 2008. Tara's goal has always been to find employment that would allow her to use her degree and ensure that she would have benefits. During her search for employment, Tara was often pushed to accept menial jobs that did not use her hard-earned degree. However, Tara was not willing to settle for less than her goal.

Working with Steve Price, her CTW Specialist, Tara was given assistance in the preparation of her resume. The specialist also provided contact information for various employers, helped her sharpen her interviewing skills, and set up a meeting with the Division of Workforce Services. Using the technology provided through the Vocational Rehabilitation program, Tara became better equipped for her job search and subsequent employment.

While waiting for the type of job that she felt met her qualifications, Tara stayed busy, involving herself with volunteer work. She served as the president of the Iron County Chapter of NFB, and also served as the chairperson for the NFB State Convention. In addition, she was a member of CDAAT (Cedar Disability Awareness Activation Team).

Three months ago, Tara's perseverance and determination in her job search paid off. She was offered a job and now works with the Division of Workforce Services in Cedar City as an Eligibility Specialist. This is a full-time position with benefits, which meets the goals Tara had set for herself.

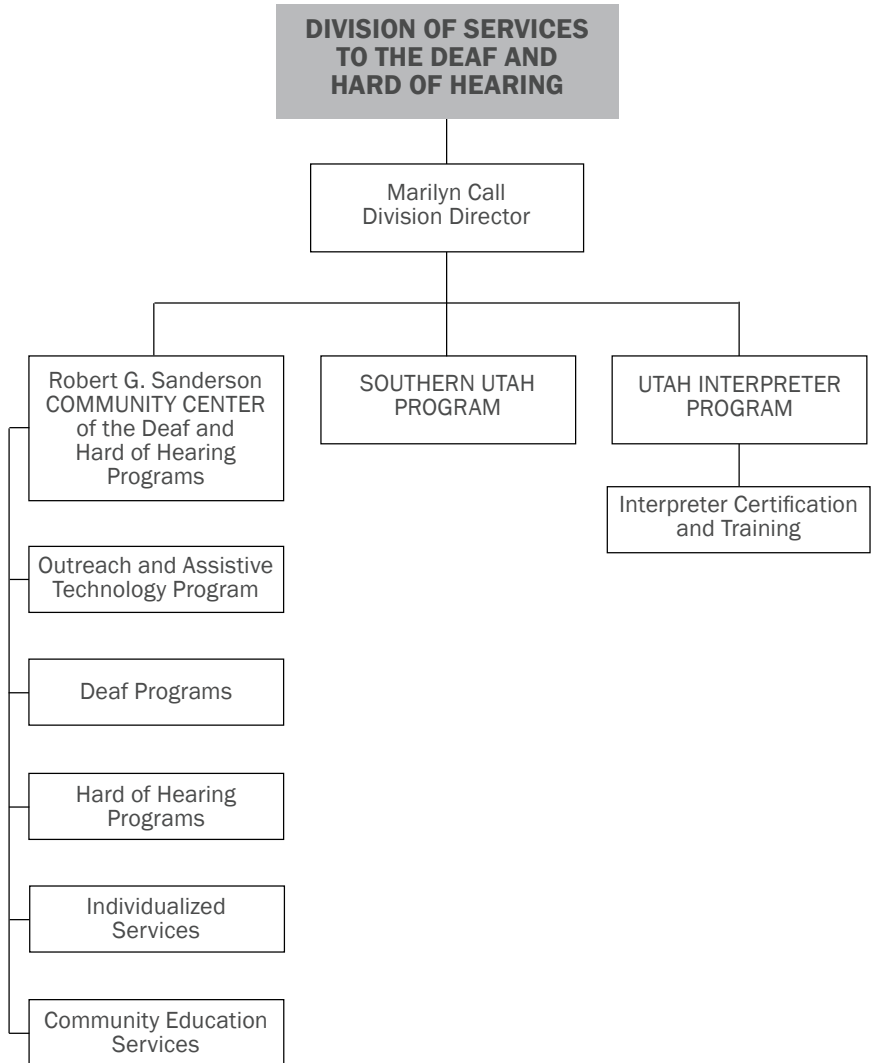


DIVISION OF SERVICES TO THE

DEAF AND HARD OF HEARING



Marilyn Call
Division Director



DIVISION OF SERVICES TO THE

DEAF AND HARD OF HEARING

Mission: *To provide individuals who are deaf or hard of hearing with opportunities and programs to enhance or maintain skills necessary to fully participate in their employment, family, and community.*

The Division of Services to the Deaf and Hard of Hearing (DSDHH) provides services designed to increase productivity, independence and community integration for individuals who are deaf or hard of hearing. The Division is also responsible to certify all ASL interpreters for Utah. Program services are provided through the Robert G. Sanderson Community Center of the Deaf and Hard of Hearing in Taylorsville and a satellite office in St. George.

THESE SERVICES INCLUDE:

- Information and referral.
- Educational classes.
- Counseling/case management.
- Assistive technology/demonstration and loaner programs.
- Consultation services for assistive technology.
- Interpreter mentoring, certification testing and interpreting services for DSDHH and USOR staff.
- Library services.
- Socialization programs for senior citizens, youth, families, and deaf multi-disabled individuals to decrease isolation.
- Adjustment training.
- Benefit planning.

ACCOMPLISHMENTS:

Interpreter Program

This program is responsible for evaluating, training and certifying interpreters for the deaf for the State of Utah, as well as providing interpreter services for the Utah State Office of Rehabilitation (USOR). Over the past year, the following certification tests were administered:

111 written

55 novice level

88 professional level

1 CUED performance

7 temporary permits

43 practice/mock

Sixty-four (**64**) hours of interpreter workshops were provided to assist individuals in improving their skills in order to maintain current certification or prepare for their next level of certification. The Interpreter Certification Advancement Network (ICAN) program provided mentoring and training to **30** individuals. Out of these 30 participants, **19** advanced to the next level.

Ten thousand, three hundred twenty-one (**10,321**) hours of interpreting were provided.

Outreach and Assistive Technology Report

The Outreach Specialist has the responsibility of collaborating with representatives from other agencies and organizations to present specialized information. The Outreach Specialist focuses on the needs of the deaf and hard of hearing.

The following represents the number of organizations and individuals reached during the last year.

129 presentations were provided for consumer agencies and businesses.

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING

2,232 people attended presentations.

1,610 consumers were provided with information and referrals.

132 home visits were made by the assistive technology specialist at locations statewide.

313 individuals who are deaf were provided assistive technology information, equipment installation, and repair services.

3,500 hits per month are received on average on the DSDHH Web site.

682 individuals are engaged in social networking, following us on Facebook and Twitter.

DEAF PROGRAM

Ninety-three (**93**) volunteers assisted with a variety of programs at the Sanderson Center, giving **782** hours of service. An average of **42** senior citizens participated in senior programs each week. Examples of activities include social activities, Medicare and Medicaid workshops, health clinics, and community tours.

Monthly social support and training activities were attended by **31** individuals who are deaf or hard of hearing and have additional disabilities. This program, called **Circle of Friends**, includes training about technology use, performing community service, and attending community events.

196 deaf children participated in programs such as family support activities, the holiday party, the annual surprise egg hunt, and other seasonal activities.

Liaison activities occurred at least monthly with the Utah School of the Deaf, Utah Association for the Deaf, Hearing Loss Association of America, Legislative Coalition for People with Disabilities, Utah Developmental Disabilities Council, Utah Transit Authority, Division of Workforce Services, senior citizen centers, and Independent Living Centers. One thousand nine hundred fifty (**1,950**) contacts were made, educating other entities

about the needs and abilities of deaf individuals. Emergency preparation and working with the Red Cross were emphasized this year.

HARD OF HEARING PROGRAM

In the northern half of the state, information, referral, and hard of hearing awareness services were provided to **2,251** hard of hearing individuals.

150 individuals were provided with one-on-one consultation, adjustment training and support services.

23 six- or eight-week classes were provided on coping skills, lip-reading, or conceptually accurate signed English to **249** hard of hearing people.

14,700 individuals received information at the division's information booths at various fairs.

450 people attended the annual Walk4Hearing awareness event.

222 individuals were provided with help with assistive technology through the Sanderson Center demonstration lab and loaner program.

MENTAL HEALTH COUNSELING/CASE MANAGEMENT

Mental health and case management services were provided to **331** clients who are deaf or hard of hearing, and **480** hours of therapy were provided. Case management staff members provided **2,421** service hours, including referrals, creating treatment plans, and coordinating services. An additional **205** hours were spent providing outreach education, developing materials, and creating more resources in the community. Support services providers provided **268** hours of services to individuals who are deaf with multiple disabilities.

Four hundred (**400**) deaf and hard of hearing individuals attended job fairs held at the Sanderson Center.

Fifty-seven (**57**) individuals received **374** hours of benefits planning services.

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING

Independent living training was provided to **38** individuals through a peer counselor housed at the center. Training included such things as writing skills, how to ride public transportation, cooking, and using technology such as e-mail and video phones.

Legal, HEAT, and VITA clinics organized by the individualized service staff provided information/services to **165** individuals who are deaf or hard of hearing.

PERSONAL ADJUSTMENT SERVICES

Socialization and adjustment activities benefitted **7,733** individuals for a total of **11,292** (duplicated count) participants at the Sanderson Community Center.

ADULT EDUCATION CLASSES

Adult education classes and workshops were attended by **571** individuals in northern Utah, including such topics as American Sign Language (ASL), deaf culture and gestures. In southern Utah, a variety of educational six- and eight-week classes were provided on ASL, deaf culture, conceptualization, crafts, cooking and nutrition to **465** individuals.

SOUTHERN UTAH PROGRAM

The division has a satellite office to provide services to the growing southern Utah population. This program provides community education, classes, case management, information and referral, adjustment training for hard of hearing adults and help with assistive technology through the program's demonstration lab and loaner program.

Services provided this past year included the following:

- 1,152** individuals attended classes and/or workshops on Tinnitus, Living with Hearing Loss, and Coping Skills.
- 12,691** individuals received information at senior centers and booths at information fairs.
- 199** home visits were made to homebound seniors with severe hearing loss.
- 143** individuals received help with assistive technology through the demonstration lab and loaner program.
- 242** individuals contacted the office for information.
- 165** one-on-one case management appointments held.
- 1,604** individuals attended organizational meetings, social activities, utilized specialized library, and various social and recreational activities, totaling **4,403** visits to the Southern Utah office.

SUCCESSFUL PEOPLE

TINA BLANCHARD

Without going into boring medical details, I experienced a significant hearing loss several years ago, becoming completely deaf in one ear. Things were stable until recently, when I woke up one morning and could barely hear out of my remaining ear. It was devastating to realize that my previous

copied mechanism for hearing loss was no longer effective and that my hearing loss was progressive. Fortunately, I have a wonderful and supportive family (husband and four boys)—although they too were affected by my hearing loss, each handling things in his own way. We all felt helpless. My



sixteen-year-old son, Nathan, in particular, had difficulty handling my hearing loss. He took the hearing loss as the threat of losing his mom and his ability to communicate with me, which is so important in our relationship!

I met with Grant Pemberton and Meredith Winn at the Deaf Center here in St. George. We were greeted with great compassion, but more importantly, we were given hope and solutions to my communication difficulty.

From Grant I learned about the many services offered at the Deaf Center. As a family, we were particularly interested in the sign language classes held at the center. Unfortunately, attending sign language lessons was impossible because of our conflicting work and school schedules, so Grant arranged for us to have lessons taught in our home on a schedule that worked best for us. Learning in the comfort of my home has been a huge advantage, especially for our youngest son, Calvin. I have undergone two knee surgeries in less than a year, but I haven't missed a sign language lesson because our teacher comes to our home!

Next I met with Meredith at the Center. She helped me understand the different technologies that are available. I learned about a deaf alarm clock that shakes my bed to wake me up, and a specialized hearing aid that transmits sound from my deaf ear to my hearing ear so I don't miss anything on that side of my body—which is especially important when my boys forget which is my deaf side and which is my hearing side in their rush to tell me the latest events in their lives. I now have a Call Caption phone that writes out the text of what the other person is saying. Meredith told me about Vocational Rehab to help me maintain my employment. Also, because of recent knee surgeries, Meredith gave me a packet I could take to the hospital to help the hospital staff to communicate with me and meet my unique needs.

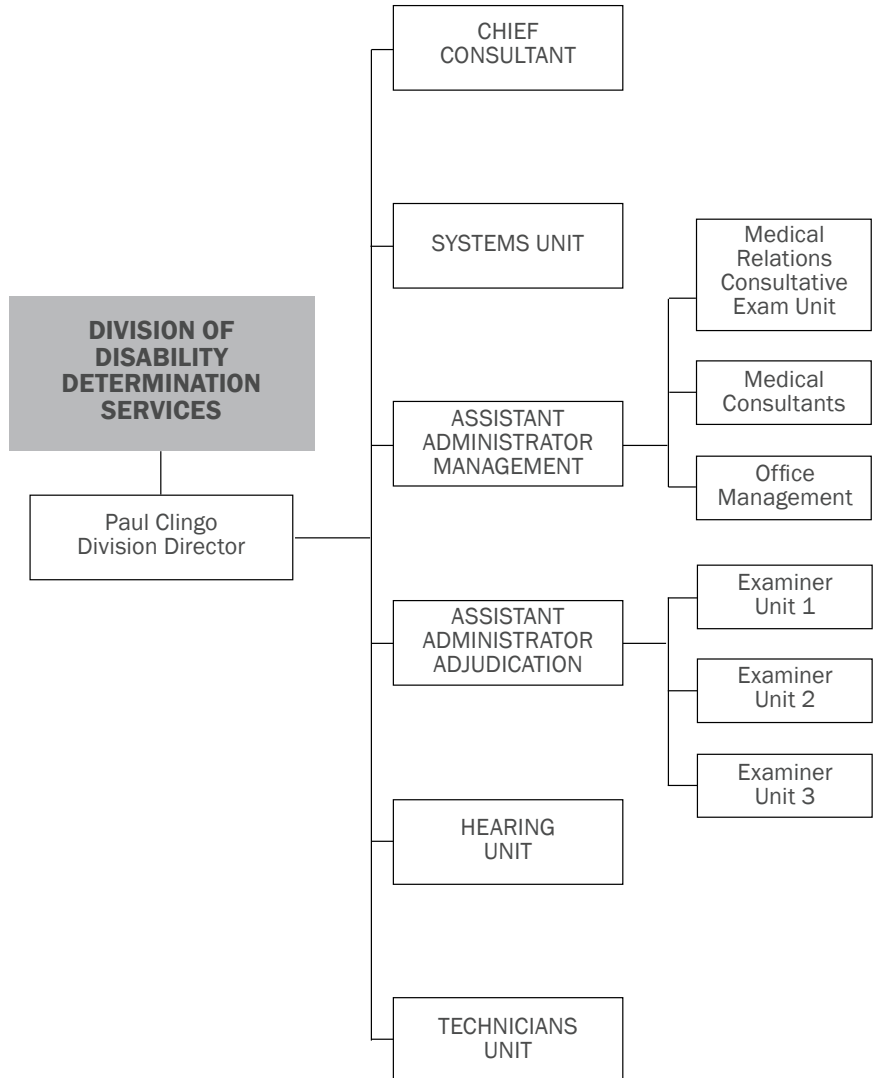
We are continuing to learn sign language in preparation for the day when my hearing aids will no longer be effective. Instead of this hearing loss tearing my family apart, the Deaf Center has empowered us to become stronger than before, through their services, support, and compassion. Thank you, Deaf Center!

DIVISION OF

DISABILITY DETERMINATION SERVICES



Paul Clingo
Division Director



DISABILITY DETERMINATION SERVICES

***Mission:** To make accurate and timely decisions on whether applicants meet the requirements for social security disability benefits.*

ACCOMPLISHMENTS

For the Federal Fiscal Year 2013 (October 1, 2012 through September 30, 2013), the Utah DDS receipts totaled 21,162. These receipts appear to have leveled off after having increased steadily since 2009 for reasons attributed to both the national economic crisis and the number of aging baby-boomers. The Social Security Administration's (SSA) goal for our Utah DDS was to clear 22,540 claims in FFY 2012. With the loss of fourteen staff members during the year, the DDS met SSA goals and cleared 20,643 claims. Additionally, the Social Security Administration has a measure of productivity called the Production per Work Year (PPWY). The Utah DDS PPWY was 289. A challenge in FFY 2014 includes SSA restricted hiring since FFY 2011. We expect this hiring freeze to continue through FFY 2014. With normal attrition, the Utah DDS may be down at least five examiners by the end of FFY 2014. With the projected increases in claim receipts in FFY 2014, there also will be an increase in claim staging or backlogs. However, we have continued to meet SSA production goals. We are, additionally, one of the most accurate DDS programs in the nation. This past year the DDS accuracy rate was over 98%!

In addition, the **Cooperative Disability Investigation** (CDI) program is a joint effort among federal and state agencies to effectively pool resources for the purpose of preventing fraud in SSA's Title II and Title XVI disability programs and related federal and state programs. In Utah, the participating agencies include the Social Security Administration Office of the Inspector General, the Utah State Office of the Attorney General, the Social Security Administration and the Utah DDS.

Despite having only been in full operation since May 2011, the Utah CDI Unit year-end totals included closing 165 claims and produced \$14,366,123 in Social Security savings and \$9,078,590 in non-SSA savings.

SOCIAL SECURITY RECOGNITION TO DDS STAFF MEMBER VAN LUND

For FFY 2013, Jane Sykes, Supervisor of a Utah DDS Examiner Unit, received a Social Security Associate Commissioner Citation for her contributions to the Utah DDS and to the Social Security Disability program, including her work in the ECAT program. At our annual awards luncheon Patty McDonald, Rodney Smith, Melinda Dean, and Lillie Evans received Director's Awards. In addition, Kynda Miller, Jana Rowbotham, Celeste Bernards, and Nga Chau received Best of the Best Awards.

DDS ADVISORY COUNCIL

The nine-member DDS Advisory Council continues to provide valuable input and feedback on how DDS is serving the public. Additionally, each of the nine members and alternates provides a flow of accurate and timely information regarding the SSA disability program to different segments of the public or agencies he/she represents. The Advisory Council was established in state statute in 1994 and is celebrating its eighteenth year.

The Advisory Council has the option of using the Tandberg system to allow Council members from outside the metropolitan area to participate in Council meetings through video-conferencing technology.

IMPACT ON UTAH CITIZENS AND ECONOMY

As of September 27, 2013, there were 60,221 Social Security Disability Insurance (SSDI) beneficiaries in Utah receiving a total of \$57.58 million a month. This represents an increase of over 1,570 beneficiaries and nearly \$2.81 million a month over last year. Additionally, as of September 27, 2013, there were 30,413 Supplemental Security Income (SSI) beneficiaries in Utah receiving a total of \$15.24 million a month. This represents an increase of 681 beneficiaries and over \$1.5 million month over last year. As the data indicates, the disability program is having a large impact on Utah's citizens and economy.

OFFICE LOCATIONS

UTAH STATE OFFICE OF REHABILITATION

ADMINISTRATION OFFICE	250 East 500 South P.O. Box 144200 Salt Lake City, UT 84114-4200	(801) 538-7530 1-800-473-7530 Fax (801) 538-7522
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GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES	1595 West 500 South Salt Lake City, UT 84104-5238	(801) 887-9392 Voice (801) 887-9500 TTY Toll-free: (866) 454-8397
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DIVISION OF REHABILITATION SERVICES

ADMINISTRATION OFFICE	250 East 500 South P.O. Box 144200 Salt Lake City, UT 84114-4200	(801) 538-7530 (800) 473-7530
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INDEPENDENT LIVING REHABILITATION PROGRAM	250 East 500 South P.O. Box 144200 Salt Lake City, UT 84114-4200	(801) 538-7530 (800) 473-7530 Voice/TTY
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NORTHERN UTAH DISTRICT	115 W. Golf Course Road, Suite D Logan, UT 84321-5984	(435) 787-3480 (800) 560-9766 Voice/TTY
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BRIGHAM CITY OFFICE	275 West 1100 South Brigham City, UT 84302-3116	(435) 734-9408 (800) 559-9408 Voice/TTY
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OGDEN DISTRICT	950 East 25th Street, #200 Ogden, UT 84401-2606	(801) 395-7020 Voice/TTY
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DAVIS DISTRICT	2984 North 400 West, Suite A Layton, UT 84041-1344	(801) 776-5951 Voice/TTY
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SOUTH DAVIS OFFICE	150 North Main, #103 Bountiful, UT 84010-6123	(801) 296-1293 Voice/TTY
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SALT LAKE DOWNTOWN DISTRICT	50 West Broadway, #800 Salt Lake City, UT 84101-2034	(801) 238-4560 Voice/TTY
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OFFICE OF REHABILITATION LOCATIONS

VALLEY WEST DISTRICT	5522 South 3200 West Taylorsville, UT 84129-7802	(801) 957-8200 Voice/TTY
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	SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING—VR PROGRAM 5709 South 1500 West Taylorsville, UT 84123-5217	(801) 657-5221 VP/TTY (800) 860-4860 VP/TTY
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TOOELE OFFICE	982 North Main Tooele, UT 84074-1616	(435) 882-1086 (800) 734-1086 Voice/TTY
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SOUTH VALLEY DISTRICT	926 West Baxter Drive (10600 So.) South Jordan, Utah 84095-8687	(801) 446-2560 (800) 625-7519 Voice/TTY
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HEBER CITY OFFICE	175 North Main, Suite 103 Heber City, UT 84032-1668	(435) 657-0629 (800) 337-2142 Voice/TTY
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PROVO DISTRICT	150 East Center, Suite 3300 Provo, UT 84606-3157	(801) 374-7724 (800) 662-6539 Voice/TTY
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AMERICAN FORK OFFICE	64 South 360 East American Fork, UT 84003-2590	(801) 772-0793 Voice/TTY
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CENTRAL UTAH DISTRICT	910 East 100 North, #215 Payson, UT 84651-1643	(801) 465-8384 Voice/TTY (877) 509-8384 Voice/TTY
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DELTA OFFICE	520 East Topaz Blvd., #109 Delta, UT 84624-4106	(435) 864-2509 (800) 531-9914 Voice/TTY
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MANTI OFFICE	55 South Main, #2 Manti, UT 84642-1332	(435) 835-0750 (800) 531-9913 Voice/TTY
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RICHFIELD OFFICE	150 West 1500 South Richfield, UT 84701	(435) 896-1470 (800) 953-6479 Voice/TTY
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EASTERN UTAH DISTRICT	320 North Aggie Blvd., #105 Vernal, UT 84078	(435) 789-0273 (800) 286-0273 Voice/TTY
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PRICE OFFICE	475 West Price River Drive, Suite C Price, UT 84501-2839	(435) 636-2820 (800) 491-7734 Voice/TTY
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ROOSEVELT OFFICE	1100 East Lagoon Roosevelt, UT 84066-3099	(435) 722-6969 Voice/TTY
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BLANDING OFFICE	121 East 500 North Blanding, UT 84511-2720	(435) 678-1452 (800) 531-9912 Voice/TTY
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MOAB OFFICE	125 West 200 South Moab, UT 84532-2534	(435) 259-4635 Voice/TTY
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OFFICE OF REHABILITATION LOCATIONS

SOUTHERN UTAH DISTRICT	965 East 700 South, #202 St. George, UT 84790-4085	(435) 673-5091 (800) 281-5091 Voice/TTY
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CEDAR CITY OFFICE	925 South Main Cedar City, UT 84720-3726	(435) 586-9995 (800) 281-9945 Voice/TTY
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CAREER EXPLORATION SERVICES (CES)

1595 West 500 South Salt Lake City, UT 84104-5238	(801) 887-9501 Voice (801) 887-9503 TTY
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OGDEN CAREER EXPLORATION SERVICES	950 East 25th Street, #200 Ogden, UT 84401-2606	(801) 395-7080 Voice/TTY
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PROVO CAREER EXPLORATION SERVICES	150 East Center, Suite 3300 Provo, UT 84606-3157	(801) 374-7724 (800) 662-6539 Voice/TTY
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ST. GEORGE CAREER EXPLORATION SERVICES	1067 East Tabernacle, #9 St. George, UT 84770-3163	(435) 673-3896 Voice/TTY
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COMPUTER CENTER FOR CITIZENS WITH DISABILITIES

1595 West 500 South Salt Lake City, UT 84104-5238	(801) 887-9380 Voice
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UTAH WORK INCENTIVE PLANNING SERVICES (UWIPS)

1595 West 500 South Salt Lake City, UT 84104-5238	(801) 887-9530 (801) 887-9500 TTY
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OFFICE OF REHABILITATION LOCATIONS

DIVISION OF DISABILITY DETERMINATION SERVICES

ADMINISTRATION OFFICE P.O. Box 144032 (801) 321-6500 Voice/TTY
Salt Lake City, UT 84114-4032

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING

SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING

5709 South 1500 West (801) 263-4860 Voice
Taylorsville, UT 84123-5217 (801) 263-4862 TTY
(801) 657-5200 Voice/VP
(800) 860-4860 Toll-Free

UTAH INTERPRETER PROGRAM

(801) 263-4860 Voice (801) 657-5212 VP

INDIVIDUALIZED SERVICES PROGRAM

(801) 263-4860 (800) 860-4860 V/VP
(801) 263-4883 TTY

OUTREACH AND TECHNOLOGY PROGRAM

(801) 263-4860 (800) 860-4860 Voice
(801) 657-5217 VP

SOUTHERN UTAH SERVICES TO THE DEAF AND HARD OF HEARING

1067 E. Tabernacle, #10 (435) 673-8974 Voice
St. George, UT 84770-3163 (866) 939-2975 VP

OFFICE OF REHABILITATION LOCATIONS

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

ADMINISTRATION OFFICE	250 North 1950 West, Suite B Salt Lake City, UT 84116-7902	(801) 323-4343 (800) 284-1823 (801) 323-4395 TTY
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TRAINING AND ADJUSTMENT SERVICES	(801) 323-4348
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LOW VISION SERVICES	(801) 323-4373
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BUSINESS ENTERPRISE PROGRAM	(801) 323-4386
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VOCATIONAL REHABILITATION SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

250 North 1950 West, Suite B Salt Lake City, UT 84116-7902	(801) 323-4374
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PROVO VR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED	
150 East Center, Suite 3300 Provo, UT 84606-3157	(801) 374-7705 (800) 662-6539

OGDEN VR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED	
2540 Washington Blvd., #702 Ogden, UT 84401-2606	(801) 626-3740 (800) 950-8824

ST. GEORGE VR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED	
515 West 300 North, Suite B St. George, UT 84770-4578	(435) 986-0055



250 East 500 South/P.O. Box 144200
Salt Lake City, UT 84114-4200

Russell J. Thelin, Executive Director
Utah State Office of Rehabilitation

www.usor.utah.gov