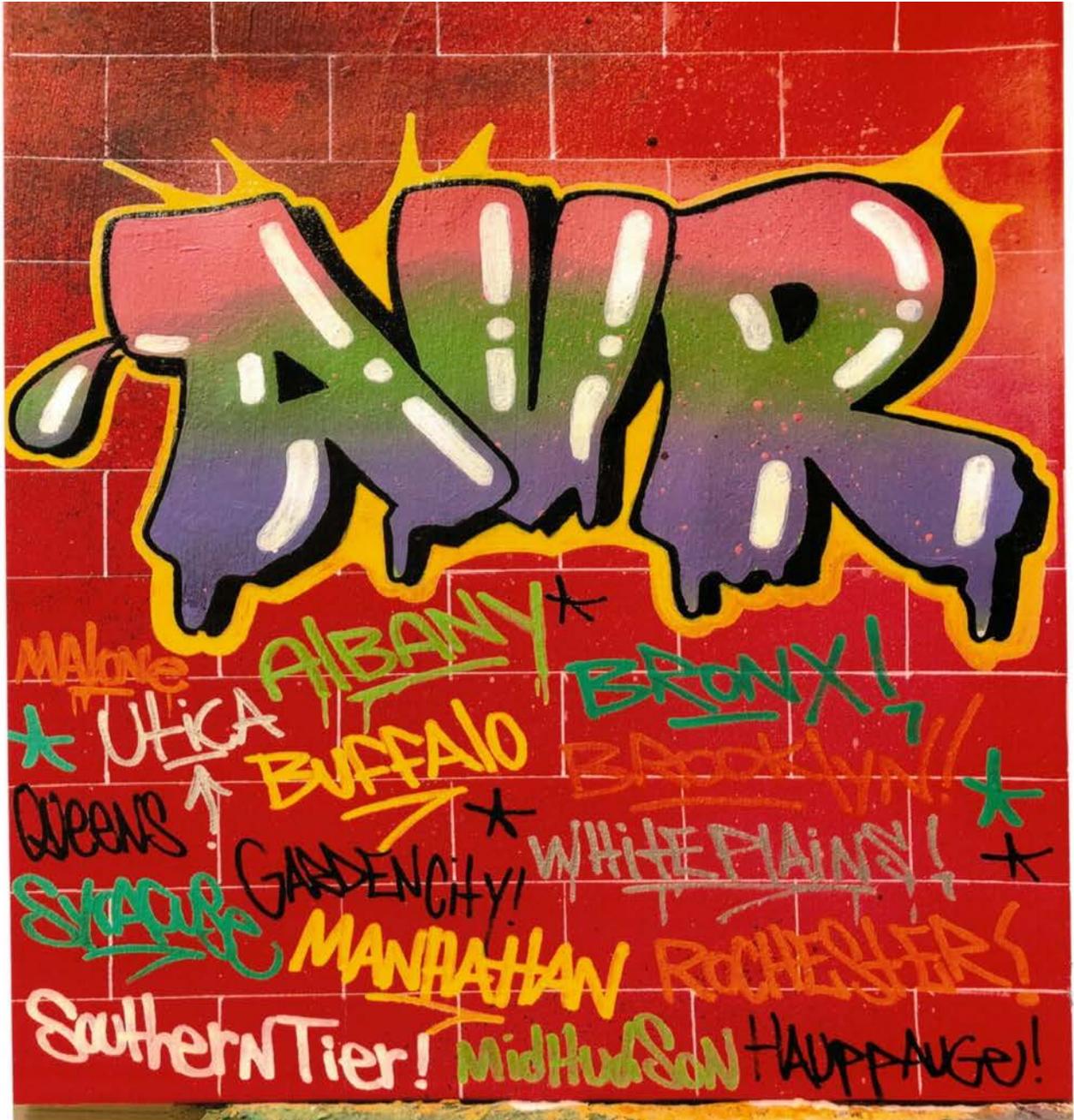
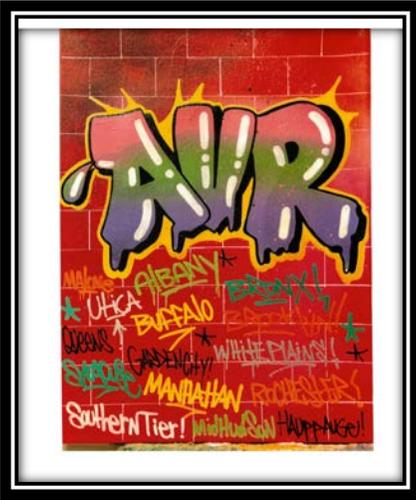


New York State
Rehabilitation Council
Annual Report 2018-2019



About the Cover

Louis Paladino



My inspiration in creating this piece was to let people know how many places in New York State ACCES-VR is helping people with disabilities.

My love of art began in high school. After graduating high school I attended college and earned a Bachelor's Degree in Fine Art from Parson's School of Design. After graduating college I became ill with refractory depression and under went deep brain surgery. My love of art continues.

With the support of my family, ACCES-VR, and the Search for Change program I continue to focus on my strengths to move forward in my recovery. I am seeking employment in the field of Veterinary Assistants, a field I have as much passion for as art.

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ACCES Deputy Commissioner's Message



On behalf of New York State citizens with disabilities, the State Rehabilitation Council (SRC) collaborates with ACCES-VR to provide valued advice and guidance to the New York State Board of Regents and the Commissioner of Education.

The SRC serves as a crucial resource to ACCES-VR's implementation efforts of Federal regulations related to the Workforce Innovation and Opportunity Act (WIOA). Fully embracing their role and partnership with ACCES-VR, the SRC assisted in providing guidance on the development and execution of the participant satisfaction survey, providing recommendations for ACCES-VR's section of the 2020 WIOA Combined State Plan, and in reviewing several ACCES-VR policy updates. This year, the SRC excelled in identifying and providing national expertise on Inclusive Higher Education, Employment and Disability Research and Justice-Involved Youth to further support ACCES-VR's work to provide services to youth with disabilities and to underserved populations.

The SRC members' unwavering commitment and collaboration with ACCES-VR has resulted in strengthened relationships that support ACCES-VR's mission to assist individuals with disabilities to obtain, maintain and advance in competitive integrated employment. On behalf of Chancellor Rosa, the Board of Regents, and Interim Commissioner Shannon Tahoe, I once again convey my deep appreciation for your dedication and service.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin G. Smith". The signature is stylized and cursive.

Kevin G. Smith, ACCES Deputy Commissioner

Message from the State Rehabilitation Council Chair



As the Chair of the New York State Rehabilitation Council (SRC), I am excited to share with you the achievements for this past year. We have had a very busy, productive year with strong support from our liaisons, our exceptional membership, and our outstanding relationship with the leadership of the New York State Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR). It is my privilege to present the 2018-19 Annual Report.

The SRC serves as a partner to ACCES-VR in an advisory capacity, working closely with the ACCES Deputy Commissioner, Kevin Smith and ACCES-VR staff. Our objective is to promote ACCES-VR's mission: *To assist New Yorkers with disabilities to achieve meaningful employment and independent living outcomes through education, rehabilitation and placement services.*

Members of the SRC include a diverse cross-section of volunteers dedicated to the improvement of the lives of citizens with disabilities in New York State. SRC members bring with them a multitude of skills developed in the public and private sectors that are most valuable in the advisory role which the SRC plays. Title IV of the Workforce Innovation and Opportunity Act (WIOA), which is focused on vocational rehabilitation, requires at least 51% of the SRC's voting membership be made up of qualified persons with disabilities. In addition, ex-officio representatives from a number of state agencies add valuable input and typically serve as liaisons back to their respective agencies. This has greatly enabled and enhanced effective communication and sharing of ideas. The SRC also includes active participation from a representative of the New York State Education Department's (SED) P-12 Office of Special Education and a New York State Department of Labor (DOL) representative with linkages from the State Workforce Development Board. The SRC's business and industry members are continually recruited and actively contribute.

To describe this year, I would use the word "transition". The year brought many transitions within several leadership positions at ACCES-VR, implementation of services for transitioning youth and a transition of ourselves as a council. The SRC continued to focus its attention on responding to ACCES-VR's plans and responses to WIOA and the implementation of transition services to youth.

The SRC held quarterly in-person meetings of the full council in Albany, supplemented by monthly committee conference call meetings. In addition, members attended special events, participated on extra committees and workgroups, and most importantly, attended activities in their local areas such as public forums and National Disability Employment Awareness Month (NDEAM) business recognition events. As a result of these activities, new ideas and opinions were brought back for the full SRC's consideration. The SRC continues to provide a forum for new ideas and offers advice on emerging issues. The extensive work of SRC standing committees can be noted in several of the presentations they organized over the past year:

- "ACCES-VR/Business Partnerships" Preparing Students and Adults for Employment Today and Beyond"
 - A presentation on unique practices within corporations related to the preparation and employment of students and adults with disabilities.
- "Think College"

- A presentation from a national organization focused on college options for students with intellectual disabilities and helping families and students identify a good match for college.
- “Youth Re-Entering the Community Through Opportunity, Networking, Navigation, Education, Collaboration, and Transition Support”
 - Speakers from Cornell University Yang-Tan Institute on Employment and Disability and BRIDGES (formerly Rockland Independent Living Center) that provide integration services to break down barriers for justice involved individuals with disabilities.
- “CUNY LEADS”
 - Speakers from the City University of New York (CUNY) provided information on the LEADS program established to facilitate the successful academic and career outcomes for students with disabilities who are enrolled in CUNY programs.
- “Policy, Training and WIOA Implementation”
 - An ACCES-VR presentation on how management efforts to meet with all staff to provide guidance and support in making the systems and cultural changes needed under WIOA in the following areas:
 - Making the shift from quantity of rehabilitations to focus on quality performance indicators including employee/employer satisfaction, job retention, second and fourth quarter median wages after exit, credential attainment and measurable skills gain;
 - Projected employment outcomes for youth with the expectation of growth and change over time that will lead to a specific employment outcome;
 - Increased emphasis on providing Pre-ETS services to students and youth;
 - Providing services to students with disabilities who are potentially eligible; and
 - Extended services for youth.
- “RSA Corrective Action Plan Update”
 - Findings, recommendations and observations from the Corrective Action Plan were shared with the SRC and the ACCES-VR prioritized policies and procedures to align with Corrective Action Plan.
- Community Engagement Project
 - Updates on the Community Employment Specialist Project which successfully educated schools about ACCES-VR services and spearheaded an increase in students and youth receiving vocational rehabilitation services.
- Participant Satisfaction Survey
 - Opportunities for SRC members to analyze the results of the Participant Satisfaction Survey and provide feedback on how information could be used to improve the delivery of services to ACCES-VR participants.
- Provider Engagement

- Discussions on strategies to better engage ACCES-VR vendors to ensure that quality vocational rehabilitation services are provided to New Yorkers with disabilities.

And lastly, but just as important, the Executive Committee dedicated this year to updating its Guiding Principles, creating a resource manual, strengthening our partnership with the National State Rehabilitation Council and creating a stronger alignment of SRC work and quarterly presentations with the ACCES-VR WIOA priorities. I am very proud of the coordinated and diligent work of our members to develop and complete the updated resources to assist the SRC with succession planning. Our mission is not to do the work but instead learn, gather information and make recommendations to improve the work of ACCES-VR. This year, we did not entertain any 4.2 recommendations.

The members of the State Rehabilitation Council are honored to provide leadership and work in partnership with ACCES-VR. As Chair, I would like to thank the departing members for their service, welcome the new members, and express my anticipation as we look forward to the continued focus on SRC's mission in 2020.

Thank you for the opportunity that you have given me to serve on the New York State Rehabilitation Council's Board. The SRC meetings are open to the public and we share an invitation to anyone who would like to join us for at a meeting. For more information about the SRC, its meetings and ACCES-VR, please visit us at <http://www.acces.nysed.gov/vr>.

Respectfully

Tonya Robinson-Mayer, SRC Chair 2018-19

I. Committee Summaries

A. Membership Committee

The Membership Committee identifies, recruits and nominates highly motivated and qualified individuals to serve on the SRC. The Membership Committee ensures people with disabilities and underserved populations are represented on the SRC.

In 2019 four new individuals were interviewed and three were nominated and confirmed to fill SRC vacancies. A new member orientation will occur for these members at the March 2020 quarterly meeting. In addition to new member orientation, the Membership and Executive Committees developed a mentoring system to help new members acclimate to the processes and procedures of the SRC.

Identifying, recruiting and nominating individuals to fill existing needs on the SRC is always a priority. As such, the Membership Committee plans to develop and prepare a list of individuals ready to serve on the SRC as vacancies occur.

Additionally, in the upcoming year the Membership Committee is looking to better identify individuals to meet the SRC subcommittees needs, improve and enhance its training orientation for new members, and identify ways to attract individuals from identified underserved populations currently not part of the SRC.

B. Policy and Planning Committee

The Policy and Planning Committee (PPC) advises ACCES-VR on policy initiatives to support participants and facilitate positive vocational outcomes in competitive integrated employment settings.

The PPC acts as the liaison to other SRC committees on all issues related to policies, reviews other relevant documents, summarizes all committee feedback and provides it to the Executive Committee. The PPC also assists the SRC in reviewing the draft of ACCES-VR's section of the New York State WIOA Combined State Plan and submitting the SRC recommendations. With the new WIOA State Plans being submitted for approval in 2020, this provided a large body of work for the PPC in 2019.

Lastly, the PPC continuously seeks to inform the SRC about new legislative action affecting ACCES-VR and recommends action items to the Executive Committee as needed.

Current Priorities

Track and coordinate the full SRC review and recommendations to updates of ACCES-VR policies.

Committee Activities and Policy Initiatives

During the 2018-2019 fiscal year, the PPC:

- Reviewed ACCES-VR's corrective action plan with RSA to analyze implications for the SRC's work in the coming years.
- Reviewed and coordinated SRC comments on updates to existing policies:
 - Student and Youth Transition Services
 - Driver Evaluation and Training
 - Non-Degree Training at Trade, Business and Other Schools
 - College and University Training Services
 - Financial Need Review

- Reviewed and coordinated SRC comments on ACCES-VR's draft section of New York State 2020 WIOA Combined State Plan.

Presentations to Facilitate the Council's Mission

The PPC coordinated a presentation focused on working with justice-involved individuals. Presenters included: Dana Krengel, Re-Entry Coordinator for Integration Services at Rockland Independent Living Center, and Matt Saleh, Research Associate at the Yang-Tan Institute on Employment and Disability. This two-part presentation provided the SRC with information on a new project, funded by the New York State Developmental Disabilities Planning Council (DDPC) to assist youth re-entering the community after being involved with the justice system.

The project will establish a statewide community of practice, composed of cross-systems stakeholders, to support the implementation of effective practices surrounding justice-involved youth with intellectual, developmental and other disabilities. County-based coalitions among community organizations, service provider agencies, family and criminal court systems, and other relevant stakeholders will be created to enhance wrap-around supports and services.

These presentations provided the SRC information on integration services for those returning home after incarceration or diversion programs, transition planning, case management, and referral services to support the collective goal of facilitating positive vocational outcomes in competitive integrated settings for justice-involved individuals.

Other Committee Accomplishments

The PPC finalized a procedure for the SRC's review of new and updated ACCES-VR policies.

Goals and Strategies for Upcoming Year

- To coordinate a presentation for the SRC on a WIOA priority topic.
- Develop target dates and timelines for the review of the two-year update to the 2020 WIOA Combined State Plan to be drafted in 2021.
- Review ways ACCES-VR can carry out policies to continue to be in line with WIOA requirements.

C. Quality Assurance and Improvement Committee

The Quality Assurance and Improvement (QAI) Committee provides advisory support to the ACCES-VR Quality Assurance and Monitoring Unit (QAMU) as it relates to the QAMU's oversight and evaluation of the quality of services provided by ACCES-VR personnel and contracted vendors.

The QAI Committee strives to keep its functions flexible and relevant to ACCES-VR's priorities. In the latter part of this fiscal year, the QAI Committee amended its key functions to better align with ACCES-VR's WIOA priorities. The QAI Committee's new key functions are:

- Advise ACCES-VR on its efforts to improve the quality of vocational rehabilitation services delivered by contracted vendors;
- Advise on the selection of quantitative and qualitative performance indicators, including reviewing participant and provider satisfaction survey designs, and review outcomes to analyze the scope, extent, and effectiveness of current and planned ACCES-VR services to meet WIOA priorities and other goals;

- Advise ACCES-VR on its efforts to improve the quality of due process opportunities for participants, including the IHO hiring process, and due process-related data provided by ACCES-VR; and
- Make quality of service recommendations to ACCES-VR informally and via the 4.2 process.

Current Priorities

The QAI Committee has aligned its work plan to the WIOA priorities. Specifically, the QAI Committee will advise ACCES-VR on its third priority in the draft 2020 WIOA Combined State Plan, improving the quality of ACCES-VR services. The QAI Committee plans to recommend methods to ACCES-VR to meet its stated goals of:

- Increasing to 90% the number of respondents expressing satisfaction on key questions contained in ACCES-VR's participant satisfaction surveys, and
- Through the use of established contract performance measure, 80% of vendors will meet or exceed the established benchmark for quality contract deliverables.

Committee Activities

During this fiscal year, the QAI Committee incorporated its key functions and priorities in selecting presentation topics to educate, advise and provide input to ACCES-VR on improving the quality of services and increasing performance measures.

The QAI Committee provided ACCES-VR advice and consultation on the development of ACCES-VR's participant satisfaction survey. ACCES-VR contracted with Potsdam Institute for Applied Research (PIAR) at SUNY Potsdam to conduct a survey of participants who received or were receiving services at various stages of the vocational rehabilitation process. The purpose of the survey was to determine the satisfaction of these participants with the services they received from ACCES-VR and collect participant and vendor opinions about services and service needs. The development of this survey included consultation with an ACCES-VR workgroup of vocational rehabilitation staff, recommendations from PAIR, and feedback from an SRC QAI committee representative. The workgroup focused on ensuring the survey questions were relevant and supportive of the survey's intent. The results of this workgroup led to more effective survey outreach to its intended audience.

The QAI Committee received updates from QAMU regarding their vendor, district office, and statewide services reviews. Trends on improvements being made and ongoing training were shared. Similarly, QAMU continued to provide the QAI Committee with updates related to ACCES-VR's due process including training ACCES-VR provided to its impartial hearing officers on the latest updates to the law and policies as a result of WIOA.

Presentations to Facilitate the Council's Mission

The QAI Committee hosted a two-part presentation at the SRC quarterly meeting in September 2019. The first presentation topic was the draft 2020 WIOA Combined State Plan, with an emphasis on ACCES-VR's section. The second topic was about changes at ACCES-VR under WIOA versus Workforce Investment Act (WIA). The second presentation highlighted the differences between WIA and WIOA and how that impacts ACCES-VR's work moving forward. It spelled out for the SRC members the need for the paradigm shift in seeking measurable outcomes throughout the entire vocational rehabilitation process. This set of presentations helped the SRC, including the QAI Committee, align its work to ACCES-VR's priorities for the next fiscal year.

Goals and Strategies for Upcoming Year

During the next year, the QAI Committee's focus will be on supporting ACCES-VR with the goals and strategies outlined in the 2020 WIOA Combined State Plan.

D. Transition from School to Adult Life Committee

The Transition from School to Adult Life Committee, known as the Transition Committee, identifies and advises ACCES-VR on evidence-based practices found to be successful in improving vocational rehabilitation outcomes for youth with disabilities. The Transition Committee recommends methods of promoting independence for these youth as they move into the adult world.

The mission of the Transition Committee is to review, analyze and advise ACCES-VR regarding:

- The extent, scope and effectiveness of transition and school to work issues;
- Implementation and efficacy of Pre-Employment Transition Services (Pre-ETS);
- The collaboration with NYSED's Office of Special Education concerning new and ongoing transition initiatives, outreach efforts, and services to unserved and underserved student and youth populations; and
- Advise on current transition trends.

Current Priorities

The Transition Committee's priorities align with ACCES-VR's second and third priorities in the 2020 WIOA Combined State Plan. The Transition Committee will focus its advisement to ACCES-VR on these priorities to:

- Increase services to target populations: students with disabilities, and unserved and underserved groups, and
- Increase to 90% the number of respondents expressing satisfaction on key questions contained in ACCES-VR's participant satisfaction surveys and through the use of established contract performance measure, 80% of vendors will meet or exceed the established benchmark for quality contract deliverables.

Committee Activities

An informal recommendation was made for ACCES-VR to develop outreach and informational brochures about Pre-ETS. It was recommended the brochures be distributed statewide to the public and be available on the ACCES-VR website.

After review of the Rehabilitation Services Administration (RSA) Federal Fiscal Year 2018 Monitoring Report, the Transition Committee submitted the following informal recommendations to the SRC's Executive Committee:

- ACCES-VR should continue training current and future staff on Pathways to a High School Diploma;
- ACCES-VR should continue to take the necessary steps to ensure that all students have an Individualized Plan for Employment (IPE) developed within 90 days of being found eligible and/or before they exit high school; and
- ACCES-VR should provide supports and training to current and new staff to ensure they understand and adhere to the timeline for IPE development for students and youth.

Presentations to Facilitate the Council's Mission

The Transition Committee coordinated a two-part presentation on college programs for students with disabilities. Presenters included Dr. Martha Mock, Director of the Center on Disability and Education, Warner School of Education at the University of Rochester, and Dr. Christopher Rosa, Vice Chancellor of Student Affairs at the City University of New York (CUNY). Dr. Mock shared information on the Think College National Coordinating Center which provides support, coordination, training, and evaluation services to the Transition and Postsecondary Programs for Students with Intellectual Disabilities (TPSID).

During the first portion of the presentation in-depth information was provided to the SRC on Think College and TPSID. Think College is currently providing services to 270 college programs for students with disabilities. The Think College website allows parents and students to search nationally for college programs designed for students with autism, intellectual disabilities and other developmental disabilities.

Dr. Mock also provided information on TPSID projects. These are established model programs that are in every U.S. state and:

- Provide individual supports and services for the academic and social inclusion of students with intellectual disabilities in academic courses, extracurricular activities, and other aspects of the institution of higher education;
- They partner with one or more local educational agencies to support students who are still eligible for special education and related services under the Individuals with Disabilities Education Act (IDEA); and
- Offer a meaningful credential for students upon the completion of the program

The second part of the presentation by Dr. Christopher Rosa, Vice Chancellor of Student Affairs at the City University of New York (CUNY), provided information on college options for students with intellectual disabilities in New York State. Dr. Rosa shared information about the CUNY LEADS program, which transitions CUNY graduates with disabilities to competitive employment at more than twice the national average.

These presentations informed the SRC and ACCES-VR on innovative opportunities individuals with disabilities have to participate in postsecondary education.

Goals and Strategies for Upcoming Year

The Transition Committee will continue to identify opportunities to advise ACCES-VR on current trends and best practices in the areas of school-to-work transition and postsecondary activities to advance the lives of students and youth with disabilities.

E. Workforce Development Committee

The Workforce Development Committee advises and provides recommendations to ACCES-VR about equal employment outcomes for individuals with disabilities in New York State. This Committee reviews, analyzes and advises ACCES-VR about the extent, scope and effectiveness of ACCES-VR's employment and marketing services to businesses. Members work to develop partnerships with employers, providing information and resources as needed.

Current Priorities

The Workforce Development Committee has aligned its work plan with ACCES-VR's fifth priority in the 2020 WIOA combined state plan, effectively serving business. Specifically, the Committee will focus on how it can advise ACCES-VR to effectively serve business through:

- Expanding thinking about employment, business and the workforce at an earlier age;
- Identifying strategies to increase awareness about ACCES-VR services to employers; and
- Reviewing ACCES-VR's business partnership efforts across New York State to:
 - Identify best practices;
 - Promote expansion of existing partnerships;
 - Identify ideas to create new business partnerships; and
 - Provide current information on employment trends and the needs of business and industry to ACCES-VR.

Presentations to Facilitate the Council's Mission

The Workforce Development Committee coordinated a presentation on Achieving a Better Life Experience (ABLE) accounts. Presenters included Miranda Kennedy, the Director of the ABLE National Resource Center (ANRC), and Laurie Schaller, Manager of Financial Empowerment at the National Disability Institute (NDI). The presentation provided the SRC with in-depth information describing ABLE accounts, how these accounts may be used to support educational or vocational rehabilitation goals, and the potential financial benefits for individuals with disabilities and their families. This presentation helped the full SRC align its work to ACCES-VR's mission of assisting individuals with disabilities to achieve and maintain employment, and to support independent living through training, education, rehabilitation, and career development.

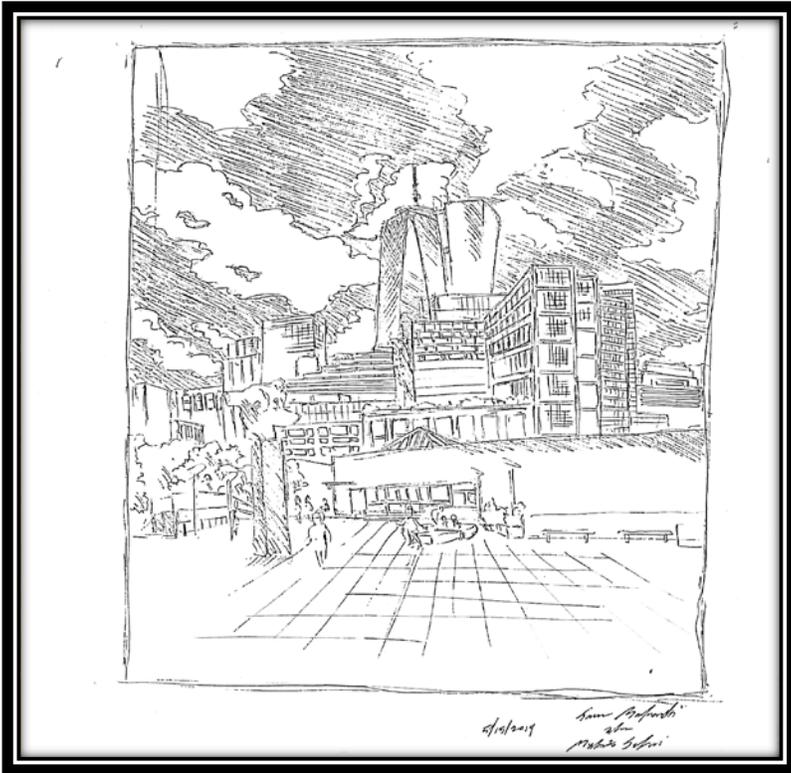
The presentation provided the SRC members who represent business, industry and labor the opportunity to educate businesses on ACCES-VR services and ABLE accounts. SRC members have spoken to a local private college about sharing ABLE account information with students who have a qualifying disability and as an added employment incentive to contribute to these accounts similar to a 401(k) contribution. Additionally, the Workforce Development Committee members have spoken to a national company regarding the benefits of the ABLE accounts for their employees and their families.

Goals and Strategies for Upcoming Year

The Workforce Development Committee will continue to provide resources and information to ACCES-VR and stakeholders regarding trends and the needs of the overall workforce system in New York.

Featured Artist A

Touma S.
Borough of Manhattan Community College: View of World Trade Center



Being a resident and artist in NYC I have been a long-time avid illustrator. This drawing was done at the Borough of Manhattan Community College (BMCC) campus facing the exit of the building. What made me draw this landscape was the rich reflected light off the buildings and the depth of the sky. As a result of my gift of drawing, I consider myself a self-trained landscape and comic artist today. I like being outside, being creative and using my observations in everyday life.

My experience with ACCES-VR has been exciting and enjoyable.

II. ACCES-VR Success Stories

Ryan N. - Prep/Grill Cook



Ryan began working with ACCES-VR while in high school. Upon graduation, ACCES-VR evaluated his skills through a Diagnostic Vocational Evaluation and vocational counseling. A referral for training was made and Ryan earned a culinary certificate, a food handler's license and four perfect attendance awards.

Ryan states, "I was referred to CTC (Culinary Tech Institute) by my ACCES-VR counselor, Genell Donahue. My culinary instructor was Chef Diego who taught me a lot about knife skills, food preparation, food sanitation, and catering and food quantity. After being at CTC for 4 months, I started my externship in food preparation. I went on to work in a corporate cafeteria doing food preparation as well as acting as the line server, when needed.

After I finished my externship I graduated from CTC and got my food handler's license. I found a job in Staten Island as a college cafeteria prep/grill cook. I'm learning a lot being on the grill and my prep skills are great! I enjoy working with my co-workers too! I love my job!"

Ryan has now been happily employed in the same job for two years.

Stephon W. - Medical Claims Adjuster



In 2010, Stephon was diagnosed with a seizure disorder and arsenic poisoning. He worked in culinary arts for five years when his doctors advised him not to continue in the food service field as symptoms from his disabilities made this environment hazardous.

Stephon applied for ACCES-VR services in 2011. With ACCES-VR support, Stephon attended Onondaga Community College (OCC). He worked with his vocational rehabilitation counselor's guidance and decided on a job goal of Registered Health Information Administrator. While in college Stephon lived with his beloved grandmother, Ms. Betty Denson. Sadly, she was diagnosed with colon cancer and Stephon was her caretaker until she passed away in November 2014. Ms. Denson was able to see Stephon graduate from OCC with an AAS degree in Health Information/Medical Records, which Stephon described as "the best feeling I have ever had...I prayed to God that I could at least have her to be able to come up and see me graduate and

she did just that."

Stephon went on to study Health Information Technology (HIT)/Management at the State University of New York SUNY Institute of Technology (SUNYIT). He participated in several internships at local hospitals and had an article published about the experience of being a HIT student. Stephon graduated from SUNYIT with a Bachelor's Degree of Professional Studies, Health Management.

Stephon is now a registered health information technician and a certified professional coder-payer. Since October of 2015, Stephon has worked as a medical claims' adjuster for Nationwide Mutual Insurance. Stephon is a Diversity and Inclusion Board Member and Health and Wellness Committee Member at Nationwide. He is also employed at Aspen Dental and Molina Health as a medical claims' adjuster and as a coding analyst, respectively.

Looking back on his noted success, Stephon stated, "I encountered these unfortunate circumstances, however, I refused to let it get in my path in achieving my educational endeavors."

Josh G. - Vocational Rehabilitation Counselor



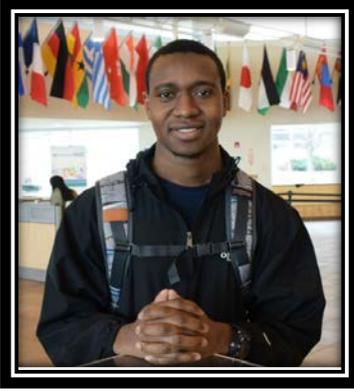
Josh was referred to ACCES-VR by a law office located in Utica, NY, after a work-related accident prevented him from returning to his former employment. When Josh applied for ACCES-VR services he was having difficulty locating employment. He had considered returning to school for a master's degree, however it was during his intake that he learned of the vocational rehabilitation counseling master's degree program at the State University of New York at Buffalo. Josh worked closely with his Senior Vocational Rehabilitation Counselor (SVRC) Connie Glover and established an employment goal of vocational rehabilitation counselor. ACCES-VR supported Josh to attend college to obtain his Master's degree in Vocational Rehabilitation Counseling. Additionally, ACCES-VR assisted Josh with his job search, completing the New York State Civil Service application, and applying for vocational rehabilitation counselor positions. Josh obtained employment with ACCES-VR upon graduation, and currently works as a Vocational Rehabilitation Counselor at the

Utica District Office.

Josh states, "I thought this would be a great way to help others like me learn that their disability should not define them. They can develop the skills and knowledge needed to be successful. I try to share my experience with others if they seem unsure of how the agency can provide the assistance they need to succeed."

Josh credits his support system for their help and guidance. "Through the great support of my fiancée, family and friends, as well as the support of Connie Glover, I have been able to be very successful and have not encountered any difficulties in my employment other than the normal learning on the job."

Osman H. - Facilities Worker



Osman came to the United States in 2004 in hopes of a better life. A native of Somalia, Osman and his family settled in Syracuse after fleeing his country as refugees. He enrolled in Syracuse City School District to begin his education. Osman needed support to excel in his new setting. He received special education services to address a learning disability and English as a second language (ESL) classes to help him learn a new language. He was very motivated in school, making academic strides while adjusting to a new culture and way of life.

In 2015 Osman's teacher and transition coordinator referred him to ACCES-VR for transition services. He was attending the Onondaga Community College's (OCC) high school program, a campus partnership program between Syracuse City School District and OCC located at the college. Osman was able to learn in a small classroom setting to address his academic needs, while engaging in work experiences at the college. While participating in various job assignments on campus, Osman decided he liked custodial work. This hybrid model of education and career exploration proved to be a success. His teacher reported that Osman became a role model for his peers because of his engaging smile, work ethic, determination and positive outlook.

While completing his senior year in high school in 2016, Osman was offered a full-time custodial job at OCC. He was happy to accept the offer which provided a living wage and good benefits. ACCES-VR provided job coaching to help him learn and master his tasks. ACCES-VR also provided driving lessons to support Osman to travel to work independently. These services helped his success in the workplace. His supervisor reports, "We are grateful for Osman in what he adds to our team and he has become one of our 'go to' people if we want something done."

Being employed has helped Osman reach many personal goals. His steady income enabled him to buy a car, move into his own apartment and obtain United States citizenship. Benefits of his employment include free tuition at OCC and participation in campus activities. Osman is President of OCC's Muslim Club and active in community soccer. He is a natural leader who has an interest in helping others like himself. He continues to be a support for his proud family. Osman's ACCES-VR Vocational Rehabilitation Counselor, Cathy Drake is inspired with his efforts and success.

Monica L.- Store Clerk

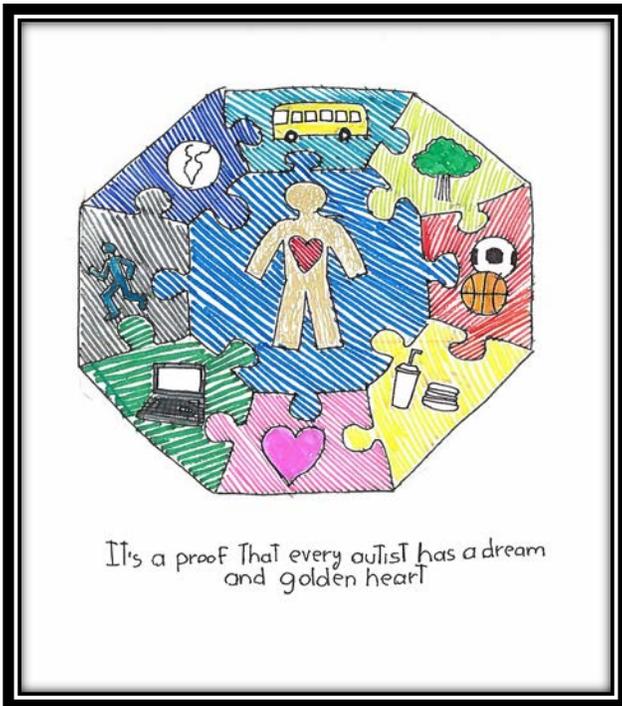


Monica was employed as a store clerk at a retail store for over 17 years when she lost her job. Monica, who has an intellectual disability and challenges with learning, decided to apply for ACCES-VR services when she was having difficulty finding employment. Through vocational counseling, Monica, her ACCES-VR vocational rehabilitation counselor and her circle of supports together decided she would benefit most from supported employment services that could provide individualized assistance with interviewing, support in job searches, assistance in learning job tasks and adjusting to a new work environment. Monica was referred to Family Residences and Essential Enterprises, Inc. (FREE), an organization that provides an array of services to individuals with disabilities. The staff at FREE assisted Monica to develop her work readiness skills so that she could feel capable and effective in the workplace. Monica applied to Big Lots in Carle Place, NY and was hired as a part-time store associate in

November 2017. Monica enjoys working at Big Lots and attributes her happiness to the ongoing support of the store staff, assistance from her job coach and most importantly support from her store manager, Tim Govin. Tim saw Monica's desire to work and gave her the opportunity to grow and become the employee she is today. Monica's initial job duties started with stocking but now include scanning and setting prices throughout the store. These duties initially made Monica very anxious, but with the support of Tim and the staff at Big Lots as well as the constant encouragement from her job coach, Monica is an exemplary employee.

Featured Artist B

Wenceslao H.



I am an autistic young man with many dreams, and a strong passion for painting and drawing. When I finished high school I began taking art classes at Nassau Community College. With the encouragement of family and my circle of support I am reaching my dreams.

Appendix A

Data Elements

ACCES-VR DASHBOARD FEDERAL FISCAL YEAR 2019 (10/1/2018 – 9/30/2019)

Federal Fiscal Year (FFY)	Employment Outcomes Achieved (Youth- under age 25 at application) *	New Applicants (Youth)	Total Caseload (Youth)	Youth with Disability (Student with Disability**)	ACCES-VR Counselors***	Vocational Rehabilitation Program Costs****	Average Hourly Wage at Closure (Youth)
2018-19	7,792 (3,733 48%)	37,527 (19,495 52%)	51,508 (30,837 60%)	30,837 (23,047; 75%)	296	\$217,901,618	\$14.69 (\$13.92)
2017-18	8,962 (4,296 48%)	38,494 (18,858 49%)	54,357 (30,909 57%)	30,909 (22,861; 74%)	292	\$225,546,314	\$13.44 (\$12.60)
2016-17	10,438 (4,851; 46%)	39,180 (19,207; 49%)	54,556 (30,052; 55%)	30,052 (22,163; 74%)	294	\$225,420,866	\$12.63 (\$11.64)
2015-16	11,272 (5,148; 46%)	40,865 (19,465; 48%)	57,010 (29,287; 51%)	29,287 (21,266; 73%)	286	\$217,312,293	\$11.96 (\$11.16)
2014-15	11,284 (5,091; 45%)	36,161 (16,563; 46%)	52,896 (25,803; 49%)	25,803 (18,470; 72%)	293	\$215,679,029	\$11.47 (\$10.59)

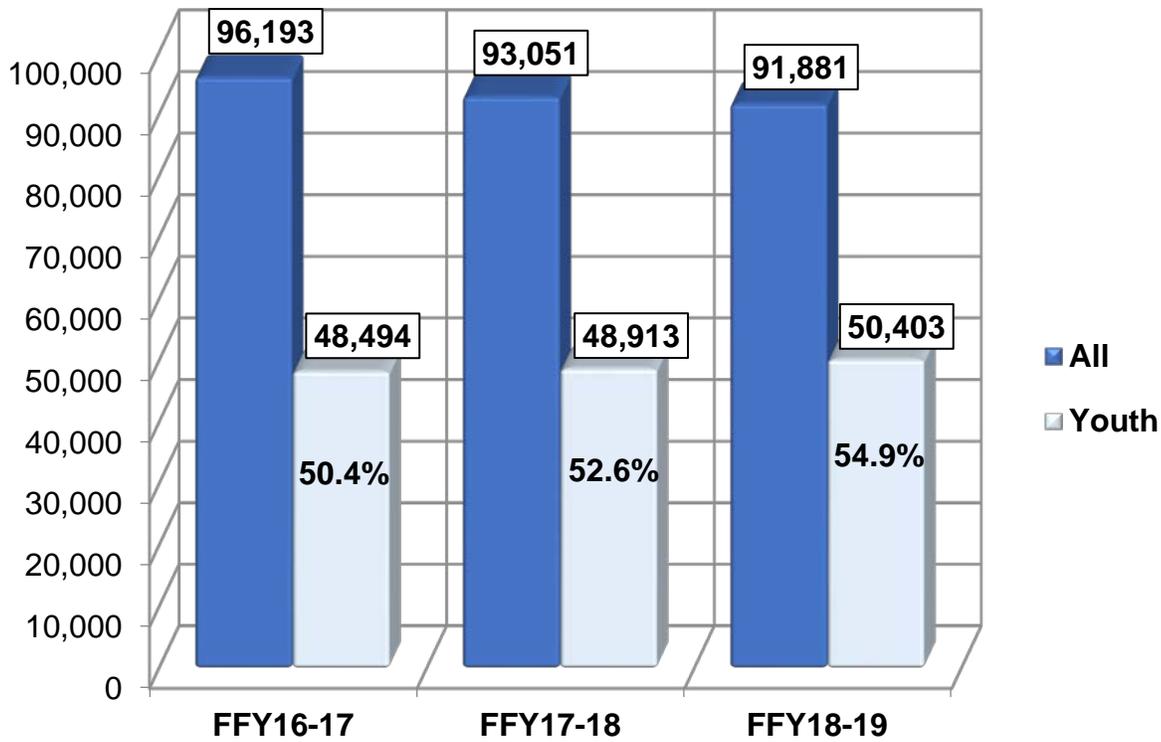
* Prior to 2013: Definition of Youth was 14- 21 years old at application

** Student with Disability-Student in secondary school with or without an IEP or 504 plan and 16-21 years old at application

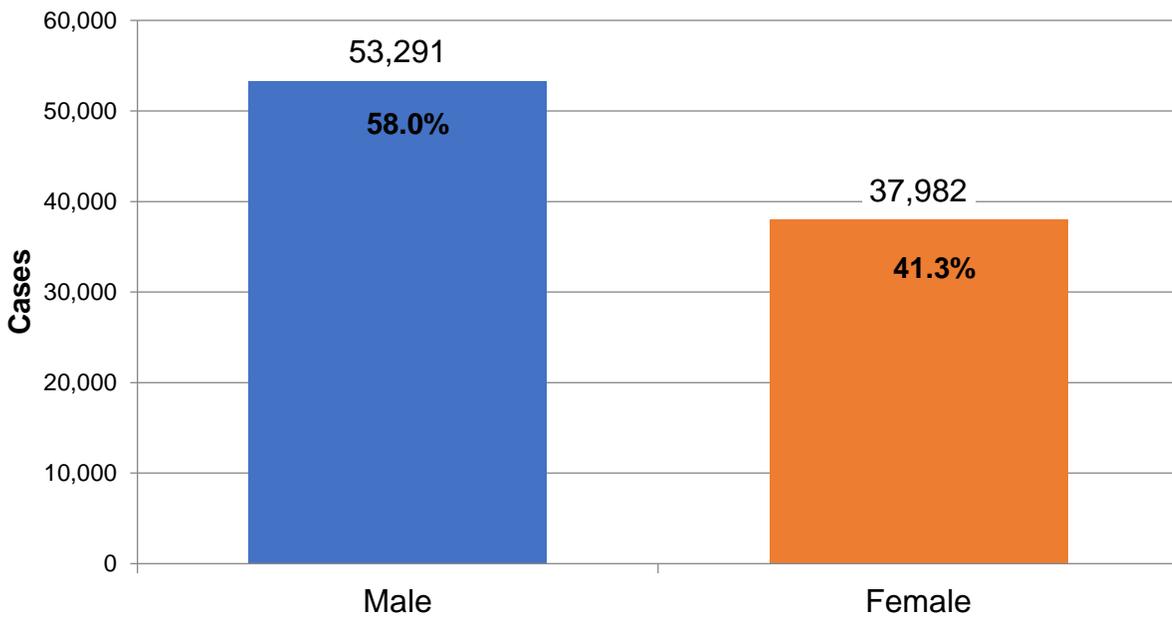
***Data as of 10/1/2019

****The 2014-19 figures in the column labeled Vocational Rehabilitation Costs includes actual expenditures ONLY. The dashboard has been revised; prior to 2018-19 projected expenditures were included for all years.

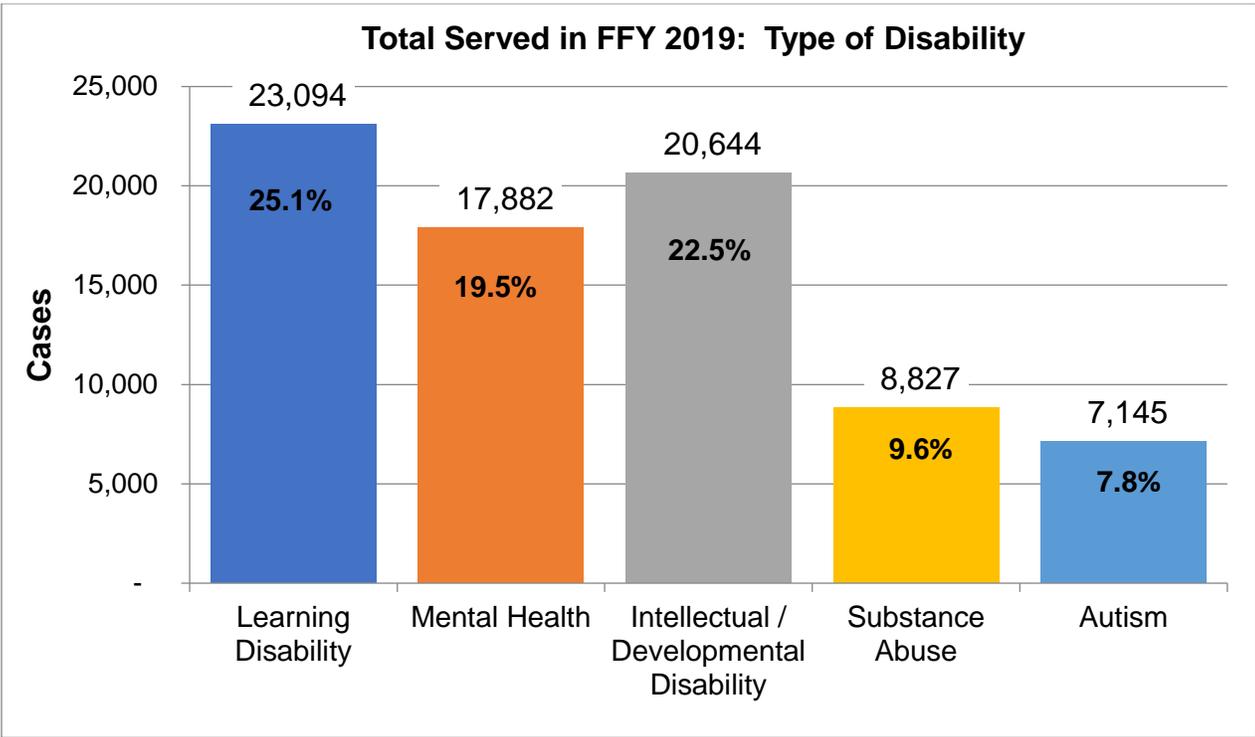
All Participants Served vs. Youth Served



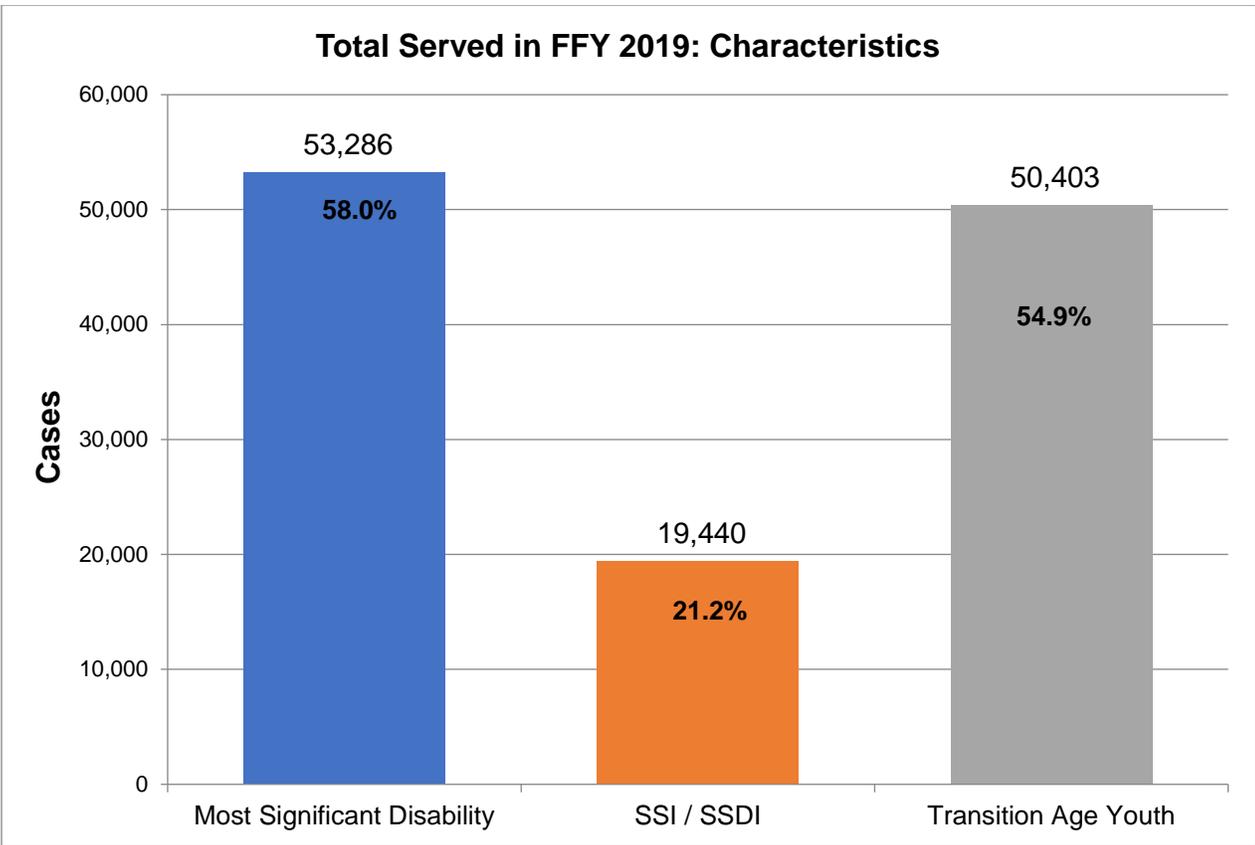
Total Served in FFY 2019: Gender



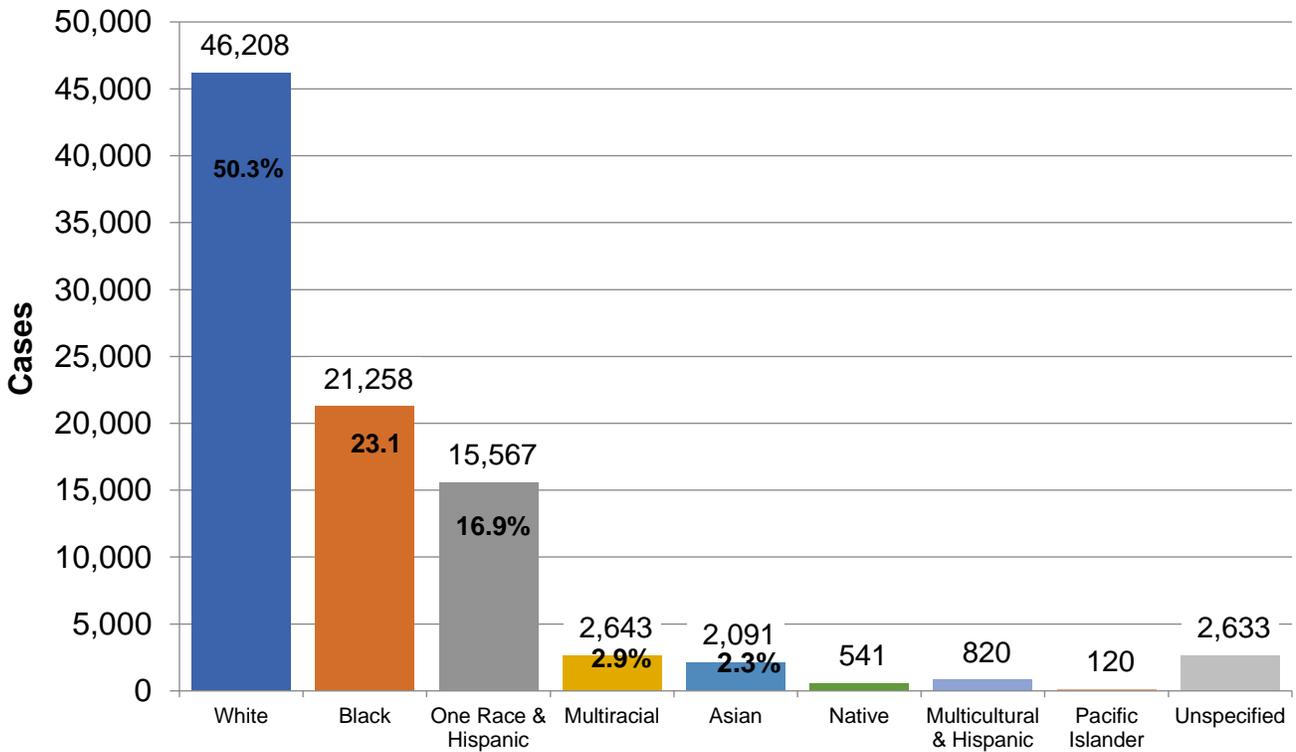
Total Served in FFY 2019: Type of Disability



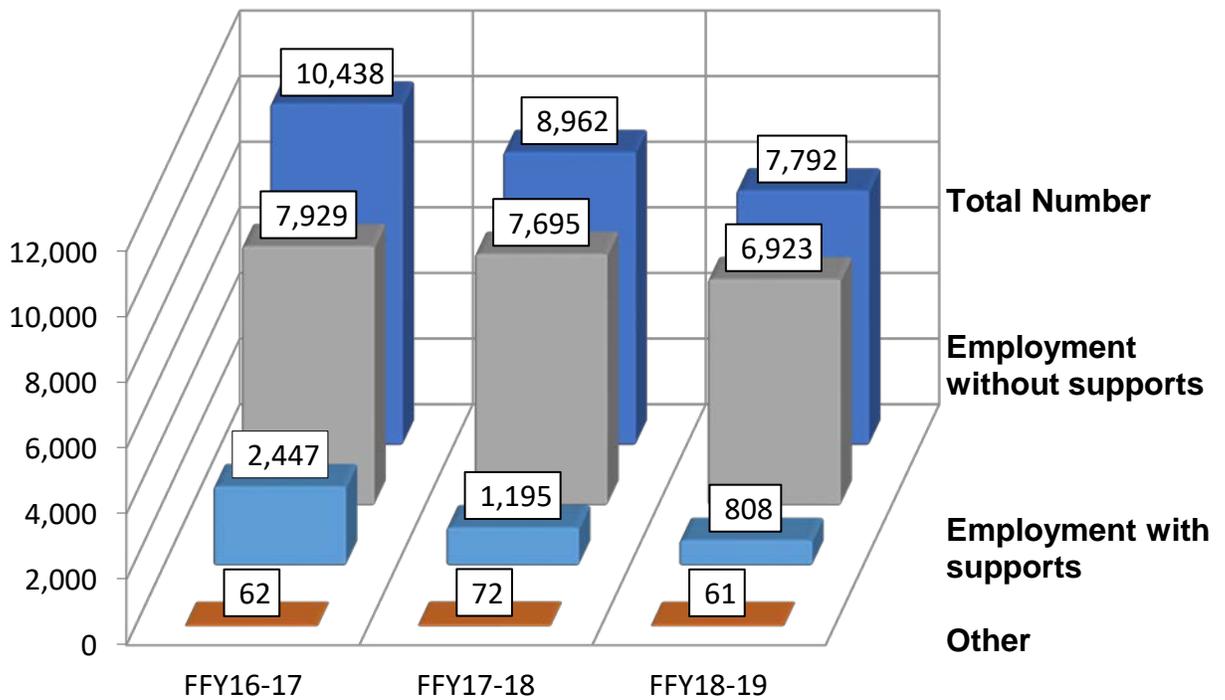
Total Served in FFY 2019: Characteristics



Total Served in FFY 2019: Race/Ethnicity

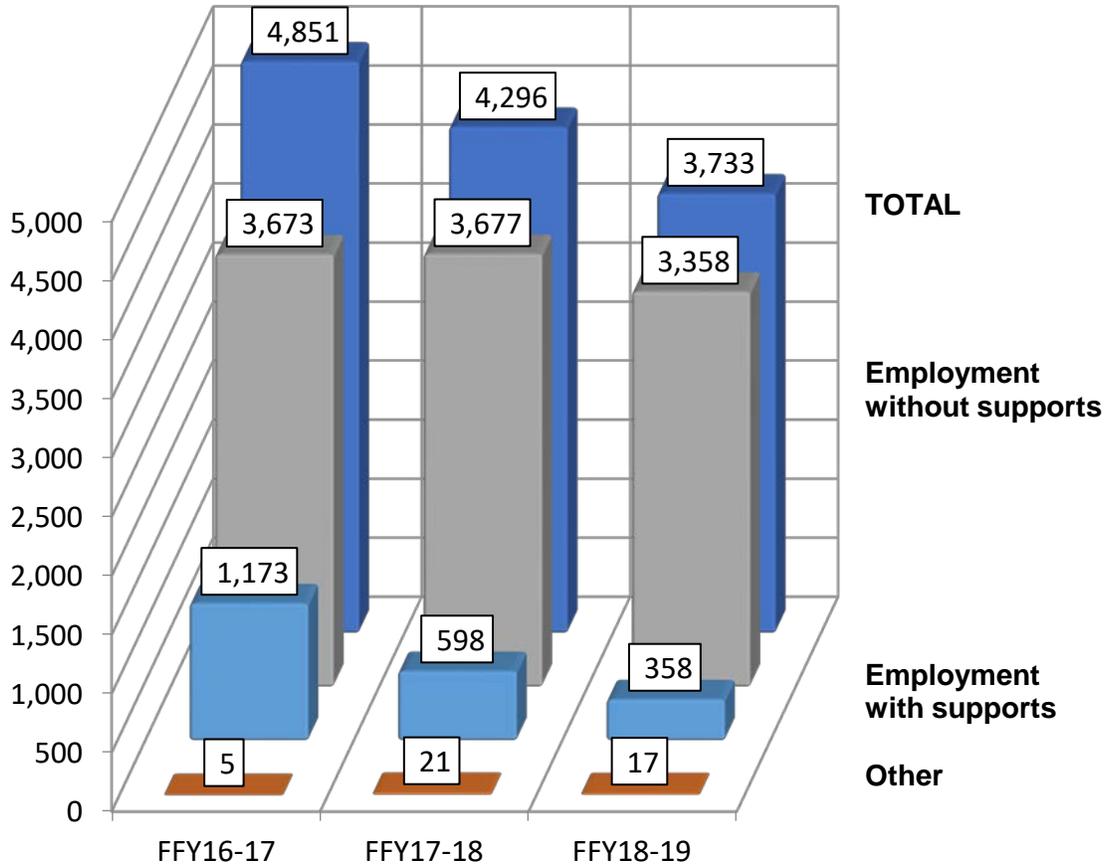


Employment Outcomes* for ACCES-VR Participants in Integrated Settings



*Employment outcomes are defined as 90 days of continuous employment

Employment Outcomes* for ACCES-VR Youth Participants in Integrated Settings



*Employment outcomes are defined as 90 days of continuous employment.

Appendix B

Performance Indicators

Performance Indicator & Performance Standard	ACCES-VR Data	Performance Successful?
<p>Performance Indicator 1.1 Change in employment outcomes</p> <p>Standard: Employment outcomes for individuals exiting the VR program must be equal or exceed the employment outcomes for individuals from the previous year.</p>	<p>Total employment outcomes FFY 2018: 8,962</p> <p>Total employment outcomes FFY 2019: 7,792</p>	NO
<p>Performance Indicator 1.2 Percent of employment outcomes</p> <p>Standard: A minimum of 55.8% of all ACCES-VR participants will have achieved an employment outcome.</p>	<p>38.9% of ACCES-VR participants that received services and exited the VR program achieved employment outcomes.</p>	NO
<p>Performance Indicator 1.3 Percent of competitive employment outcomes</p> <p>Standard: A minimum of 72.6% of all ACCES-VR participants that achieve an employment outcome will engage in competitive work at earnings equal to or above minimum.</p>	<p>96.7% of ACCES-VR participants achieving competitive employment outcomes with earnings above minimum wage.</p>	YES
<p>Performance Indicator 1.4 Percent of competitive employment with significant disabilities</p> <p>Standard: A minimum of 62.4% of all ACCES-VR participants that achieve an employment outcome at, or above minimum wage are considered to have a significant disability.</p>	<p>98.5% of ACCES-VR participants that achieved competitive employment outcomes with earnings equal to or above minimum wage for individuals with significant disabilities.</p>	YES
<p>Performance Indicator 1.5 Ratio of average VR wage to average State wage</p> <p>Standard: The average hourly earnings of ACCES-VR participants that exit the VR program will be equal to or exceed the ratio of 0.52 (average VR wage/average State wage).</p>	<p>ACCES-VR participants earned an average wage of \$14.86 an hour as compared to the State average of \$35.06 per hour for a ratio of 0.42.</p>	NO
<p>Performance Indicator 1.6 Difference between self-support at application and closure</p> <p>Standard: The minimum of 53.0 or greater of all ACCES-VR participants who report a difference between self-support at</p>	<p>59.2% of ACCES-VR participants reported the largest single source of economic support at closure to be their own income compared to their largest single source of economic support at application to be their own income.</p>	YES
<p>Performance Indicator 2.1 Ratio of minority service rate</p> <p>Standard: The minimum of .80 or greater for the ratio of minority service rate to non-minority service rate of ACCES-VR participants.</p>	<p>0.83 ratio between the service rate for ACCES-VR participants from minority backgrounds and the service rate for ACCES-VR participants from non-minority backgrounds.</p>	YES

Appendix C

ACCES-VR and SRC Common Priorities

2020 WIOA Combined State Plan Considerations:

- The SRC will provide advice and recommendations on the following ACCES-VR WIOA priorities:
 - Increasing to 90% the number of respondents expressing satisfaction on key questions contained in ACCES-VR's participant satisfaction surveys;
 - Through the use of established contract performance measure, 80% of vendors will meet or exceed the established benchmark for quality contract deliverables;
 - Increase services to target populations: students with disabilities, and unserved and underserved groups; and
 - Effectively serve business.

Additional Opportunities for Collaboration:

- Expansion of Pre-Employment Transition Services (Pre-ETS) to serve students who are potentially eligible in 2020;
- Utilization of the New York State WIOA core partner universal release and referral process to support the provision of services to individuals with disabilities working with more than one core partner; and
- Expansion of the peer mentoring partnership between ACCES-VR and the Independent Living Centers (ILCs) to better support participants achievement of their vocational rehabilitation goals.

Executive Committee:

- Maintain open communication between SRC and ACCES-VR leadership;
- Adopt annual and quarterly meeting themes and priorities that align with ACCES-VR's WIOA priorities;
- Work with ACCES-VR to coordinate standing committee operations; and
- Work with ACCES-VR to support SRC leadership and succession planning.

Membership Committee:

- Recruit and retain SRC members who are interested individuals with disabilities, and/or advocates, family or guardians and/or organizations representing a broad range of individuals with disabilities;
- Management of SRC orientation and mentoring of new SRC members; and
- Review the attendance, participation, and professional contribution of SRC members during their first term to determine whether the member may continue to serve for a second consecutive term.

Policy and Planning Committee:

- Coordinate SRC review and input on changes to ACCES-VR policies;
- Review and provide recommendations related to the implementation of WIOA requirements and services); and

- Review and provide recommendations on collaborations and other WIOA Combined State Plan provisions.

Quality Assurance & Improvement Committee:

- Review and advise ACCES-VR on its efforts to improve the quality of vocational rehabilitation services;
- Advise on the selection of performance indicators for quality assurance and/or improvement and review and provide input on the ACCES-VR services that meet WIOA priorities;
- Advise ACCES-VR on its efforts to improve the quality of due process opportunities for participants and data related due process provided by ACCES-VR; and

Transition from School to Adult Life Committee:

- Advise ACCES-VR on the extent, scope and effectiveness of transition and school-to-work issues and services;
- Advise ACCES-VR on the implementation of Pre-Employment Transition Services (Pre-ETS); and
- Review and share input on efforts to provide services to unserved and underserved students and youth.

Workforce Development Committee:

- Maintain an ongoing dialogue with the ACCES-VR Statewide Business Relations Network/Integrated Employment Specialists (IES);
- Support ACCES-VR in scaling up innovative approaches to business engagement;
- Review ACCES-VR's business partnership efforts across New York State to identify best practices, create new partnerships and expand existing partnerships, and provide ACCES-VR with current information on employment trends and business needs; and
- Promote and recommend improvements in employer incentives (e.g. Tax credits, Work Try Out (WTO), and On the Job training (OJT)).

Appendix D

Current Membership State Rehabilitation Council (SRC)

SRC Chair

Tonya Robinson-Mayer, Partners in Transition Coordinator, Champlain Valley Educational Services, CV-TEC, 194 US Oval, Suite 228, Plattsburgh, NY 12903

SRC Vice-Chairs

Joseph M. Delgado, Chief Executive Officer Suffolk Independent Living Organization (SILO), 3253 Route 112 Building 10 Medford, NY 11763

Joan Parker, Associate Vice President of Education and Employment, Heritage Christian Services, 349 West Commercial St, Suite 2795, East Rochester NY 14445

Representative of New York State Education Department

Megan Brown, Associate in Education of Children with Disabilities, Office of Special Education, New York State Education Department, 89 Washington Avenue, Room 309 EB, Albany, NY 12234

Representatives of Community Rehabilitation Program Service Providers

Jennifer M. Machucki, Substitute Teacher Mental Health, Community Action Organization of Erie County (CAO) Williamsville, NY 14221

Michael Godino, Manager, Youth and Vision Loss Coalition Vision Services for the Blind 104 Tilrose Avenue Malverne NY 11565

Hillary Nichols, Employment Coordinator, Resource Center Accessible Living Inc. (RCAL) 727 Ulster Avenue Kingston, NY 12401

Susan Scheer, Chief Executive Officer, Institute for Career Development (ICD), 123 William Street, New York, NY 10038

Representatives of a Parent Training and Information Center Established Pursuant to the Individuals with Disability Education Act (IDEA)

Helene Fallon, Project Director, Center for Community Inclusion (LIPC), LIU 720 Northern Blvd. Brookville, NY 11548

Greg Lau, Interim Assistant Director of Special Education – High School Programs City School District of New Rochelle, Franklin Place Pelham, NY 10803

Representatives of Disability Advocacy Groups

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Lynnette Torgalski, Director of Erie County Independent Living Center 3108 Main Street Buffalo, NY 14214

Sebastian Chittilappilly, Director of West Farms Day Program and Vocational Services, Cerebral Palsy Association of New York State, West Farms Center, 1880 Bryant Avenue, Bronx, NY 10460

Representatives of Business, Industry, and Labor

Melissa Campbell, Owner, Creator Ultra Hoops and Wellness, Buffalo, NY 14213

Rachael Jones, Senior Director of Dinning Services Siena Fresh, Siena College Lonnstrom Dinning Hall, 515 Loudon Road Loudenville, NY 12211

Ellice Switzer, Content Development Specialist, Cornell University ILR School, 2021 Ellis Hollow Road, Ithaca, NY 14850

Representative of the New York State Independent Living Council

Lindsey Miller, Executive Director, New York Association on Independent Living (NYAIL) 155 Washington Ave, Suite 208, Albany, NY 12210

Representative of Native American Tribe

Melissa Schindler, Director, Seneca Nation Employment and Training Department, 88 Iroquois Drive, Irving, NY 14081

Current or Former Applicant/Recipient of Vocational Rehabilitation Services

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Representative of the Client Assistance Program (CAP)

Erica Marie Molina, Esq., CAP Director, Disability Rights New York, 725 Broadway, Suite 450, Albany, NY 12207

Representative of the State Workforce Investment Board

Alan Gallagher, State Lead for the New York State Disability Employment Initiative (DEI) Division of Employment & Workforce Solutions, NYS Department of Labor (DOL), State Office Campus, Albany, NY 12240

Ex-Officio Members

Ceylane Meyers-Ruff, Assistant Commissioner, New York State Education Department's Office of Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), 89 Washington Ave, Albany, NY 12234

Liam McNabb, Director of the Rehabilitation Services, NYS Office of Mental Health (OMH), 44 Holland Ave., Albany, NY 12229

Peter Herrig, Associate Vocational Rehabilitation Counselor, NYS Office of Children and Family Services, NYS Commission for the Blind (NYSCB), 52 Washington Street, South 201, Rensselaer, NY 12144

Lynne Thibdeau, Acting Director of Employment and Meaningful Community Activities, Office for People With Developmental Disabilities, 44 Holland Avenue, Albany, NY 12229

Angela Lockhart, Statewide Coordinator: VR & Employment Services, NYS Office of Alcoholism and Substance Abuse Services (OASAS), Division of Practice Innovation and Care Management, 501 7th Avenue, 8th Floor, New York, NY 10018

Melinda Dolezal, Justice Center TRAIID Director, NYS Justice Center for the Protection of People with Special Needs, 161 Delaware Avenue, Albany, NY 12054

ACCES-VR Liaisons

Jennifer Semonite, Senior Vocational Counselor, Liaison to the SRC Executive Committee and Policy Planning Committee

Lori Boyd, Regional Workforce Development and Business Relations Coordinator Garden City District Office, Liaison to the Workforce Development Committee

David Morgan, Senior Vocational Rehabilitation Counselor, Liaison to the Quality Assurance & Improvement Committee

Laura Hartman, Associate Transition and Statewide Youth Services Vocational Rehabilitation Counselor, Liaison to the Transition from School to Adult Life Committee

SRC Contact Information

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