



# NewsNotes

A Quarterly Publication of the Virginia Rehabilitation Association  
2006 Third Quarter, July—September No. 23

## Presidential Pondering 2006 by Margaret Gillispie

It is hard to believe that summer is here and we are almost half way through the year. As I write this I am preparing for our upcoming Board meeting on June 23rd. At this meeting we will begin the work on structuring our new counseling division, the Rehabilitation Counselors and Educators Association (RCEA). If you have an interest in getting involved in this we would welcome your participation and contributions. On a national level RCEA has elected Officers and Board members and they are available to help the state chapters to set up the new divisions where state NRCA has chosen to separate from NRA. VRA is committed to supporting this critical component of VRA, its counselors and educators and we need your help.

VRA has planned a number of upcoming educational opportunities for the remainder of the year. "Brain Injury for Vocational Counselors: Focus on Critical Issues" is scheduled for July 14<sup>th</sup> in Richmond. "Gangs in Virginia" is scheduled for September 8<sup>th</sup> in Charlottesville and "The disability in My Head" will be held later this summer in Roanoke. During the fall additional VRA sponsored trainings are planned for the Collaborations Conference and in Richmond and the Tidewater area. Many thanks to Marie Worley, our Education Committee Chair and her committee members for all their hard work on this committee. Flyers will be distributed about each training and visit the VRA website at [www.vra.org](http://www.vra.org) for details about each of these outstanding training opportunities.

Mark your calendars for Collaborations which is scheduled for September 17 - 19 at the Ramada Plaza Oceanfront in Virginia Beach. For more information about the proposed agenda and

*Presidential Pondering (continued on page 2)*

## VRA Legislative Update

### Medicaid Buy-In: A Win For People With Disabilities

Many of us were disappointed six months ago when Governor Warner presented his budget. We were expecting provisions for the creation of a Medicaid Buy-In in Virginia. Instead, the same language remained in the budget calling for a research and demonstration project for 200 people – an idea already rejected by the Centers for Medicare and Medicaid Studies (CMS).

Later, we were disappointed again when incoming Governor Tim Kaine failed to put forward any of his own amendments calling for the creation of a Buy-In.

It didn't make sense – you see, both gentlemen were on record supporting the Buy-In.

Adding to the conundrum was the fact the Medicaid Infrastructure Committee had developed a Buy-In model that was essentially cost neutral and provided the necessary safeguards to prevent cost overruns in the future.

But no one seemed to be listening – everyone's attention was focused on the pending budget fight over transportation and new taxes. Something had to be done.

That something turned out to be a decision by your Board to make the Buy-In a legislative priority and submit budget amendments in both the Senate and the House and recommend to the Disability Commission that they do the same. That

*Legislative Update (Continued on page 2)*

VRA Meeting will be September 18, 2006



## Presidential Pondering

(Continued from page 1)

registration you can visit the vaACCSES website at [www.vaaccses.org](http://www.vaaccses.org). Collaborations, as usual, will be a wonderful occasion for professional development, networking with your peers and getting your toes in the sand. See ya in Virginia Beach!

The 7<sup>th</sup> Annual VRA Golf Classic will be held at the Hunting Hawk Golf Course on Tuesday, September 12<sup>th</sup>. This is VRA's major fund raiser and Howard Green is working to find hole sponsors, sign up golf teams and solicit prizes for the event. You can register your golf team by visiting the VRA website at [www.vra.org](http://www.vra.org). And if you'd like to sponsor a hole or have a prize to donate please contact Howard at [jgreen18@aol.com](mailto:jgreen18@aol.com).

Our past president Robin Metcalf is beginning to work on our slate of officers and board members for 2007. If you are interested in developing your leadership skills and making a difference in the field of rehabilitations please consider running for office or for a vacant board position. Come join us and get involved. You can make change happen by taking action.

**Submitted by Margaret Gillispie**

## Legislative Update

(Continued from page 1)

decision turned out to be the right one because on January 1, 2007, Virginia will become the 33<sup>rd</sup> state to implement a Medicaid Buy-In.

A special thank you goes to Dr. Joe Ashley of the Department of Rehabilitative Services and Mr. Jack Quigley of the Department of Medical Assistance Services (DMAS) who are responsible for getting Virginia the Medicaid Infrastructure Grant that really laid the groundwork for the Buy-In. Also, Jack, as the subject matter expert, was extremely effective working with legislators explaining the technical ins and outs of the Buy-In and putting together program and budget data on short notice. Both of these gentlemen deserve our heart-felt thanks.

Also, we need to thank the legislators who sponsored the budget amendments for the Buy-In: Senators Puller and Hanger; Delegates McQuigg, Morgan and Hamilton.

Contact information for these folks can be obtained at the General Assembly website: <http://legis.state.va.us/>

VRA needs to be proud of this accomplishment. Thanks to each of you -

**Submitted by David William,  
Legislative Liaison**





## VRA Membership

VRA continues to hold steady on members. We do have three organizational members.

Thanks to Didlake, Hanover Community Services and NISH for your support.

New members include:  
Johnie Angell, Hopewell;  
Amy Miller, Richmond;  
Samatha Ruppert, Richmond;  
Robert May, Midlothian;  
Lynn Harris Chesterfield;  
Christine Heikkenen-Black, Blacksburg;  
Julia White, Fort Belvoir,  
Barbara Ostrander; Waynesboro;  
Steven Lewis, Alexandria;  
Elizabeth Sussan Longest, Richmond.

Be sure to check out the NRA membership drive information in the latest NRA Contemporary Rehab and in another part of this News Notes.

We encourage all to join divisions to get the most out of your membership. We also really hope that VRCA members will continue to rejoin VRA and be a part of this organization.

**Submitted by Shirley Lyons, Chair**

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*Virginia Association for Rehabilitation Leadership*

in partnership with the Dept. of Rehabilitative Services

**Presents**

# **Leadership Skills for Everyone**

**“Improve leadership skills to improve job performance”**

**Come and discover your leadership traits, why they can help in all aspects of life, how to further develop them, and learn about the keys to good leadership.**

**Presented by**

**Shirley Lyons, M.S., Program Manager**

**Henrico County MHMR Services**

**Thursday, July 20, 2006**

**9:00 – 3:00**

**Registration to begin at 8:30**

**Henrico Area Mental Health Center**

**10299 Woodman Road**

**Glen Allen, VA**

**Lunch and door prizes will be provided**

**CRC Credit available**

**To make reservations and to request accommodations contact Margaret Gillispie by July 14<sup>th</sup> at (434) 947-6721 or email [Margaret.gillispie@drs.virginia.gov](mailto:Margaret.gillispie@drs.virginia.gov).**

**VARL Members \$15.00 Non Members \$20.00**

## **Directions:**

**From the North - I-95 to I-295** towards Charlottesville. Take the **Woodman Road South** exit and go through the light. About 1 ½ miles on the left is the **Henrico Area Mental Health Center**.

**From the East or West – I-64 to I-295.** Take the **Woodman Road South** exit and go through the light. About 1 ½ miles on the left is the **Henrico Area Mental Health Center**.



## Transportation: An Issue That's Not Going Away

Much has been written over the past months about transportation since it was – it is - the issue this year at the General Assembly.

And if anyone thinks it will be a one-session issue, they couldn't be more wrong. Let me explain.

Virginia is one of the fastest growing states in the country growing more than 14 percent in the past decade. The people who are coming to Virginia are also bringing their vehicles. For example, in the Richmond Metropolitan Area, the annual growth rate for vehicle registrations from 1992 to 2001 doubled the area's average annual population growth. Not surprisingly, vehicle travel is up 29 percent over the past 12 years.

The combined pressures from population explosion, the increase of vehicle miles traveled, and the deterioration of our existing roads have presented Virginia's regions with unparalleled challenges. One only has to look to Northern Virginia and Hampton Roads where people routinely deal with the effects of congestion with no relief in sight. Other regions are beginning to signal problems. The prognosis gets worse when you consider we don't have the money to fix existing problems and estimates suggest travel on Virginia's roads will increase another 40 percent during the next 15 years.

The movement of people and goods is vital to every region in Virginia and the country. All strive to provide a network of transportation options and services that foster efficient, timely movement of people and goods. The importance of this is underscored when one understands every region competes economically with other regions both within and outside the state. No one disputes having a solid transportation infrastructure across Virginia is in the Commonwealth's best interest. What is disputed is how we get there, but I won't get into that here –

What's important for advocates to remember is that there is a real risk that funding for transportation will dip into funding for health and human resources and education. The competition for funding critical needs for people with disabilities could be overshadowed by a transportation crisis that's not going to get better in the foreseeable future, but indeed, will likely get worse.

Addressing transportation needs is critical – but it can't be done at the expense of people with disabilities. We need to follow future deliberations and make sure that doesn't happen.

**Submitted by David William, Legislative Liaison**

**NRA 2006 Membership Drive  
Recruit New NRA Members Between  
June 1 and August 31  
To Be Eligible for Prize Drawings!**

**RECRUITERS:** Drawing for \$500-1 entry for each full NRA Member you Recruit or 4 entries for each Organization Member! Drawing for \$100 for each Student NRA Member you Recruit?

**NEW MEMBERS:** Drawing for \$100-each New Member's name will be entered in the drawing?

*All entries must be received in the NRA office by Friday, September 8, 2006. See the NRA Website for complete rules and entry details: [www.NationalRehab.org](http://www.NationalRehab.org)*



## LEADERS EMERGE !

***The VARL mission is to develop, improve, and strengthen leadership skills and practices in both public and private rehabilitation organizations.***

Summer is here and the weather is HOT and so are VARL's training workshops for 2006!!!

On July 20 in Richmond, we will present "Leadership Skills for Everyone – Improve leadership skills to improve job performance". Our presenter is Shirley Lyons who many of you may have heard before and if so, you know you are in for a treat and a learning experience! A flyer for this training will be in this issue of NewsNotes. Registration deadline is July 14. You may register with Margaret.gillispie@drs.virginia.gov. We truly hope that any and everyone in any capacity in the field of rehabilitation will make a decision to improve their leadership abilities by joining us for this training.

VARL will be very busy at the Collaborations Conference. Amy Armstrong, Ph.D, of Virginia Commonwealth University Rehabilitation Counseling, will present on Monday from 2 – 5:15 on "Leadership 101 – Whatever you are, be a good one!" Amy's humorous style coupled with her insights into mentoring and other leadership qualities will insure this will be worth your while. Also we will once again have a Leadership Chat in the lounge area after Amy's session. We will have a beautiful ocean view as we talk about "Challenging the Process". Come join us!!

On November 1 in Richmond, VARL is collaborating with STEPS INC to bring a trainer from NISH to present on "The Seven Habits of Highly Effective People" based on the best seller book by Stephen Covey. This will be another opportunity for VARL members and others to consider and learn new skills which will improve your life both personally and professionally. So save the date!! More details to come.

VARL members Teri Bertsch and Bonnie Hawley made a presentation on VARL to 65 Dept. of Rehabilitative Services' staff who were attending Skills for Leadership Training in Richmond on June 7 and 8. VARL provided a "Candy Break" to the participants as VARL shared information on the benefits of membership and told of our upcoming training opportunities.

Elections are just around the corner. VARL will be filling two Board positions as well as looking for a President Elect. If you are interested in serving, please contact any VARL officer and let us know. Serving as an officer or Board member is a great way to develop your leadership skills, serve your association, and get to know other members better. Its great fun and a very supportive group. NO FEAR!! Step up to the plate!

VARL is supporting VRA's biggest fund raiser, the 7<sup>th</sup> Annual VRA Golf Classic, again this year by being a hole sponsor. The tournament is on September 12 at Hunting Hawk Golf Course near Richmond. We need more players!! Do your part to support your association and either sign up to play OR let everyone you know who plays golf know about the tournament and encourage them to sign up. It is a lot of fun!

Welcome to our newest VARL member!! Amy Miller, Lead DRS Counselor, in Chesterfield has come on board. We invite each and every member and their guests to join us at our Board meetings. The

*VARL Leaders Emerge! (continued on page 9)*



Virginia Rehabilitation Association  
Presents  
**Gangs in Virginia:**  
A National, State, and Local Overview  
With

**Detective Keith Applewhite, Chesterfield Police Department  
Vice President, Virginia Gang Investigators Association**  
and

**Detective James Hope, Albemarle County Police Department  
Regional Director, Virginia Gang Investigators Association**

*Friday, September 8, 2006*

*9:00 a.m. – 12:00 noon*

*8:30 a.m. Continental Breakfast*

*Cost: VRA Members \$10.00 Non-Members \$20.00*

To register, contact Sharon Southard or Ellen Braswell by  
September 1st at (434)296-5621 or [Sharon.Southard@drs.virginia.gov](mailto:Sharon.Southard@drs.virginia.gov) or  
[Ellen.Braswell@drs.virginia.gov](mailto:Ellen.Braswell@drs.virginia.gov)

*Please make checks payable to Virginia Rehabilitation Association (VRA)  
Space is limited to 80 people*

**If you need disability accommodations, please let us know in advance**

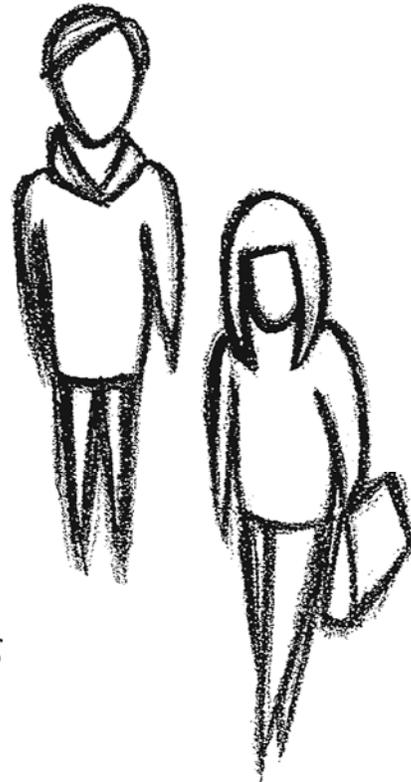
**Location: Albemarle County Office Building  
1600 5<sup>th</sup> Street  
Charlottesville, VA 22902  
I-64 Exit 120**

**(Approximately 1 mile south of exit)  
Please let us know if you need further directions**



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# NewsNotes

## VRA Dates to put on Your Calendar

09/18/06 VRA Board Meeting at Collaborations  
12/08/06 VRA Board Meeting

## VARL Leaders Emerge!

(continued continued from page 6)

next one is on July 20 as part of our lunch during our training workshop in Richmond and then on October 12 and December 7 we are back at the Dept. of Forestry in Charlottesville.

Come join us, check us out, get involved, and let the **Leader in you EMERGE!**

*The leader is the one who climbs the tallest tree, surveys the entire situation, and yells, "Wrong jungle!" But how do the busy, efficient producers and managers respond? "Shut up! We're making progress!" (Stephen Covey)*

Submitted by Susan Green, (804) 674-2326, [susan.green@drs.virginia.gov](mailto:susan.green@drs.virginia.gov)

*VARL 2006: President – Susan Green, President Elect – Carol Thacker, Past President – Margaret Gillispie, Treasurer - Eleana Boyer, Secretary – Bonnie Hawley, Board Members – John Phelps, Karen Stevens, Jim Hall, Shirley Lyons, Naomi Aitken, Ned Campbell*



Send VRA News for the October 2006 issue by **9/20/06**. Please send all the VRA articles by email to Steven Sommer at [steve.sommer@drs.virginia.gov](mailto:steve.sommer@drs.virginia.gov).

Please visit [www.vra.org](http://www.vra.org) for up to date information on what is happening in VRA!

## Run An Ad in the VRA NEWSNOTES

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## Mid Atlantic Region Reorganization Efforts - Update!

As many VRA members know, our Mid Atlantic Region has been largely inactive over the past few years. Over the past two years, VRA has taken the lead in reorganizing our Region. The major benefit to reorganization is representation. In order for the Mid Atlantic Region to be represented at Board Meetings, it is essential that the region has a recognized Constitution and By-Laws, an elected representative for the Mid Atlantic Board of Directors and submit an annual report. At this time, our officers are interim officers and have developed in collaboration with members of the other active states in the Mid Atlantic, a draft constitution and bylaws. The draft of the Constitution and By-Laws are enclosed in this issue of NewsNotes and are posted on the VRA website for your review and comment. Those from the other states who have been active are Stacia Edmundson of Maryland, Rick Walters of Pennsylvania and Ken Hergenrather from DC. We have also been in contact with Dr. Margaret Glenn, formerly of Virginia, now a professor at WVU. She has an active student chapter of NRA. As a courtesy, the Constitution and Bylaws will be sent to each member of the inactive states, West Virginia and Delaware. Once the members of each active state are able to review this Constitution and Bylaws for 30 days, it will be sent to the Constitution and Bylaws Committee of the NRA for review. Once that it is approved by that Committee, it will be sent to the NRA Board of Directors for final review.

On behalf of the reorganization committee for the Mid-Atlantic Region, I would like to thank Margaret Gillispie and Robin Metcalf for their valuable input and support during this time of rejuvenation of this Region. In addition, Eleanor Williams has been serving as Secretary and Evan T. Jones as Treasurer. Virginia members have been the driving force behind the reactivation of this region. Without an active and recognized region, the State Member chapters of the Mid Atlantic have no "voice" on the NRA Board. Now, with our renewed efforts, our voice will be officially heard on the NRA Board. As such, any concerns that you have regarding your membership organization, should be brought to the attention of Dr. Ken Hergenrather, our Mid Atlantic Representative to the NRA Board.

**Submitted by Bonnie Hawley, Interim President  
Mid-Atlantic Region  
NRA**

## RRTC Develops Successful Employment Collaborations Submitted by Lynne S. Talley, Grants Administrative Manager

In 2001 the Virginia Board for People with Disabilities identified the need to improve access to meaningful employment for adults with disabilities through innovative and collaborative mechanisms statewide, particularly enhancing community and business partnerships. A grant connecting staffing companies and private Employment Service Organizations (ESO's) was awarded to VCU-Research Rehabilitation Training Center (RRTC) in 2002 and offered a unique avenue to gainful employment for people with disabilities that was identified as not being adequately accessed. With the thriving partnership between VCU-RRTC and Manpower in the Richmond metropolitan area continuing and including successful job placement and barrier breakdown about the myths of working with staffing companies, the Board sought to replicate the concept in another area of the state. In July

*Employment Collaborations (continued on page 11)*



## Employment Collaborations (continued from page 10)

2004, the Board awarded a second grant to VCU-RRTC to replicate this project in the Roanoke area. The core objectives of this 18 month grant were to continue the model created in Richmond, Virginia, with Manpower while expanding it to Kelly Services in the Roanoke area. The grant specifically sought to change attitudes and increase the knowledge of both the staffing industry and ESO's, resulting in the placement of more individuals with disabilities into long-term employment.

Between July 2004 and December 2005, RRTC had referrals from 3 ESO's (Goodwill, Commonwealth Support Services and Career Support Systems), 1 DBVI counselor and 8 DRS counselors. Individuals with disabilities were placed into a variety of job occupations including production worker, inventory, administrative and office clerk positions. The salaries ranged from \$7.50 an hour up to \$9.50 per hour. A staffing specialist was hired by RRTC to provide training and technical assistance to Kelly Services, Manpower and the ESO's. The specialist answered questions, provided awareness training, assisted with communication issues and offered consulting on accommodation needs.

The project placed 21 individuals with disabilities (12 with developmental disabilities) into employment. Eight of the individuals continued employment for more than 6 months. At the end of the project the majority of the participants remained employed at their original job or received new jobs with higher wages. In one case study, the Goodwill Supported Employment Services (through DRS) referred a jobseeker to the RRTC project. The employee was a wheelchair user and the employer was concerned that it would not be safe moving through the production floor where forklifts regularly move and would have trouble seeing the employee in the wheelchair. The staffing organization made a simple and inexpensive accommodation by attaching a tall, bright red

*Employment Collaborations (continued on page 13)*

## Collaborations 2006—Call for VRA Awards Nominations

VRA has announced a Call for Awards with nominations being accepted until August 15, 2006. Please check the details on the VRA website at [www.vra.org](http://www.vra.org) on the Home Page, under Important Links! This is a special time of year and event to acknowledge and give recognition to colleagues, community partners, businesses, distinguished achievers, etc.. Please take time to make a nomination for someone you know in the field.

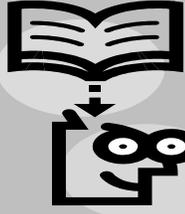
Thanks for accepting your NewsNotes and other association announcements electronically. It is a great cost savings measure for VRA and you usually will receive your news FASTER. We appreciate your willingness to contribute in this way.

**Submitted by Mary Kaye Johnston  
Communications Committee Member**

## Nominations Needed for VARL Board

VARL is looking for a few good people! If you are interested in getting involved please consider running for election as an officer or board member. We are developing our slate of officers for next year and are looking for candidates to run for president-elect, treasurer and two board member slots. If you are interested please contact Margaret Gillispie at [Margaret.gillispie@drs.virginia.gov](mailto:Margaret.gillispie@drs.virginia.gov). It is a fun organization, a great way to get involved and to develop your leadership skills!





## VRA Education Report

We are springing into ACTION now! Six trainings planned locally in addition to VRA sponsoring a speaker at The Collaborations conference.

The first training for the year was in May in Richmond and was presented by our very own VRA member, Shirley Lyons. Her topic was Change is not a Four Letter Word. The training was well attended and the audience feedback was very favorable. Shirley's interactive approach made for a fun yet informative training. Shirley helped the audience approach change with a positive attitude.

Our next training is schedule for July 14<sup>th</sup> and is entitled Brain Injury for Vocational Counselors: Focus on Critical Issues. This will be presented by brain injury specialists Patti Goodall, Anne McDonnell and Christine Baggini. The training will be in Richmond. A training flyer has been distributed to staff, ESO's and vendors.

Jack Smith and Margaret Gillespie are planning a training for August around the process of assisting consumers with mental health issues in returning to work, from the consumers perspective. Jack and Margaret are putting a panel together for this training. This training will take place in Roanoke. More details to follow. A training flyer will be out the beginning of July.

Ellen and Margaret are planning a training in Charlottesville on Sept 8<sup>th</sup> on Gangs in Virginia. Presenters included Detective Keith Applewhite and Detective James Hope. This training was very well received at the Transition Forum and there is much excitement about VRA offering this training in the Fall. A training flyer will be distributed the beginning of July. Space is limited to 80 people, so sign up quickly!

Bonnie Hawley has invited Dr. Hebda to the Collaborations Conference 2006 on behalf of VRA . He will address the topic of Interpreting Neuropsychologicals for Vocational Services. Please consider attending this training not only to learn more about neuropsychological reports but also to demonstrate your support of VRA.

On October 20<sup>th</sup> , we will have a training on Ethics, a Case Study: When Religion, Politics and Ethics Collide presented by Dr.Reid of VCU Dept. of Rehabilitation Counseling. This training will take place in Richmond.

Lastly, Jean Steveson and Annette Pope are working on a disability specific training for the Tidewater area on November 8<sup>th</sup>. More details in the Fall.

As Always, the Education committee would love to hear from you regarding training topics that you would like to see presented. Please contact [marie.worley@drs.virginia.gov](mailto:marie.worley@drs.virginia.gov) with your suggestions.

Education Committee members are: Ellen Braswell, Jack Smith, Annette Pope,  
Jean Steveson, Donna Grumiaux and Margaret Gillispie

**Submitted by Marie D. Worley, Education Chair**



## Calling all Rehabilitation Counselors and Educators

VRA is beginning to develop our new Rehabilitation Counselors and Educators (RCEA) division. We are seeking a few committed individuals to help get this new division off the ground. If you are interested in getting involved please contact Margaret Gillispie at [margaret.gioispie@drs.virginia.gov](mailto:margaret.gioispie@drs.virginia.gov) or Alison Mundy at [alison.mundy@drs.virginia.gov](mailto:alison.mundy@drs.virginia.gov).

**Submitted by Margaret Gillispie**



## Collaborations 2006—Virginia Beach

**COLLABORATIONS:** Reminder to watch for upcoming information on attending our organization's conference - the 10th Anniversary Collaborations

Conference 2006. We have a great slate of presenters planned including a Keynote by Terrie Glass, Leadership Solutions who will talk about

Balancing Your Life. Topics include Ethics, Positive Behavior Supports, Leadership, Autism, Immigration Issues, Transition, Outcome based Evaluations, SSI, Benefits issues, Personal Assistance, Dealing with incarceration, SE with consumers who have MI, Asperger Syndrome, Neuropsychological Evals and MUCH MUCH MORE!

**Submitted by Shirley Lyons, Collaborations Chairperson**

## Employment Collaborations (continued from page 11)

flag to the employee's wheelchair. The forklift drivers could then easily see the employee on the production floor. This simple accommodation through a collaborative partnership made this job placement a success. The employee has worked in this position since August 2005 and the employer continues to be pleased with his performance.

The funding for the project in the Roanoke Valley ended in December of 2005, however, the referrals have continued to flow from ESO's and Rehabilitation offices to Kelly Services and Manpower. Representatives from Kelly Services and Manpower expressed their desire to maintain and strengthen their relationships with the ESO and Rehabilitation contacts in the Roanoke area beyond the grant project.

The responses from the Staffing representatives concerning the project were overwhelmingly positive. Comments such as, I feel "more aware of the role of job coaches" and "the project has been very valuable overall." One staffing representative said: "There are still a lot of boundaries that block individuals with disabilities from employment. Through my experience with this program I have developed better relationships with the community rehabilitation and other agencies. I hope to continue to build the stepping stones to better awareness in the community and better education to our customers to make employment for these individuals a successful transition." All respondents said that they were more aware of services for individuals with disabilities, had formed a good working relationship with VR and/or the ESO representatives, and will continue to recruit and employ people with disabilities.

RRTC and the staffing agency identified several best practices to create a successful partnership between a job coach/rehabilitation counselor and a staffing specialist. The most important strategy for a successful partnership was a simple one -- create a person-to-person, not organization-to-organization, relationship. Regular and frequent communication between a job coach and staffing specialist that is open and honest is essential to creating successful and lasting partnerships.

Virginia Rehabilitation Association  
PO Box 71864  
Richmond, VA 23229-9998  
<http://www.vra.org>

PRESIDENT:	<b>Margaret Gillispie</b>
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