

Utah State Office of REHABILITATION

2014 ANNUAL REPORT



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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



2014 ANNUAL REPORT OF THE

Utah State Office of REHABILITATION

93 Years of Service to Citizens With Disabilities in Utah

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

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January 2015

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USOR OFFICE LOCATIONS 45

UTAH STATE BOARD OF EDUCATION

250 East 500 South P. O. Box 144200 Salt Lake City, UT 84114-4200
<http://schoolboard.utah.gov>

<i>District</i>	<i>Name</i>	<i>City</i>
District 1	Terryl Warner	Hyrum, UT 84319
District 2	Spencer F. Stokes	Ogden, UT 84403
District 3	Linda B. Hansen	West Valley City, UT 84120
District 4	David L. Thomas	South Weber, UT 84405
District 5	Laura Belnap	Bountiful, UT 84010
District 6	Brittney Cummins	West Valley City, UT 84120
District 7	Leslie B. Castle	Salt Lake City, UT 84108
District 8	Jennifer A. Johnson	Murray, UT 84107
District 9	Joel Wright	Cedar Hills, UT 84062
District 10	David L. Crandall	Draper, UT 84020
District 11	Jefferson Moss	Saratoga Springs, UT 84045
District 12	Dixie L. Allen	Vernal, UT 84078
District 13	C. Mark Openshaw	Provo, UT 84604
District 14	Mark Huntsman	Fillmore, UT 84631
District 15	Barbara W. Corry	Cedar City, UT 84720
	Brad C. Smith	Chief Executive Officer
	Lorraine Austin	Secretary to the Board
<i>Representative Appointments</i>		
	Teresa L. Theurer	Board of Regents
	Marlin K. Jensen	Board of Regents
	Freddie Cooper	Coalition of Minorities Advisory Committee (CMAC)
	Kristin Elinkowski	State Charter School Board
	Steven R. Moore	Utah College of Applied Technology (UCAT)
	Nancy Tingey	Utah School Boards Association (USBA)

2/3/2015

UTAH STATE OFFICE OF REHABILITATION

EXECUTIVE DIRECTOR'S MESSAGE

It is with great pleasure that I present to you the Utah State Office of Rehabilitation (USOR) 2014 Annual Report. I hope that as you read this publication, you can recognize and appreciate the tremendous work that provided by the professionals that make up our organization. Above all else, I would like to thank them for the efforts they make, each day, to improve the situation of Utahns with disabilities through education, independence, integration, careers and self-sufficiency.

The 2014 performance year, which runs from October 1, 2013 through September 30, 2014 (following the federal fiscal year), has been an interesting one. From a federal government shutdown shortly after the year started and a tight fiscal situation for the agency to a new federal Rehabilitation Act signed into law in July, the USOR has been asked to be nimble to make sure we conduct the business we are established to do for the people we are asked to do it for. I am pleased to share that even with these and other changes and challenges, the USOR has provided services to all clients who have come to us for the professional interventions we provide. We have adjusted and revised so that no one who is/was eligible for services was turned away. And not only that—we have provided services with a high level of client satisfaction, as measured by a survey to measure such levels.



Russell J. Thelin
Executive Director

Our agency transformational agenda, referred to as The Rehab Way, continues to serve as the bedrock of our agency, providing a core direction for our agency to center on, and improvement to our clients, community and business partners, and to Utah's society and economy as a whole. After three years in existence, we are seeing the fruits of The Rehab Way effort. As we close out this 2014 performance year, the USOR has seen the highest number of successes in agency history, at the lowest cost per successful outcome in agency history, and with the highest measure of client satisfaction in agency history.

Through a broad array of educational and related services—including, but not limited to, vision screening for preschool through third grade Utah students, daily living skills for the deaf as well as the blind, Adult Education American Sign Language, independent living skills through our six partner Independent Living Centers, Assistive Technology assessment and provision, Braille education, computer access training, orientation and mobility education, transition services for youth and students with disabilities, and Rehabilitation counseling—Utah's Rehabilitation program is making a difference in Utah as never before.

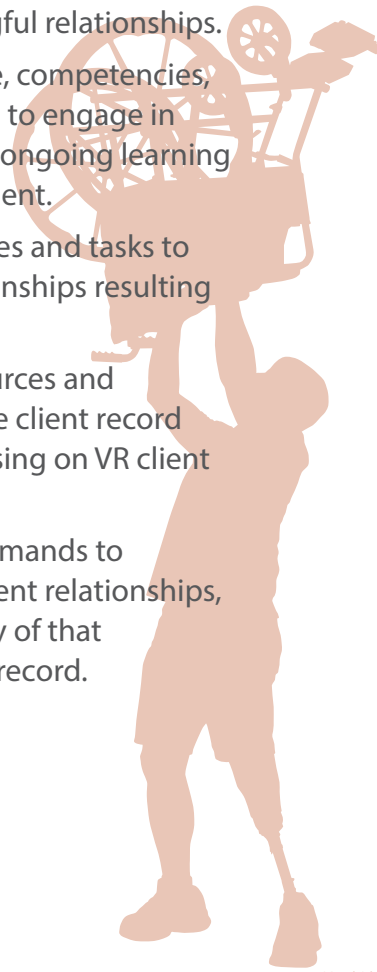


The REHAB Way

A community which provides the highest quality services and empowers clients and staff in an environment of teamwork that results in rewarding employment, independence and self-fulfillment.

In support of our Vision:

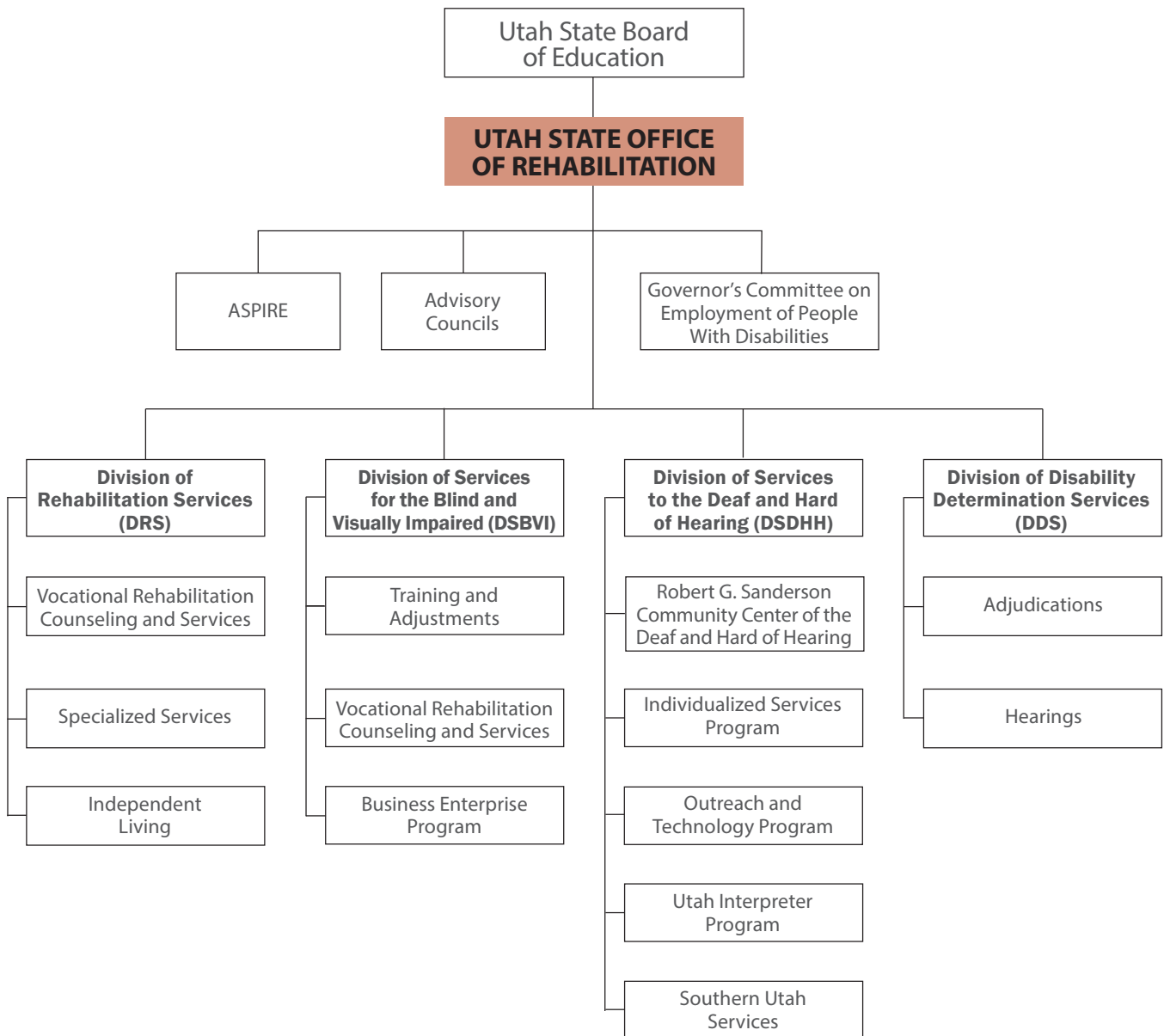
1. We sustain our passion, professionalism, and emotional investment in our clientele by emphasizing meaningful relationships.
2. We build staff confidence, competencies, and a self-directed desire to engage in career development and ongoing learning for the success of each client.
3. We prioritize staff activities and tasks to create meaningful relationships resulting in client success.
4. We connect staff to resources and tools to facilitate effective client record management while focusing on VR client relationships.
5. We balance staff work demands to enhance and improve client relationships, as well as telling the story of that relationship in the client record.



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UTAH STATE OFFICE OF REHABILITATION

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



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

Brian Butler, Salt Lake City
Dave Carlson, Salt Lake City
Paul Clingo, Salt Lake City
Kathy Fanson, Salt Lake City
Marilyn Hammond, Salt Lake City
Catherun Hoelscher, Salt Lake City
Kynda Miller, Salt Lake City
Dena Marriott, Logan
Matthew Nielson, Salt Lake City
Thomas Sprent, Salt Lake City
Kent Palmer, Salt Lake City
Gordon Richins, Logan
Mark Smith, Salt Lake City

DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED ADVISORY COUNCIL

Glen Peel, Mount Pleasant
Bill Clapp, Ogden
Adam Reynolds, Salt Lake City
Sachin Pavithran, Providence
Deja Powell, St. George
Aunilie Hathaway, Salt Lake City
Carla VanGaalén, Ogden
Ray B. Jones, MD, St. George
John Clements, Salt Lake City

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING ADVISORY COUNCIL

George Chelle, Salt Lake City
Erika Smith, Draper
Enoch Cox, Salt Lake City
Kelly Boehmer, Taylorsville
Curt Radford, Smithfield
Michelle Tanner, Sandy
Brett Atkinson, Salt Lake City
Kimberly Gullickson, Salt Lake City
Stacey Butler, Riverton
Patrick Lein, St. George
Marilyn Call, Salt Lake City

Mary Beth Green, Salt Lake City
Joene Nicolaisen, Salt Lake City
Laurie Bishop, Salt Lake City

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

Beth Strathman, Firebrand Consulting, LLC
Brenda Bain, Questar
Brian Small, Swire Coca-Cola
Bryan Flake, W.W. Clyde & Co. and Geneva Rock Products
Candace Peterson, T.D. Williamson, Inc.
Carolee Streeper, United Parcel Services
Charlee Normann, Columbus Community Center
Dale Brockbank, DOL Veterans Employment and Training
David M. Davis, Utah Food Industry
Elizabeth Whisamore, SPHR Zion's Bank
Ken Reid, Utah Center for Assistive Technology
Mark Walker, Energy Solutions
Matt Boucher, Goldman Sachs
Natalie Thompson, Royal Bank of Scotland
Robert Bell, WalMart

REHABILITATION SERVICES COUNCIL

Kelly Boehmer, Taylorsville
Lindsay Boerens, Salt Lake City
Sharon Brand, Draper
Ronald Campbell, Highland
Jan Quinn Carter, Salt Lake City
Carrie Dallas, Taylorsville
Richard Eversull, Nibley
Ken Gourdin, Tooele
Bart Hill, Farmington
Susan Loving, Salt Lake City
Karim Mardanlou, Salt Lake City

Mark Marrott, Pleasant Grove
Kent McGregor, St. George
Travis Morgan, Towaoc, CO
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Amy Powell, Orem
Lester Ruesch, St. George
Deja Powell, St. George
Paula Seanez, Window Rock, AZ
Jim Sterzer, Taylorsville
Maree Webb, Salt Lake City
Sandy Terry, Salt Lake City
Rylee Williams, Salt Lake City

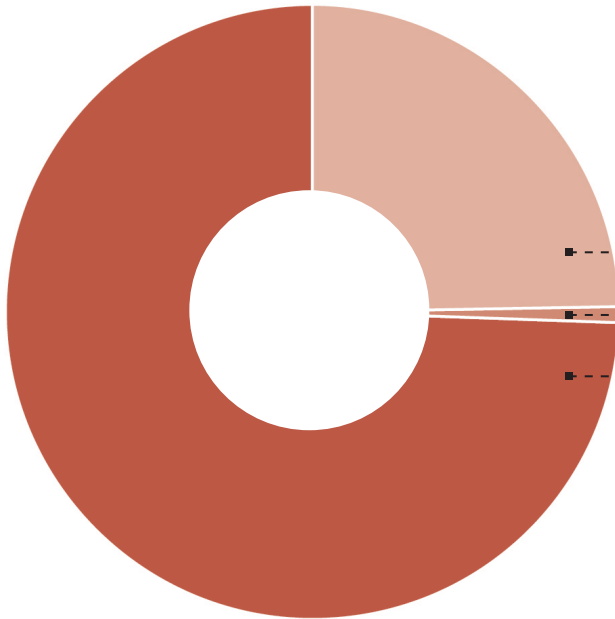
STATEWIDE INDEPENDENT LIVING COUNCIL

Lester Ruesch, St. George
Donna McCormick, Wood Cross
Debra Mair, Salt Lake City
Kimberly Ann Lister, Minersville
Sandra Curcio, Provo
Leslie Gertsch, Woods Cross
Jeff Sheen, Logan
Travis Morgan, Towaoc, CO
Matthew Huskinson, Layton
Robert Davis, Price
Fay Blaine Clausen, Salt Lake City
Robert Ferris, Salt Lake City
Susan Hardinger, Lehi

UTAH INTERPRETER CERTIFICATION ADVISORY BOARD

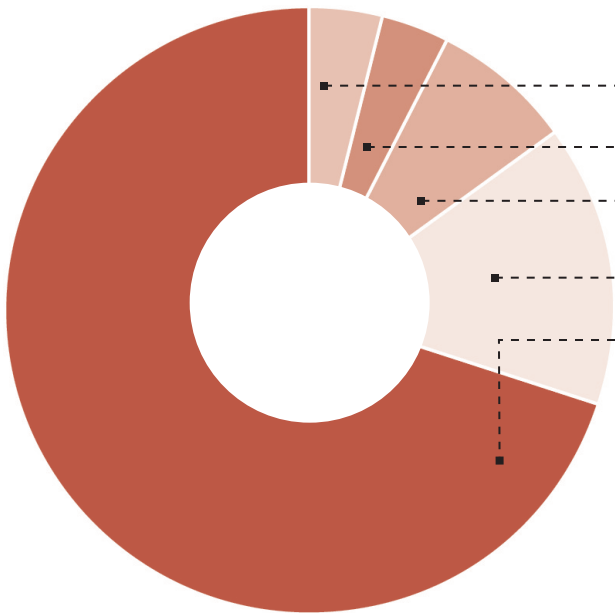
Bonnie Marsh, Bluffdale
Holly Nelson, West Jordan
Alisa Ensign, Lehi
Heather Roberts, Salt Lake City
Bryan Eldredge, Pleasant Grove
Clay Anderson, Taylorsville
Jeff Pollock, Layton
Carol MacNicholl, Salt Lake City
Ben Jarashow, Provo
Kristi Mortensen, South Jordan
Leah Voorhies, West Jordan

REVENUES



TOTAL REVENUE \$79,106,130

STATE	\$19,383,086	(24%)
OTHER	\$727,884	(1%)
FEDERAL	\$58,995,160	(75%)



DISTRIBUTION OF REVENUE

Administration	\$3,064,767	(3.9%)
DSDHH	\$2,787,880	(3.5%)
DSBVI	\$5,838,456	(7.4%)
DDS	\$12,032,268	(15.2%)
DRS	\$55,382,759	(70.0%)

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.

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.

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 non-profit Centers for Independent Living. A variety of services are provided to assist individuals to maintain or increase their independence and community integration.

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

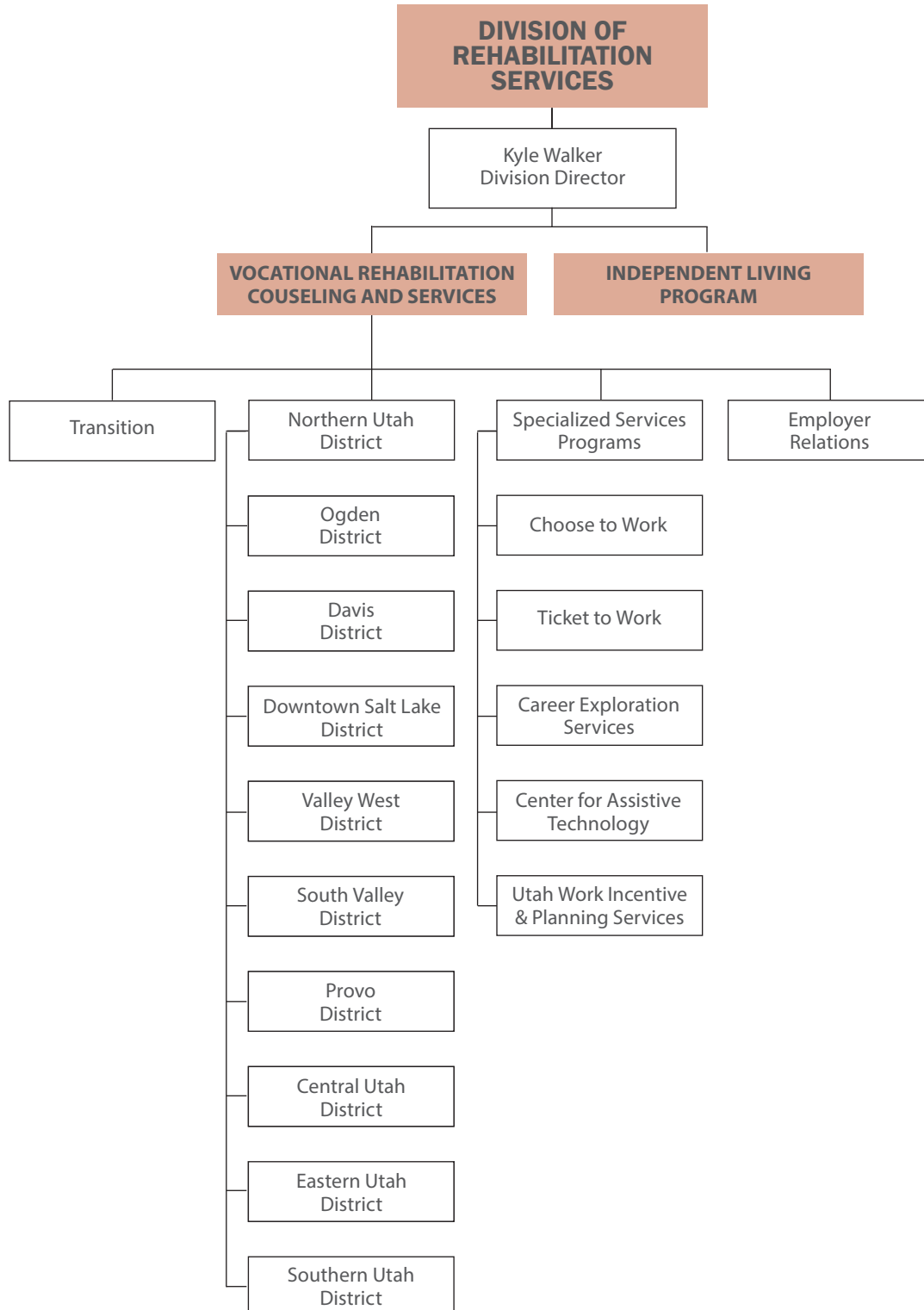
The Division of Disability Determination Services is a state-administered federal program that develops, adjudicates, and processes disability claims of Utah residents for social security disability benefits, including Social Security Disability Insurance and Supplemental Security Income.

ASPIRE

The ASPIRE initiative awarded by the U.S. Department of Education on October 1, 2014, is a project of the Utah State Office of Rehabilitation, on behalf of six western states: Arizona, Colorado, Montana, North Dakota, South Dakota and Utah (PROMISE initiative—Promoting Readiness of Minors in Supplemental Security Income, #H418P130009). This five-year, \$32.5 million award targets youth ages 14 to 16 who receive Supplemental Security Income and their families. Expected outcomes include increased education and household income for families, and reduced dependency on public benefits.

Two thousand youth will be recruited in the six states. The goal of this research study is to compare youth and families who access current services with youth who receive enhanced services. The youth will be randomly assigned to either the ASPIRE Services group or the Usual Services group. All participants will receive information to improve their overall family income and access to existing services and supports. Youth and families randomly assigned to the ASPIRE Services Group will receive additional services to promote increased education, employment, and independent living.

DIVISION OF REHABILITATION SERVICES



REHABILITATION SERVICES DIRECTOR

"He who opens a school door, closes a prison."

Victor Hugo



Kyle Walker
Division Director

I believe Victor Hugo's quotation has a broader application than to a literal prison. A "prison" can be any situation that prevents one from being free, that prevents one from making choices, taking risks, and choosing the course of his/her life and career. Being dependent on the good will of others, on charity, or on the government cannot be truly called "freedom."

I am frequently asked why the Vocational Rehabilitation program and the Independent Living program are governed by the Utah State Board of Education.

In the preamble to the Rehabilitation Act, Congress clearly states that the purpose of the Vocational Rehabilitation program is to educate and empower people with disabilities to:

1. Maximize employment.
2. Maximize economic self-sufficiency.
3. Maximize independence.
4. Maximize community inclusion and integration into society.

Essentially, the programs of the Division of Rehabilitation Services are about establishing and/or restoring individual freedom—freedom that has been constricted by the effects of physical or mental disability. Freedom is the core American value. Freedom, independence, and self-sufficiency are core Utah values. Education is required in order to establish, exercise, and preserve freedom. Disability presents a unique challenge to freedom, and it requires learning unique and specialized skills to retain freedom.

What does it take to establish or retain the freedom affected by disability? It takes more than just a job. It is dependent on

learning. While some are born with a disability, many acquire disabilities over time, and both groups must become expert learners to adjust—learning new skills, learning about their abilities, their strengths, their interests, their capabilities, and about the many options and choices they face along the way. That last sentence is the heart of Vocational Rehabilitation. It is an educational process where the individual learns self-direction, self-advocacy, self-determination, and self-sufficiency. It is claiming or reclaiming the freedom to be independent and self-reliant.

The famous American educator and scientist George Washington Carver once said that: “Education is the key to unlock the golden door of freedom.”

During Federal Fiscal Year 2014, the Division of Rehabilitation Services provided education and employment services to over 29,000 Utahns. Our 2014 Graduating Class consists of 3,699 successful graduates who enter 2015 having learned the essential skills to maximize their employment, economic self-sufficiency, and independence, and are more integrated and included as free citizens in their communities.

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. Highlighted below are 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

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VOCATIONAL REHABILITATION PROGRAM

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 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.

TRANSITION SERVICES

Transition services are provided to youth with disabilities through the Vocational Rehabilitation (VR) program. Students and youth (ages 14–24) with disabilities who are in the process of planning for and transitioning out of the education system, and into adult services may need additional supports and services due to a substantial impediment to employment. Utilizing a team approach, transition counselors collaborate with educators, parents, family members, students, the Utah State Office of Education (USOE), local education agencies (LEAs), other agency providers, and any additional partners needed to support students with disabilities to obtain the rehabilitation necessary to meet their employment and independence goals. Interagency agreements between each VR District Office and LEA, as well as at the administrative level between the USOR and the USOE, are established to provide guidance and continued collaboration and support for transition-aged youth.

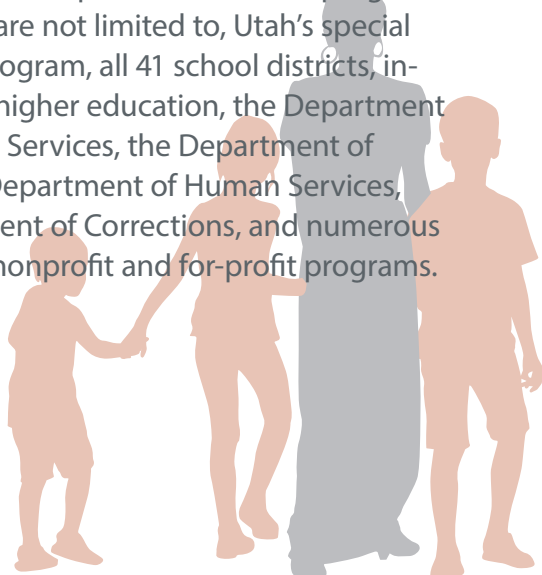
Transition Services are designed to assist students and youth in achieving employment

outcomes. Services are available according to individualized needs, abilities, and choices. Opportunities through VR Transition Services may include, but are not limited to VR counseling and guidance, Job Readiness Workshops, career exploration, medical and psychological restoration, supported employment with extended supports, life skills training, assistive technology, training and education, individualized work experiences, etc.

The goal of VR Transition Services is to provide students with a smooth transition from school to adult services, a holistic team approach, and the services and activities that are necessary and reasonable to help prepare for, obtain, and maintain employment.

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.



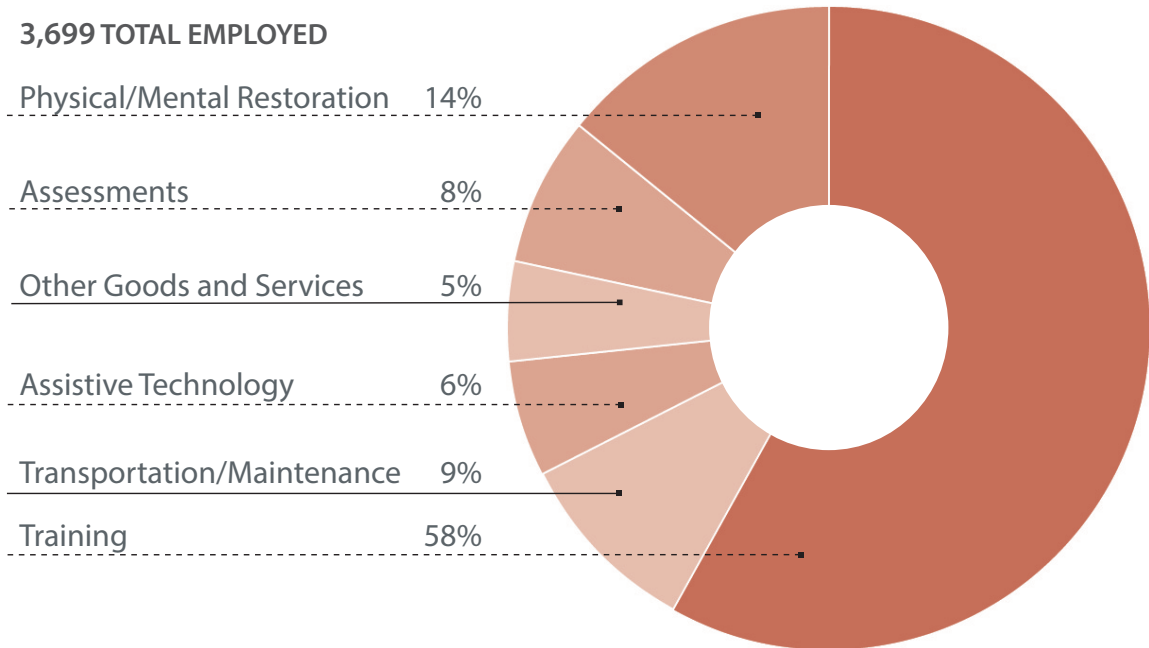
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VOCATIONAL REHABILITATION PROGRAM

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.

3,699 TOTAL EMPLOYED



HIGHLIGHTS

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

- ▶ **3,699** individuals with disabilities were successfully employed.
- ▶ **29,679** individuals were provided with vocational rehabilitation services.
- ▶ **80** percent of those employed were severely disabled.
- ▶ **194** public assistance recipients were successfully employed.
- ▶ **804** Social Security Disability Insurance recipients were successfully employed.
- ▶ **55** individuals were successfully employed through supported employment services.
- ▶ **\$16,778,540** in estimated annual taxes were paid by 3,699 employed individuals after vocational rehabilitation services were provided.

CHARACTERISTICS *of the 3,699 Individuals Rehabilitated*

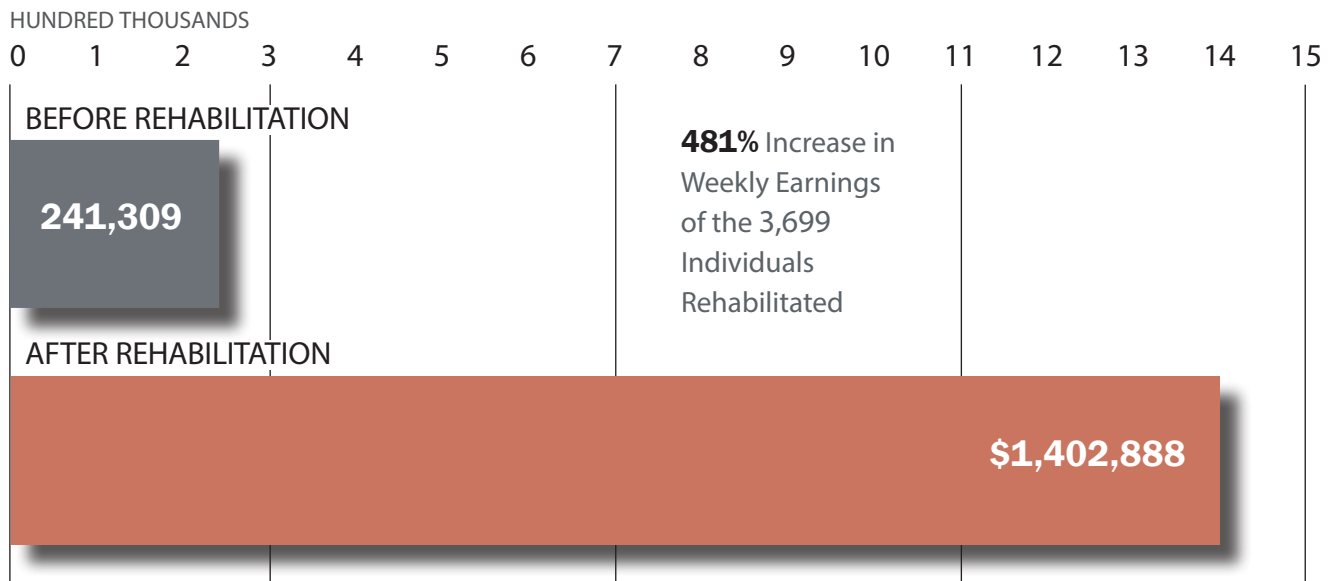
GENDER	Number	Percent
Male	2,082	56%
Female	1,617	44%
TOTAL	3,699	100%

MARITAL STATUS	Number	Percent
Married	858	23%
Widowed	54	1%
Divorced	766	21%
Separated	227	6%
Never Married	1,794	49%
TOTAL	3,699	100%

ETHNIC BACKGROUND		
White	3,088	83.5%
African American	66	1.8%
Asian	31	0.8%
Native American	49	1.3%
Pacific Islander	17	0.5%
Multiple Ethnicity	448	12.1%
TOTAL	3,699	100.0%

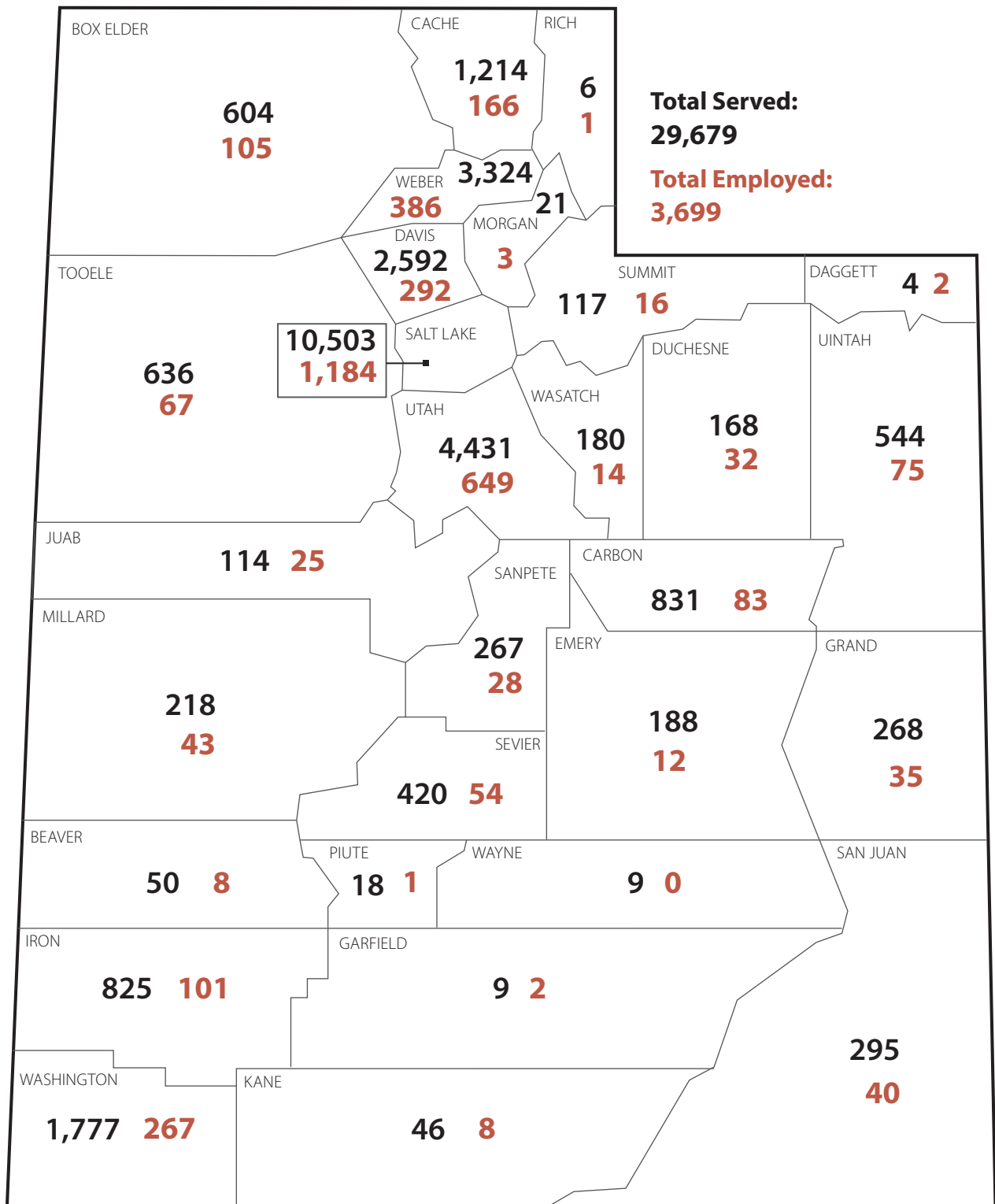
AGE AT REFERRAL		
Less than 20 years	472	12.8%
20 through 34	1,612	43.6%
35 through 44	753	20.3%
45 through 64	814	22.0%
65 and over	48	1.3%
TOTAL	3,699	100.0%

ECONOMIC IMPACT *After Rehabilitation Services*



VOCATIONAL REHABILITATION PROGRAM

IMPACT *of the Vocational Rehabilitation Program*

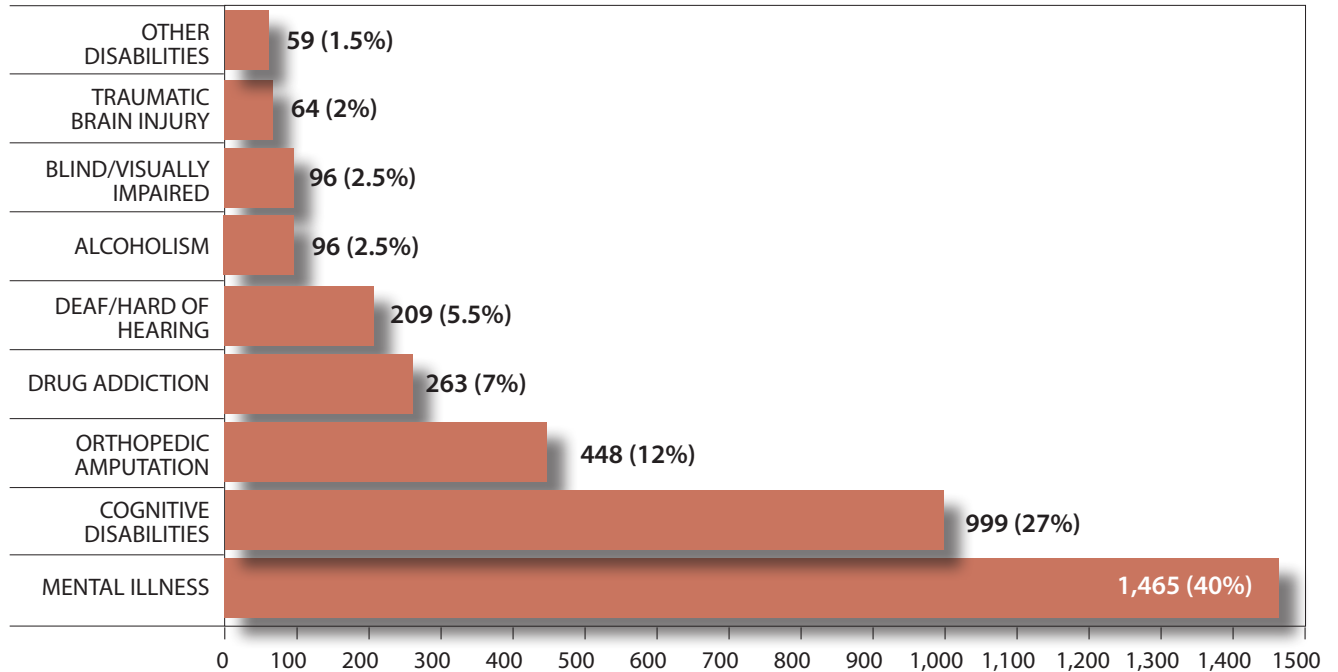


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Out of State: 524 Served and **90 Employed**

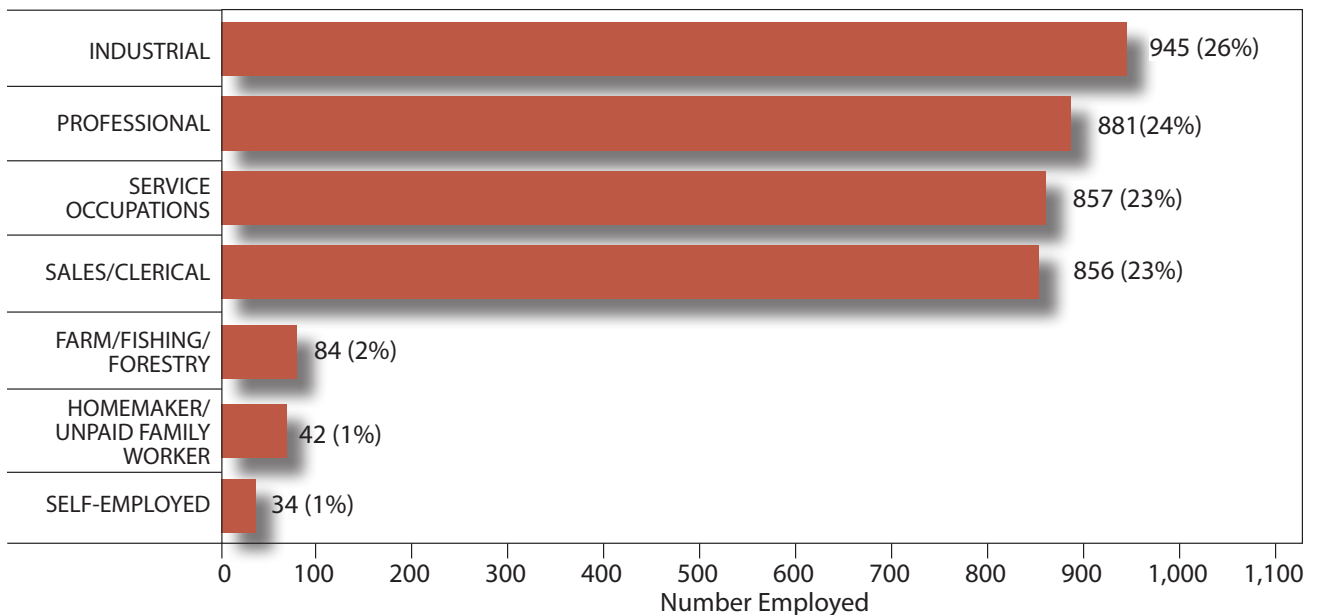
MAJOR DISABLING CONDITIONS

DISABLING CONDITIONS OF THE 3,699 INDIVIDUALS REHABILITATED



OCCUPATIONS *of the 3,699 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



JUNE CORBETT

In January 2014, June resigned from a job that she had once hoped would build a successful career. It was a story that had been repeated many times in her life.

For years, June struggled with drug and alcohol abuse. This abuse resulted in relationships that were full of domestic violence and that destroyed the most important thing in June's life – her family. June began packing around unrealistic, negative emotional beliefs, but then recognized that she had to deal with the hand she had been dealt – being passed over yet again for a promotion because she didn't have the necessary education. She realized that her family, friends and anyone near her only thought of her as a drunk, so she decided she was going to make a change. After completing a 90-day program, June returned home ready and excited to start her new life. She went to Vocational Rehabilitation in Roosevelt in March 2014. With the help of VR and UBATC, her next decision was to choose the career she wanted. She applied for scholarships that she was eligible for, and was accepted into an Accounting Technician and Business Administrative Support program.

June had been given a chance to be successful. Her aspirations about everything in her life have since changed by recognizing the success that she will gain from obtaining a career. For the first time in her life, June will have an impressive resume and need not hesitate to apply for the job of her choice.

At first, June had felt a little apprehensive about accepting all the help that had been available to her and one day mentioned this to a person in her support system. That person told her, "This is a win-win situation. We invest in you through education, and in turn, you can successfully invest in yourself and society." With the help of Vocational Rehabilitation, which assisted her with schooling, guidance and counseling, June has a bright career future in accounting and business administrative support.

Successful People



MERINA POPE

When you walk into the Southern Utah District Vocational Office, you are greeted by a warm, self-confident staff member. You would never know that a few months ago, Merina was not this self-assured.

Merina came to Vocational Rehabilitation in January 2013. After years of people telling Merina that they could tell she could not hear very well, she finally accepted the fact that her hearing was failing. It was determined that she had bilateral sensorial neural hearing loss and required hearing aids. Merina had some previous employment experience, so she mostly needed encouragement and counseling from her VR counselor. After receiving her hearing aids, Merina could immediately tell the difference in her hearing. Her confidence grew, and after a few months, Merina applied for several jobs. During this time the Southern Utah Office had an opening for an Office Specialist. Her counselor knew of her skills and told her she should apply. Merina applied for the position through a competitive hiring process, and was hired in August 2013.

With dedication and hard work, Merina was able to recognize that she had a disability that could be easily worked with. With the guidance and counseling of committed VR counselors, Merina was able to start on a pathway to success. Not only did Merina find a great job, but the Southern Utah VR office found a talented employee in the process.

DRS Transition Success Story



"There were people who said that I couldn't do it. They told my mom that I would never work, and they put me down. I proved them all wrong. I graduated from high school, and I have three jobs."

Kerry Allen

KERRY ALLEN

Kerry Allen graduated from Jordan High School and went on to continue his education at Canyons Transition Academy, where he currently attends school. Kerry resides in Sandy, Utah with his mother and brother. In addition to working, Kerry receives Social Security Supplemental Income (SSI), which he uses to subsidize his living expenses.

Kerry became eligible for Vocational Rehabilitation services in October 2013 as a transition-aged youth. During his time in the program, he received restoration services in the form of counseling and guidance for transition ages youth, UWIPS, Career Exploration Services, Disability Adjustment Life Skills training, and the Supported Job Base Training Milestone (SJBT) program. His job coach commented, "Kerry is very motivated and has a great attitude. He is a determined young man. Kerry is determined and will be successful in all of his jobs."

Kerry was able to seek out, gain, and maintain employment with Rio Tinto, Black Bear Diner, and Cinemark. Kerry's supervisor at the Black Bear Diner made the following remarks about Kerry: "He's doing great, and there are no areas of improvement he needs to make. Kerry has an infectious attitude; we wish all of our employees had his attitude. We are looking to give him additional shifts and responsibilities."

Kerry was served out of the South Valley Office and his case was successfully closed in August 2014. He is looking forward to graduating from Canyon's Transition Academy in June 2015, spending time with his girlfriend and family, and making money.

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.

DIVISION OF REHABILITATION SERVICES

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

INDEPENDENT LIVING OLDER BLIND SERVICES

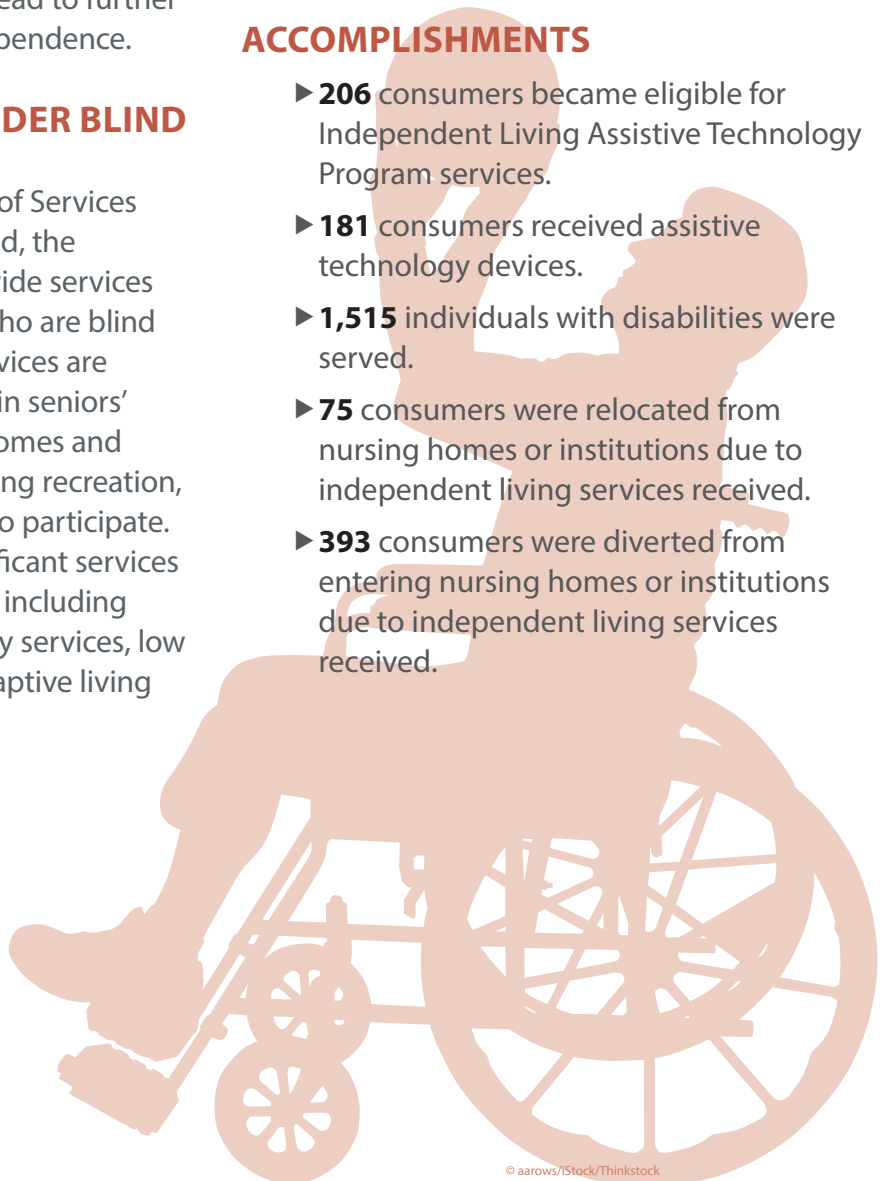
In cooperation with the Division of Services for the Blind and Visually Impaired, the Independent Living Centers provide services to individuals aged 55 or older who are blind or severely visually impaired. Services are designed to increase and maintain seniors' ability to remain active in their homes 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 re-entry 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

- ▶ **206** consumers became eligible for Independent Living Assistive Technology Program services.
- ▶ **181** consumers received assistive technology devices.
- ▶ **1,515** individuals with disabilities were served.
- ▶ **75** consumers were relocated from nursing homes or institutions due to independent living services received.
- ▶ **393** consumers were diverted from entering nursing homes or institutions due to independent living services received.



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INDEPENDENT LIVING SUCCESS STORY

SUCCESSFUL PEOPLE



ROBERT NOWLIN

Robert Nowlin, 33, recently earned his bachelor's degree in computer science. Robert deals with various disabilities, including hearing loss and the effects of Charcot-Marie-Tooth (CMT) disease. CMT can lead to muscle atrophy, moderate to severe nerve pain, loss of mobility and more. Robert takes his condition in stride and does his best to keep up with those around him.

He became involved with Active ReEntry Independent Living Center because he needed advocacy help to acquire hearing aids from Vocational Rehabilitation. This service was provided by Active ReEntry, and Vocational Rehabilitation provided the hearing aids. Robert also became interested in Active ReEntry's Community Integration Program. The Activities he participated in at the center helped him become more socially adept, and he enjoyed them.

Robert began a relationship with Alyssa Murray when they met and had lunch together. It wasn't long before Robert began inviting Alyssa to participate with him in the activities at Active ReEntry. They became inseparable and enjoyed activities such as Wii bowling.

Alyssa shared her thoughts on what Centers for Independent Living can do for people with disabilities: "Without groups like this, people tend to stay at home and be more depressed, and not want to live. The activities provided by Active ReEntry and the other centers allow individuals to make new contacts. It literally saves lives..."

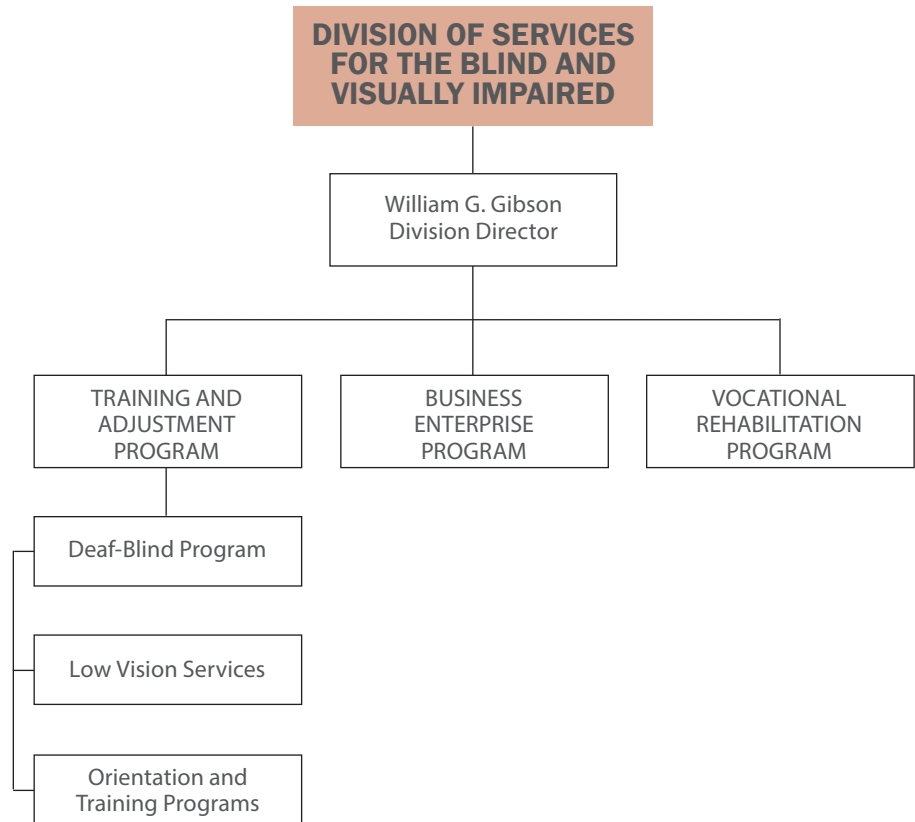
The success of these two people in being able to expand their social skills is one of the reasons staff at the Independent Living Centers do what they do. They laugh and cry with their consumers, cheer them on and support them with understanding and patience. The examples of consumers like these will motivate others around them to live their lives to the fullest.

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 a complete center-based orientation and training program.

- ▶ **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.
- ▶ **Home Management Activities** provides teachers who work with clients to facilitate obtaining skills and learning alternative techniques in cooking, cleaning, personal hygiene and organization.
- ▶ **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

DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

the community or home with visual and auditory tasks.

ADDITIONAL SERVICES are offered for blind and visually impaired individuals.

Adaptive Technology Services, including adaptive technology demonstrations, evaluations, recommendations, and on-the-job training for people who are blind and have low vision across the entire state of Utah are provided by the division, which works directly with employers to make assessments and recommendations at no cost to the employer. The division also provides this same service to higher education institutions, school districts, charter programs, senior centers, and anywhere else it can serve the blind community.

Employment Specialists offer both career development and retention services to the blind and low vision community throughout the entire state of Utah. These services include job and career exploration, resume writing, on-the-job coaching and training, employer development, and more.

Field Services, including blindness and low vision skills training, are provided to individuals who are not able to take advantage of our Salt Lake Training and Adjustments Program. The division is able to provide basic skills in cane travel, home management, Braille, technology, and adjusting to blindness. These services can be provided in a home, job site, educational institution, or in any other area where an individual needs assistance.

The number of individuals served by the **LOW VISION PROGRAM** continues to increase.

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 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 age 55 or above who are blind or visually impaired. Staff at DSBVI and the rural 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.

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

DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

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 clients to gain and maintain competitive employment.

ACCOMPLISHMENTS

Vocational rehabilitation services were provided to **634** 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 many individuals.
- ▶ Low vision services were provided to **833** individuals, 324 of whom were served for the first time.
- ▶ Over **187,000** children preschool through third grade were screened for Amblyopia and other vision problems.
- ▶ The BEP currently operates **13** routes made up of **109** locations consisting of vending, cafeterias, snack bars, candy/gift shops and micro-markets. They service a total of **190** state-owned vending machines, **299** third-party vending machines, and also have **24** highway rest area locations.
- ▶ A total of **43** individuals who are deaf-blind were served in the Support Service Provider (SSP) Program.

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SUCCESSFUL PEOPLE

STEVEN PHELPS



Steven Phelps began his vocational rehabilitation experience in 2011. His case had previously been closed successfully in 2009, after he had obtained a job with Utah Adult Protective Services. At that time, Steven had obtained a bachelor's degree in behavioral science from Utah Valley University.

Shortly thereafter, Steven encountered barriers in his employment. He was told that he was overlooked for a promotion because of his inability to drive. Steven then started working with Child and Family Services, where he encountered many of those same barriers. Working with people was Steven's passion. He felt that with more education in the human services field, he could overcome some of these barriers.

In 2011, Steven applied for vocational rehabilitation services with the goal of becoming a social worker. Steven excelled in his classes in the University of Utah's Social Work Program. He was very involved in professional organizations. Steven was President of the Masters of Social Work Student Association for the College of Social Work.

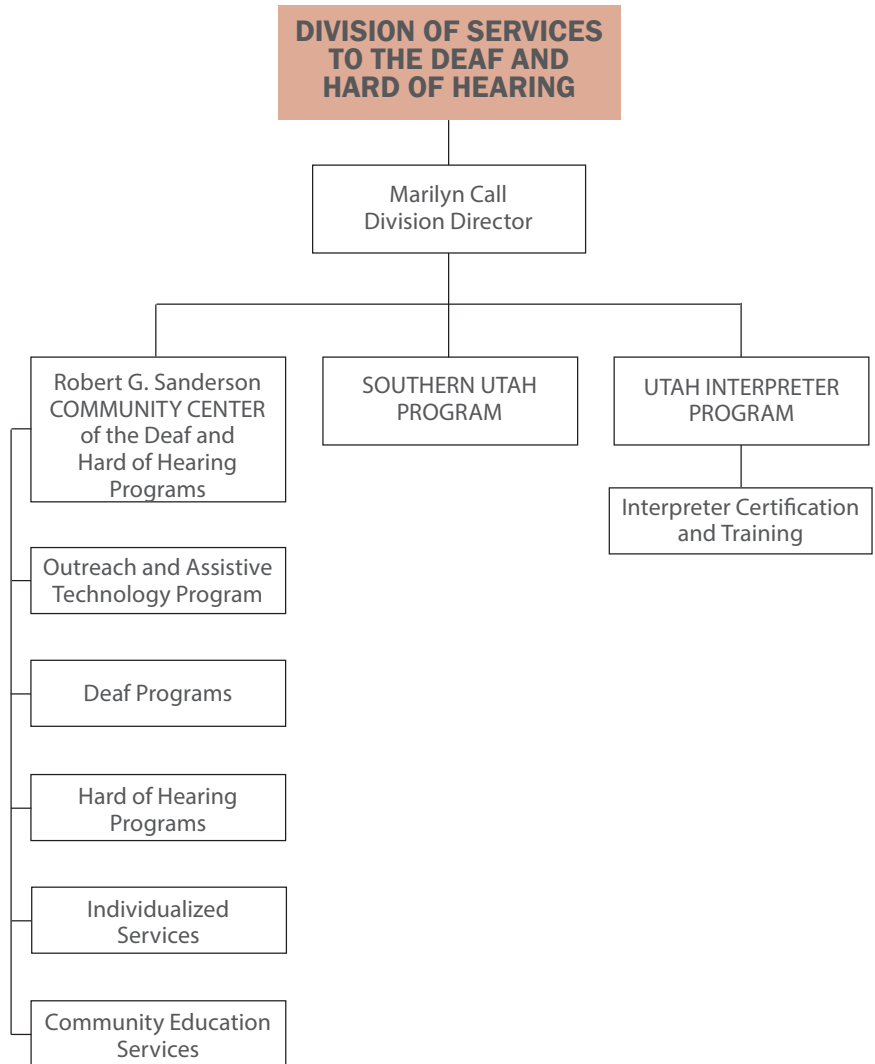
After completing two master's degrees in public administration and social work, Steven started work at the Division of Services for the Blind and Visually Impaired. He currently works as a Low Vision Specialist, serving clients throughout the State of Utah. Steven's hard work and determination are going to serve him well. He serves as a great role model for his clients across the state.

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.

THE FOLLOWING SERVICES ARE PROVIDED WITHOUT COMMUNICATION BARRIERS:

- 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
- Activity programs for senior citizens, youth, families, and deaf multi-disabled individuals to decrease isolation
- Adjustment training
- Benefit planning
- Job development and worksite accommodations training
- Hard of hearing support services

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:

- 90** written
- 92** novice level
- 117** professional level
- 7** temporary permits
- 27** practice/**70** mock tests

ICAN training program is to assist those who do not have a sustainable certification to gain the skills to be certified at a higher level. ICAN worked with 15 individuals. During 2013 the following were provided.

- 16** hours of Friday night workshops
- 144** hours of immersion training
- 1560** hours of one-on-one mentoring
- 14** passed with a higher level of certification

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING

Six thousand four hundred and fifty-three hours of interpreting were provided to USOR staff.

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.

141 presentations were provided for consumer agencies and businesses.

1,811 people attended presentations.

2,017 consumers were provided with information and referrals.

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

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

The DSDHH website receives an average of **11,459** hits per month.

Social media has become a strong tool for DSDHH to inform the public of upcoming events, activities, or even to inform and advocate. In the last year, DSDHH's Facebook fans doubled to 941 fans. Twitter followers also doubled to 221 followers. Quality posts will produce continued growth of outreach through social media.

DEAF PROGRAM

Seven hundred and twelve (712) people attended the Deaf and Hard of Hearing Festival.

One hundred twenty (120) volunteers assisted with a variety of programs at the Sanderson Center. An average of 36 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. Activities included training on technology use, performing community services, and attending community events.

Two hundred forty-six deaf children participated in programs such as family support activities, the holiday party, 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, Association for Late-Deafened Adults, 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. Two thousand thirty-seven 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 past year.

HARD OF HEARING PROGRAM

- ▶ Information/referral, awareness services, one-on-one client consultation, adjustment training, and outreach were provided to 3,036 hard of hearing individuals.
- ▶ Eight (6–9 weeks) classes on coping

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING

with hearing loss, speech reading, and conceptually accurate signed English were provided.

- ▶ Living with Hearing Loss classes were provided to 191 hard of hearing people.
- ▶ 16,093 individuals received information on services at the Division's information booths at various fairs.
- ▶ Help with assistive technology through the Sanderson Center demonstration lab and loaner program was provided to 216 individuals.

The Sanderson Community Center of the Deaf and Hard of Hearing hired 12 new temporary, part-time hard of hearing assistants in areas stretching from Blanding to Logan. Two hard of hearing specialists are based in Taylorsville and St. George.

358 hard of hearing adults were taught the benefits of or given experience using assistive listening devices.

4,986 hard of hearing individuals received demonstrations of assistive devices and information on services at information fairs (booths).

1,602 rural agencies and programs were contacted by hard of hearing assistants (outreach).

597 hard of hearing individuals participated in classes about coping with hearing loss (classes).

INDIVIDUALIZED SERVICES

Mental health and case management services were provided to 168 clients who are deaf or hard of hearing, and 85 hours of therapy were provided. Case management staff members provided 1,332 services hours, including

referrals, creating treatment plans, and coordinating services. An additional 450 hours were spent providing outreach education, developing interagency partnerships, producing specialized materials, and creating more resources in the community.

In addition, 280 deaf and hard of hearing individuals attended job fairs held at the Sanderson Center.

Benefits planning services were provided to 63 individuals, with 306 hours of services.

Independent living training was provided to 44 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, SHIP and VITA clinics organized by the individualized services staff provided information/services to 91 individuals who are deaf or hard of hearing.

DEAF JOB DEVELOPMENT PROGRAM

This is a new program. Data reflects five months of services.

20 people were hired.

12 remained employed after three months.

35 active clients are seeking jobs.

2 clients are in the process of retaining jobs (people experiencing issues at work).

5 people were successfully retained.

78 employer education workshops, meetings, etc. were conducted.

130 consultations were provided for other CTW specialists, employers, deaf consultations for advice related to jobs, etc.

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING

32 referrals for various services were given.

45 VR referrals were made to DSDHH for job search or retainment.

44 deaf referrals were made for job search or retainment.

An employer workshop was held September 2013, with 75 employers/participants representing approximately 50 companies.

PERSONAL ADJUSTMENT SERVICES

Socialization and adjustment activities benefited 4,725 individuals, for a total of 17,288 (duplicated count) participants at the Sanderson Community Center.

ADULT EDUCATION CLASSES

Adult education classes and workshops were attended by 447 individuals in northern Utah including 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 1328 individuals (duplicated count).

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:

1,328 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.

74 individuals received help with assistive technology through the demonstration lab and loaner program.

1,323 individuals contacted the office for information.

236 one-on-one case management appointments were held.

2,923 individuals attended organizational meetings, social activities, utilized specialized library, and various social and recreational activities, totaling **3,651** visits to the Southern Utah Office.



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SUCCESSFUL PEOPLE

ANN BROWN

I touch my fingers on my chin, and then forward to say “thank you” to the Utah State Division of Services to the Deaf and Hard of Hearing. Thank you for presenting meaningful activities and classes for the community at the Sanderson Community Center of the Deaf and Hard of Hearing (SCCDHH) in Taylorsville, Utah. Your services lifted me from oppression, helped me to continue my job, and gave me an opportunity to volunteer at SCCDHH.

I grew up in Sugarhouse, and I danced with my mother’s famous sister Virginia Tanner, who was a pioneer in Children’s Creative Dance. As I pursued a career in dance, I graduated from the U. of U. with a BFA, and then received an MA in dance from BYU. I married and had eight children, but always continued to teach dance through my own company.

I never thought much about hearing loss until I awoke one morning at the end of September 2004—finally feeling well after a month of fighting virus infections and fevers. That morning I noticed I could not make the sssssssss sound. I thought I had a tooth problem, but soon realized that I couldn’t hear anyone make an “s” sound, and that other consonant sounds were gone. I was hearing vowels only, which sounded like a foreign language. I went to a hearing specialist, but delayed buying hearing aids because of the expense. My life was filled with “What?” and “Say it again.” I would “fake it” as well, but I told most everyone that I could not hear. I remember a sweet lady at church

greeting me in the hallway. I had no clue what she was saying. I remember telling her, “I love you, but I can’t hear you. I’ve lost my hearing.”

“I’ve lost my hearing” haunted me at night. I would review events of my day and cry myself to sleep. Sleep was the only relief from the noise in my head (tinnitus). I also had balance problems and intermittent vertigo. I was straining so intently to make sense of conversations at work and with my family that I would be constantly exhausted. At times I would lose interest and stay isolated. I could not hear my grandchildren. I could not hear the children in the dance class or their parents as I greeted them. I still struggled to understand speech, even while wearing hearing aids.

I had been working for Convergys for 15 years. With the use of an amplifier, I managed calls to service managers and Chrysler customers. By sitting near the presenter, I managed to attend the meetings. But my hearing became worse in February 2014, when I had vertigo for eight consecutive days. After the vertigo passed, I continued to come to work, but I could not manage phone conversations or meetings anymore. I thought I would have to retire early with a disability, because I wasn’t aware of other options. I was fortunate to get a referral from Aging Services to visit the Sanderson Center. Robin Traveller, Hard of Hearing Specialist, brought me into her office and explained that she could help me. I felt at home with Robin’s understanding of my stresses with hearing loss

DIVISION OF SERVICES TO THE DEAF AND HARD OF HEARING



as she related her own story. She objected to my idea of retiring with SSDI. She explained the wonders of modern technology and suggested CapTel or a Caption Call phone for work. She explained the sign language and Living with Hearing Loss classes offered at SCCDHH and how they would enrich my life.

I attended Living with Hearing Loss given by Edie McCormick, Hard of Hearing Assistant. She presented 199 pages of material, which I read and marked even after the class was over. She loaned me an assistive listening device called a Mino. It works as a microphone, with more natural and understandable sound than my hearing aids. With this I could even hear my grandchildren. Edie's presentations were empowering. Because she told me that the ADA required my employer to provide accommodations for my disability, I felt confident enough to meet with my HR Director. When

my employer refused to accommodate me with any style of caption system for my phone and suggested that I change my work to a chat job with a completely different project, I made another appointment at the Sanderson Center. At this point, Pamela Mower, Employment Specialist, got involved. Pamela met with my HR Director. Her energy and expertise were a privilege to witness. Because of her influence, I was able not only to keep my job—I was given the envied position of full-time coach to train the newly hired Chrysler Case Managers. I also am attending the sign language classes at the Sanderson Center. To express my gratitude and to give back, I now volunteer my time to teach a children's dance class for deaf dancers and others who speak sign language.

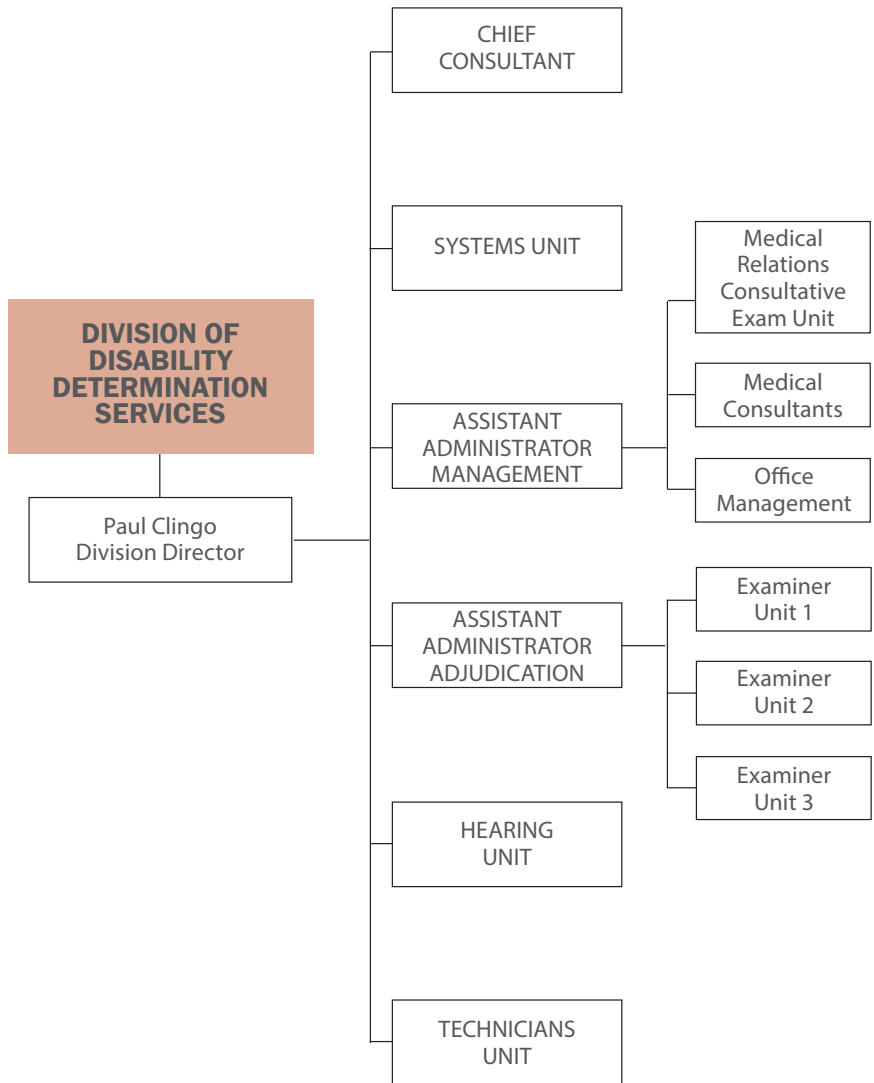
Thank you again, SCCDHH, for teaching me, lifting me, supporting me at work, and allowing me to give something back.

DIVISION OF

DISABILITY DETERMINATION SERVICES



Paul Clingo
Division Director



DIVISION OF

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 2014 (October 1, 2013 through September 30, 2014), Utah DDS receipts totaled **23,561**. While most states received fewer claims, Utah DDS had over ten percent more claims, with an increase of **2,399**. With the loss of 14 staff members during the year, the DDS met SSA goals and cleared **20,643** claims. Our Production per Work Year (PPWY) final year total was **289**. After the last few years of hiring restrictions from SSA, we finally received approval to hire an additional 24 employees.

Additionally, we are one of the most accurate DDS in the nation. In August, the SSA Regional office visited and reported to the USOR that **Utah's DDS had the highest accuracy in the nation.**

Another area of interest, 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. Because of the success of this program in Utah, we were authorized to hire two additional attorney general investigators. 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.

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 twentieth year.

IMPACT ON UTAH CITIZENS AND ECONOMY

As of September 2014, there were **60,584** Social Security Disability Insurance (SSDI) beneficiaries in Utah, receiving a total of **\$58.92 million** a month.

Additionally, there were **30,502** Supplemental Security Income (SSI) beneficiaries in Utah, receiving a total of **\$15.46 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.

DIVISION OF DISABILITY DETERMINATION SERVICES

UTAH STATE OFFICE OF REHABILITATION

OFFICE LOCATIONS

UTAH STATE OFFICE OF REHABILITATION

ADMINISTRATION OFFICE

250 East 500 South
P.O. Box 144200
Salt Lake City, Utah 84114-4200
(801) 538-7530/(800) 473-7530

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

1595 West 500 South
Salt Lake City, Utah 84104-5238
(801) 887-9538 V/ (801) 887-9500 TTY
Toll-free: (866) 454-8397

DIVISION OF REHABILITATION SERVICES

ADMINISTRATION OFFICE

250 East 500 South
P.O. Box 144200
Salt Lake City, Utah 84114-4200
(801) 538-7530/(800) 473-7530

INDEPENDENT LIVING REHABILITATION PROGRAM

250 East 500 South
P.O. Box 144200
Salt Lake City, Utah 84114-4200
(801) 538-7530/(800) 473-7530 Voice/TTY

NORTHERN UTAH DISTRICT

115 W. Golf Course Road, Suite D
Logan, Utah 84321-5915
(435) 787-3480/(800) 560-9766 V/TTY

.....
BRIGHAM CITY OFFICE

275 West 1100 South
Brigham City, Utah 84302-3116
(435) 734-9408/(800) 559-9408 V/TTY

OGDEN DISTRICT

950 East 25th Street, #200
Ogden, Utah 84401-2606
(801) 395-7020 Voice/TTY

DAVIS DISTRICT

2984 North 400 West, Suite A
Layton, Utah 84041-1344
(801) 776-5951 Voice/TTY

OFFICE OF REHABILITATION LOCATIONS

SOUTH DAVIS OFFICE

150 North Main, #103
Bountiful, Utah 84010-6123
(801) 296-1293 Voice/TTY

SALT LAKE DOWNTOWN DISTRICT

50 West Broadway, #800
Salt Lake City, Utah 84101-2020
(801) 238-4560 Voice/TTY

VALLEY WEST DISTRICT

5522 South 3200 West
Taylorsville, Utah 84129
(801) 957-8200 Voice/TTY

SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING—VR PROGRAM

5709 South 1500 West
Salt Lake City, Utah 84123-5217
(801) 657--5221(VP/TTY)
(800) 860-4860 (VP/TTY)

TOOELE OFFICE

982 North Main
Tooele, Utah 84074-1616
(435) 882-1086/(800) 734-1086 Voice/TTY

SOUTH VALLEY DISTRICT

926 West Baxter Drive (10600 South)
South Jordan, Utah 84095-8687
(801) 446-2560 /(800) 625-7519 Voice/TTY

HEBER CITY OFFICE

175 North Main, Suite 103
Heber City, UT 84032-1668
(435) 657-0629/(800) 337-2142 Voice/TTY

PROVO DISTRICT

150 East Center, Suite 3300
Provo, Utah 84606-3157
(801) 374-7724/(800) 662-6539 Voice/TTY

AMERICAN FORK OFFICE

64 South 360 East
American Fork, UT 84003-2590
(801) 772-0793 Voice/TTY

CENTRAL UTAH DISTRICT

910 East 100 North, #215
Payson, UT 84651-1643
(801) 465-8384/(877) 509-8384 Voice/TTY

DELTA OFFICE

520 East Topaz Blvd., #109
Delta, Utah 84624-4106
(435) 864-2509/(800) 531-9914 Voice/TTY

MANTI OFFICE

55 South Main, #2
Manti, Utah 84642-1332
(435) 835-0750/(800) 531-9913 Voice/TTY

RICHFIELD OFFICE

150 West 1500 South
Richfield, Utah 84701-7090
(435) 896-1470/(800) 953-6479 Voice/TTY

EASTERN UTAH DISTRICT

320 North Aggie Blvd. #105
Vernal, Utah 84078-8334
(435) 789-0273/(800) 286-0273 V/TTY

PRICE OFFICE

475 West Price River Drive, Suite C
Price, Utah 84501-2860
(435) 636-2820/(800) 491-7734 Voice/TTY

ROOSEVELT OFFICE

1100 East Lagoon

OFFICE OF REHABILITATION LOCATIONS

Roosevelt, Utah 84066-3099
(435) 722-6969 Voice/TTY

BLANDING OFFICE

121 East 500 North
Blanding, Utah 84511-2720
(435) 678-1452/(800) 531-9912 Voice/TTY

MOAB OFFICE

125 West 200 South
Moab, Utah 84532-2595
(435) 259-4635 Voice/TTY

SOUTHERN UTAH DISTRICT

965 East 700 South, #202
St. George, Utah 84790-4085
(435) 673-5091/(800) 281-5091 Voice/TTY

CEDAR CITY OFFICE

925 South Main
Cedar City, Utah 84720-3726
(435) 586-9995/(800) 281-9945 Voice/TTY

CAREER EXPLORATION SERVICES

1595 West 500 South
Salt Lake City, Utah 84104-5238
(801) 887-9501 Voice/(801) 887-9503 TTY

OGDEN CAREER EXPLORATION SERVICES

950 East 25th Street, #200
Ogden, Utah 84401-2606
(801) 395-7080 Voice/TTY

PROVO CAREER EXPLORATION SERVICES

150 East Center, Suite 3300
Provo, Utah 84606-3710
(801) 374-7724/(800) 662-6539 Voice/TTY

ST. GEORGE CAREER EXPLORATION SERVICES

1067 East Tabernacle, #9
St. George, UT 84770-3292
(435) 673-3896/Voice/TTY

UTAH CENTER FOR ASSISTIVE TECHNOLOGY

1595 West 500 South
Salt Lake City, Utah 84104-5238
(801) 887-9380/(888) 866-5550 Voice

COMPUTER CENTER FOR CITIZENS WITH DISABILITIES

1595 West 500 South
Salt Lake City, Utah 84104-5238
(801) 887-9380 Voice

UTAH WORK INCENTIVE PLANNING SERVICES (UWIPS)

1595 West 500 South
Salt Lake City, Utah 84104-5238
(801) 887-9530/(801) 887-9500 TTY

DIVISION OF DISABILITY DETERMINATION SERVICES

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

SERVICES TO THE DEAF AND HARD OF HEARING

SANDERSON COMMUNITY CENTER OF THE DEAF AND HARD OF HEARING

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

OFFICE OF REHABILITATION LOCATIONS

UTAH INTERPRETER PROGRAM

(801) 263-4860 V (801) 263-4877

INDIVIDUALIZED SERVICES PROGRAM

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

OUTREACH AND TECHNOLOGY PROGRAM

(801) 263-4860/(800) 860-4860 Toll-Free
(801) 657-5217 VP

SOUTHERN UTAH SERVICES TO THE DEAF AND HARD OF HEARING

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

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

ADMINISTRATION OFFICE

250 North 1950 West, Suite B
Salt Lake City, Utah 84116-7902
(801) 323-4343/(800) 284-1823
(801) 323-4395 TTY

TRAINING AND ADJUSTMENT SERVICES

(801) 323-4348

LOW VISION SERVICES

(801) 323-4368

BUSINESS ENTERPRISE PROGRAM

(801) 323-4385

VR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

250 North 1950 West, Suite B
Salt Lake City, Utah 84116-7902
(801) 323-4374

PROVO VR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

150 East Center, Suite 3300
Provo, Utah 84606-3157
(801) 374-7705/(800) 662-6539

OGDEN VR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

2540 Washington Blvd. #702
Ogden, Utah 84401-2606
(801) 626-3740/(800) 950-8824

ST. GEORGE VR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

965 East 700 South, Suite 202
St. George, Utah 84790-4085
(435) 986-0055



UTAH STATE BOARD OF EDUCATION

Brad C. Smith
Chief Executive Officer



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

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

www.usor.utah.gov