



NewsNotes

A Quarterly Publication of the Virginia Rehabilitation Association
2008 Fourth Quarter, October-Dec. No. 32

Presidential Pondering by Amy Miller

Wow! This is the best word I can use to describe the 12th Annual Collaborations Conference. I would personally like to thank the members of the Collaborations Planning Committee, particularly Alison Mundy and Jane Bennett for their hard work in making this conference such a success! All of the presenters, including our keynote speaker, Denise Bissonnette, provided an excellent opportunity to gain valuable information for everyone to use in their personal and professional lives. This year, VRA sponsored a training session at the conference: The Puzzle of Employment: Promoting Success of Individuals with Autism Spectrum Disorders presented by Joan E. Kester, HR Development Specialist and Senior Research Associate, Mid-Atlantic Rehabilitation Continuing Education Program, with George Washington University. I had several people tell me how pleased they were with the training. The conference ended, as always, with a wonderful luncheon and awards presentation. Congratulations to all of the recipients!

I also want to mention the wonderful turn out we had at the VRA Benjy Burnett Memorial Golf Tournament. It was a beautiful day for the golfers. It was a pleasure meeting all of Benjy's family and friends! Thanks, once again, to Howard Green and our VRA members for volunteering their time to make the tournament a success.

Keep your eyes open: Election ballots for new board members and officers for 2009 will be coming out soon, so make sure to cast your vote!

I want to remind members of our next board meeting. It will be held Friday, December 12 at

Presidential Pondering (continued on page 2)

The Virginia Rehabilitation VRA Legislative Liaison

Legislative Update: Credit Crisis, Recession and Virginia's Budget on October 10, 2008

Jon Markman probably said it best in his recent article, "The recent volatility on Wall Street is virtually unprecedented and is likely to remain so until every trader dies of heart failure or the banking system is recapitalized with pixie dust - whichever comes first."

Who could have imagined that financial icons like Bear Stearns, Merrill Lynch, Lehman Brothers, and Washington Mutual would be wiped out - or that the federal government would bail out American International Group with loans totaling \$122.8 billion - or even more shocking, that Congress would appropriate another 700 billion to purchase questionable assets from banks to free up the credit markets and prevent a global meltdown. And finally, who could have imagined that California Governor Arnold Schwarzenegger would recently alert Treasury Secretary Henry Paulson that his state might need an emergency loan of as much as \$7 billion from the federal government within the next few weeks. Amazing!

And worst yet, it's impossible to know if all the bad news is out - people are sacred and rightfully so. This past week was the worst week on record ever for the Standard and Poor (S&P) 500 Index which closed below the 900 level for the first time in 5-1/2 years. The Dow Jones is down approximately 40 percent from it's high a year ago. Nothing seems to be working to stem the carnage. The financial crisis has spread from the United States to Europe and Asia leaving the

VRA Legislative Liaison (Continued on page 4)



Presidential Pondering

(Continued from page 1)

10:00 AM at Resources for Independent Living, 4009 Fitzhugh Ave, Richmond, VA 23229. You are invited to join us and become involved. We would love to see you there!

This has been a wonderful year for me as President. I've enjoyed working with the board and VRA members. I thank you for all your support throughout this year. It has been a pleasure to work with such dedicated individuals. I am honored to have served as VRA President.

**Submitted by Amy Miller,
2008 VRA President**

Abuse Education and Safety Planning for Women with Disabilities

Blue Ridge Independent Living Center is proud to announce that we are one of 10 centers for independent living chosen from around the country to offer an abuse education and safety planning class for women with disabilities. The University of Montana Rural Institute on Disabilities was awarded a grant from the National Institute on Disability and Rehabilitation Research (NIDRR) to develop and evaluate the "CIL-based Abuse Education and Safety Planning Program for Women with Disabilities. They are collaborating very closely with other institutions and organizations on this project including Baylor College of Medicine's Center for Research on Women with Disabilities (CROWD), SafePlace ASAP, IndependenceFirst, Portland State University, and Innovative Thinking, Inc.

**Submitted by Karen Michalski,
Director of Blue Ridge
Independent Living Center**

VRA Foundation

The mission of the VRA Foundation is to increase excellence in personal living and upward mobility of members of the Virginia Rehabilitation Association through educational assistance as they provide advocacy for the disabled population of the Commonwealth of Virginia. In essence the VRA Foundation provides Grant In Aid scholarships to deserving VRA members and their families, so that they can defray educational costs and further their education. It is a wonderful benefit of your VRA membership.

Since its inception in 1987 the Foundation has awarded more than \$13, 350 in scholarships and this year awarded scholarships to four worthy recipients. You can find out more about the Foundation and see their pictures and notes of thanks on the VRA website, www.vra.org.

This year the Foundation Board set a goal to raise \$1500 so that we can increase the amount of scholarships we provide in future years. Your contributions are tax deductible and will help to grow our base investment. This will increase the interest and dividends we earn, which can be awarded in scholarships. We raised a portion of our goal at Collaborations this year and also plan to have an end of year fund drive. With that said, please remember us as you plan for your annual giving.

Donations can be send to Mary Kaye Johnston, Foundation Secretary-Treasurer at 4612 Kingsrow Drive, Glen Allen, Virginia 23060. Help us so that we can help others!

Margaret Gillispie – Foundation Chair
Bill Burnside – Vice Chair

VRA Foundation (continued on page 5)

Let VRA Work For You



VRA Dec. meeting date change!

We are changing the VRA

December Board Meeting to Friday, December 12. I want to make sure everyone attends. We have some important things to discuss. We will also have new members coming aboard so this will be a great time for "seasoned" members to share with our new folks coming on board. Please change your schedule and make every effort to be there!

There will be food!

Have a great day!

Amy Miller

2008 VRA President

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VRA Legislative Liaison (Continued from page 1)

Group of Seven major industrialized countries to scramble for ways to coordinate central banks efforts to resolve the credit freeze.

So it's not exactly a well-kept secret that today's economy is weaker than what was expected when the budget was approved last session. Higher inflation and increases in commodity prices for such things as oil, have kept the Federal Reserve in check trying to do a balancing act between raising rates to fight inflation and lowering them to help a worsening economy. The housing market has collapsed, weekly job losses continue to mount, and the consumer has pulled back on spending. Throw in the current global credit crisis with the wall street meltdown, it doesn't take a lot to see the economic situation is not going to get better overnight - in fact, it may even get worse.

The state budget is not a static document, but rather a dynamic process that is driven by economic and revenue trends. When general fund revenues are insufficient to meet general fund appropriations as authorized by the General Assembly, the Governor may withhold funding.

Yesterday (October 9), Governor Kaine did just that by announcing an executive spending reduction plan to meet a projected shortfall of \$973.6 million for fiscal year (FY) 2009 and \$1.54 billion for FY 2010, or just over \$2.5 billion for the biennium. Some legislators have already challenged the new forecast saying the shortfall is closer to \$3 billion.

The new revenue forecasts predict a decline in the general fund budget for fiscal year (FY) 2009 of 4.0%, and show a very slow growth of 3.6% in FY 2010. Again, some are saying the latter figure is far too optimistic. When the current budget was being crafted last session, the Governor's projections were also challenged and lowered by the legislature. Look for this happen again when the General Assembly convenes in January.

To meet the shortfalls, Governor announced he's laying-off 570 state workers, eliminating approximately 800 unfilled positions, imposing a hiring freeze, imposing reductions of five or seven percent to institutions of higher education, closing six prison units, delaying the planned 2% salary increases for state employees until next year, and wants the legislature to sign-off on a 400 million withdrawal from the rainy day fund.

But what does this mean to us as advocates for people with disabilities? The short answer is fewer services for people with disabilities. The 2008 general fund appropriation of \$4.1 billion for Health and Human Resources is proposed to be reduced by \$48.5 million with 61 employees being laid off. If you look at the proposed reduction as a percent of the general fund available for reduction (\$874.6 million), the reduction equals about 5.5 % which is the lowest of the three budget cut scenarios - 5%, 10% and 15% - Governor Kaine had previously requested from state agencies.

The Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS) is targeted for 32 layoffs and general fund reduction \$4.9 million. Similarly, millions of dollars are proposed to be cut from community services boards, agencies that provide mental health and substance abuse counselling. Social Services will cut \$20.9 million and layoff nine employees.

The general fund impact for the Department of Rehabilitative Services (DRS) totals \$2.6 million, but by supplanting general fund dollars with federal dollars and eliminating vacant positions, the actual

VRA Legislative Liaison (Continued on page 5)



VRA Foundation

(Continued from page 2)

Mary Kaye Johnston – Secretary-Treasurer
 Bonnie Hawley – Board Member
 Lynn Kushner – Board Member
 Howard Green – Board Member
 Altamont Dickerson – Board Member

For more information contact
 Margaret T. Gillispie, M.S., CRC
 Blue Ridge Regional Director
 Department of Rehabilitative Services
 2250 Murrell Road, Suite F
 Lynchburg, VA 24501
 phone (434) 947-6721
 fax (434) 947-6723
 cell (434) 238-7160

Submitted by Margaret T. Gillispie



Legislative Liaison

(Continued from page 4)

reduction in service is about \$2 million. The \$500 thousand dollar appropriation, VRA successfully lobbied for a couple of years ago to reduce the order of selection (waiting list) for vocational rehabilitation services, is being reduced by \$422,760 or 84% percent. Just as painful, Long term Employment Services (LTESS) and Extended Employment Services (EES) are each reduced 15% meaning LTESS will be cut \$753,446 and EES will lose \$504,292. These are two programs VRA and other advocacy organizations have fought to not only protect, but to expand in previous years.

When you see the reductions translated into actual dollars to fund services, you realize that they are not only needed, but in many cases, critical to people with disabilities to live independently in their community or to experience the rewards of having a job. Only then do you begin to understand the deleterious effects of budget reductions. I'd like to tell you things are going to get better next year, but the truth is that next year's cuts will be more painful with a better than even chance the Governor's revenue projections will have to be revised downward yet again. Let's hope and pray they don't -

**Submitted by David Williams,
 Legislative Liaison**

Bush's Father Joins President at Bill-Signing

WASHINGTON (AP) — With his father looking on, President Bush on Thursday signed legislation expanding the protections afforded by the landmark Americans with Disabilities Act to those who can use medication or other devices to treat impairments.

The original law was enacted in 1990, when former President George H.W. Bush, the current president's father, was in office. The act is widely regarded as one of the major features of civil rights legislation in the 20th century because it ensured that the disabled have access to public buildings and accommodations, thus giving them better access to the workforce.

ADA Signing (Continued on page 12)



VARL

LEADERSHIP

Virginia Association for Rehabilitation Leadership

“The VARL MISSION is to develop, improve and strengthen leadership skills and practices in both public and private rehabilitation organizations.”

The 2008 Collaborations Conference has come and gone and we were pleased once again to sponsor Amy Armstrong in her two part presentation. All the feedback was extremely positive and we heartedly thank Amy for her PEARLS of wisdom!

VARL also presented it's first Annual Emerging Leader award to Maggie Butler, a member from the Tri-City area. We are proud to say that with Maggie's award comes a membership to VARL – we look forward to having her lend us her talents.

VARL will also be sponsoring a Situational Leadership training on October 29th and all indications are that this will be a Standing Room Only event. Thanks to STEPS, Inc for co-sponsoring and helping us sincere nationally known presenter Sabrina Harmon.

We are 56 members strong and continue to be the largest chapter of the National organization. We invite each and every one of you to our quarterly meetings which will be from 10:00 AM to noon, with a half-hour training experience starting at approx. 11:30 AM.

Our final meeting of the year will be Thursday, December 4 (host site - Richmond).

Our election of officers occurred in September and we are proud to welcome President Elect Naomi Aitken, Board members Ralph Figaro and Kem Kirby and our re-elected Treasurer Eleana Boyer. CONGRATULATIONS to all!!!!

Special thanks to our board members who are rotating off the Board – Ned Campbell and Naomi Aitken.

Leadership training continues to be a strong need and we will look for more ways to provide the training to you as we enter 2009. We encourage you to hold Leadership chats at your staff meetings...even if you are not the “organized” leader. Anyone can discuss leadership. The Elections and the candidates leadership styles are always a good way to discuss the kind of leader we all want to be. Another way to introduce the topic is around changes in our environment – budget cuts, systems and process changes, etc. How do we empower each other and our leaders to make the kind of participatory decisions that good leaders make to ensure that the followers feel they have been heard? That topic alone is good for a lunch time discussion.

I challenge each of us to use 15 minutes of your next staff meeting and talk about leadership – that is one way to help us all EMERGE!!!!

VARL Leaders Emerge! (continued on page 12)



Yearly Award Presentations Made at Collaborations 2008

VRA – VRA President Amy Miller & Awards Committee Chair Eleanor Williams

Norman C. Hammond – Boddie-Noell – Carol Pulm

Franz Stillfried - Linda Broady-Myers

R.N. Anderson – Margaret Gillispie

Distinguished Achievement – Tazewell Winston & Ericka Umbarger

Corbett Reedy – Carolyn Craddock Turner

Don T. Johnston – Maggie Butler

VARL – Emerging Leader – Maggie Butler

vaACCSES – Shirley Lyons & vaACCSES President Bruce Patterson

Staff – Chris Lavach, Valerie Adkins & Barbara Riggs

Employer – INOVA Fairfax Hospital

Community Partner – ICON

VaAPSE – Pat Norton & APSE President Donna Bonnesi

Employer – Homemades By Suzanne – Kimberly & Roger Mills

Employee – James Tench working at Moss Supply [7 guests]

Provider – Sandra Rhymer [CSS]

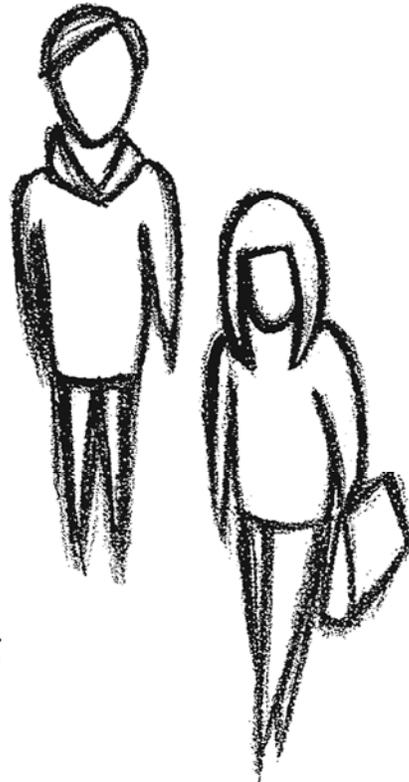
VRA Meeting will be December 12, 2008 at 10 a.m.

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Communications Committee

Check the VRA website at www.vra.org for updates on the calendar, home page, and legislative news. Information includes VRCEA Division news, WWRC STAR trail, NRA Conference, VRA training, etc.,

Thanks for receiving your association notices electronically. It is faster communication to you and save the association postage and mailing.

Have a great FALL day!

Mary Kaye Johnston
Communications Committee



Send VRA News for the January 2009 issue by **12/20/08**. **Other news from the VRA Board Meeting can be submitted 5 days after the meeting.** Please send all the VRA articles by email to Steven Sommer at steve.sommer@drs.virginia.gov. Also read the NewsNotes at www.vra.org

Do You Have Access to a Computer?

Do you have an email address? If so, and you are currently receiving the VRA NewsNotes and other association notices by mail, we would like to invite you to accept your association news electronically. Please let us know if you are willing to get your newsletter electronically by contacting VRA at mkaye1@cavtel.net or go to the contact page at www.vra.org. YOU will receive updates and news more expediently and will add to the conservation of the associations financial resources. Notification of updates to the website can be sent to you via email.

Your favorable consideration will be greatly appreciated.

Submitted by the Communications Committee

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Kudos From James Rothrock, DRS Commissioner

In light of some of the bad budget news from last week, this is offered to focus on some good news!

October has always been a time when we can focus the community's attention on the importance of hiring Virginians with disabilities AND to acclaim some of our own accomplishments in fulfilling our agency's mission. This email will highlight some of these accomplishments and cite awards of some of our own who continue to be exemplary in our services.

As we close out our federal fiscal year, we are assessing some major accomplishments in our VR program. With funds not nearly sufficient for all of our needs, we continue to assist Virginians with disabilities go to work. We have realized about a 7% increase in the number of persons being served from last year and moreover, with not all data scrubbed yet, we are approaching the historic levels of 26s that we had last year (4266) and will surely break the 4000 26 threshold. To all of our FRS staff—Kudos' for a job well done.

In our DDS program, we also went above and beyond the call. Our DDS staff exceeded expectations in total cases budgeted, initial claims processed, and cleared AND in CDRs (continuing disability reviews). In our Region (DE, DC, MD, PA, and WV) we came in a solid 2nd in ranking of states and distinguished ourselves again. Thanks to all in our DDS!!!

Our leader in DDS, Robbie Watts, was awarded the Earl B. Thomas Award. This national award presented annually in recognition of an administrator of a disability agency for constant contributions to the Social Security disability program that far exceed the responsibility of the position and who is actively supportive of the advancement of the National Association of Disability Examiners.

Early last week, I was fortunate to attend the Awards Ceremony at the Collaborations Conference. Many distinguished leaders were acknowledged for their good works, but from our own at DRS we saw the following honorees:

- * Margaret Gillispie—received the prestigious R. N. Anderson Award for Leadership. This was earned by Margaret's stellar record as a VRA Member and her demonstrated excellence in services to persons with disabilities.
- * Carolyn Turner—declared the winner of the Corbett Reedy Award for Excellence. Carolyn's encyclopedic knowledge of disability programming and her commitment to her staff, fellow workers, and to those consumers who benefit from her services were noted among her many contributions to the field.
- * Maggie Butler—acknowledged as a double winner for both the Don T. Johnston President's Award and the VARL Emerging Leader Award. Maggie, one of our newer VR Counselors, has been able to demonstrate her enormous potential through her work at her job and as an active member of the VRA. Her tireless efforts and strong commitment to the rehabilitation profession were keys to her recognition.

Numerous other awards were made citing exemplary efforts of Virginians with disabilities, some of

Kudos from James Rothrock (continued on page 14)



Virginia Rehabilitation Counselors and Educators Association

This past year has been a busy one for the Virginia Rehabilitation Counselors and Educators Association. We are in our second year and we have been growing. We have experienced a few Officer and Board changes, including the recent resignation of our former President-Elect, Ellen Braswell, who moved out of state. We have had some great people representing VRCEA in 2008, and look forward to great representation in 2009!!! The election for the 2009 Officers and Board of Directors is (almost) over, and here are the results:

President

Debbie Veale

President-Elect

Richard Kriner

Past-President

Susan Cianfaglione

Secretary

Margaret Gillispie

Treasurer

Lori Schultz

Class of 2009

Mary Kaye Johnston

Sandy Mottesheard

Class of 2010

Barbara Spence

Emily West

Class of 2011

Kathy Wright

TBA (voting in progress)

I am extremely honored to have worked with the 2008 Officers and Board of Directors, and would like to acknowledge their hard work this past year. I could not have done it without them!!!

Susan Cianfaglione
Ellen Braswell

John Santoski
Mary Kaye Johnston

Sandy Mottesheard
Lori Schultz

Barbara Spence
Emily West

VRCEA sponsored several trainings throughout the state in 2008. Dr. Allen Lewis presented "Working with Culturally Diverse Individuals with Disabilities." Dr. Vernon Sylvest presented "The Formula, Who Gets Sick, Who Gets Well, Who is Unhappy, Who is Happy and Why" following a presentation at last year's Collaborations Conference to a 'standing room only' crowd. And Susan Green presented a workshop entitled, "Discover and Express Your Voice and Inspire Others to Find Theirs." Her workshop was so successful that VRCEA will offer this training again in December. VRCEA sponsored Dr. Marinell Miller of the Hampton Veterans Administration at the 2008 Collaborations Conference. VRCEA has several workshops currently being developed for 2009, and is excited about the opportunity to advance the professions of rehabilitation counseling and rehabilitation education through professional trainings.

VRCEA has great plans for 2009, such as increasing our involvement in legislative issues, developing relationships with local colleges and rehabilitation agencies, planning for VRCEA sponsored awards for 2009, preparing for Rehabilitation Counselors Day and participation in the VRA sponsored Golf Tournament, just to name a few.

VRCEA (continued on page 12)



VARL Leaders Emerge! (Continued from page 6)

Look for more information on the web site and via email. We hope many of you will join us to see what is happening in the world of Leadership development.

Yours in leadership,

Shirley Lyons, VARL President, lyo@co.henrico.va.us

VARL 2008: President – Shirley Lyons, President Elect – Jack Smith, Past-President – Jim Hall, Treasurer - Eleana Boyer, Secretary – Amy Mosher,

Board Members Naomi Aitkin, Teri Bertsch, Ned Campbell, Doug James, vacant and Jane Bennett

Submitted by Shirley Lyons, VARL President

VRCEA (Continued from page 11)

While membership has grown during 2008, VRCEA is in the process of recruiting new members. New Member Kits and Membership Recruitment Kits have been developed, and we hope to see a substantial increase in 2009.

If you would like to become involved in promoting the field of rehabilitation, as well as expand your knowledge through upcoming opportunities and trainings, in addition to gaining those valued CRC credits, just let us know!! For further information about VRCEA, please contact:

For further information about VRCEA, please contact:
Debbie Veale 757-865-3111
deborah.veale@drs.virginia.gov

Submitted by Debbie Veale, VRCEA President

VRCEA Election Results

Debbie Veale, President; Richard Kriner, President Elect; Secretary, Margaret Gillispie; Treasurer, Lori Schultz; Board, Kathy Wright and Bonnie Hawley.

ADA Signing

(Continued from page 5)

But since its passage, the Supreme Court has generally exempted from the law's anti-discrimination protections those with partial physical disabilities or impairments that can be treated with medication or devices such as hearing aids.

The bill Bush signed on Thursday in the Oval Office directs the courts to a more generous application of the ADA's definition of disability, making it clear that Congress intended the law's coverage to be broad and to cover anyone facing discrimination because of a disability. It took months of difficult negotiations with the business community to arrive at a compromise.

Bush signed the bill without public comment or fanfare.

For more information about the law visit ADA.gov. Visit the Civil Rights section of Disability-Info.gov for additional re-





“Discover and Express Your Voice and Inspire Others to Find Theirs” (Stephen Covey)

Presented by the

Virginia Rehabilitation Counselors and Educators Association (VRCEA)

The world has changed profoundly since Stephen Covey published his bestselling book, The Seven Habits of Highly Effective People.

A new mindset, toolset, or habit is needed to take us beyond effectiveness to greatness! When you engage in work that taps your talent and fuels your passion, that is your voice, your calling.

This workshop will share information and teach strategies to achieve The 8th Habit: The call and need for fulfillment, passionate optimism, and significant contribution. .

Come join us!

Presenter: Susan Green, M.S., Rehabilitation Counseling

Susan has been training rehabilitation professionals for over 25 years and is currently Trainer/Staff Developer/Coach for the Va. Dept. of Rehabilitative Services. She has worked as a rehab counselor and a rehab program manager. She has expertise in working with many special consumer populations, in leadership development, and in caseload/time management.

Wednesday, December 3, 2008

10:00 a.m. to 3:00 p.m.

Roanoke area – specific location to be announced

VRCEA Members \$10.00 Non-Members \$15.00

CRC Credits available

Pre-registration/payment requested due to limited seating.

Contact Mary Kaye Johnston by November 28, 2008 at (804) 662-9968

Or marykaye.johnston@drs.virginia.gov

**If ADA accommodations
with your request by November**

**needed, you must register
24**



Kudos from Jim Rothrock

(Continued from page 10)

our key vendors and partners, and employers who have distinguished themselves in finding ways to employ our clients. The entire event underscored the importance of partnering and collaborating for a common purpose.

Senator Charles Colgan was in attendance to accept the Collaborations Leadership Award due to his more than 3 decades of sound legislative advocacy for a wide array of disability initiatives.

I know you join me in offering a big THANK YOU to all of these winners, particularly since these are not the best of times in relation to budget.

So many more of our staff have gone from Good To Great this year and to all of those unnamed above—THANK YOU. Take care.

Submitted by James A. Rothrock
Commissioner
Department of Rehabilitative Services
Richmond VA 23229
Phone: 804-662-7010

Virginia Department of Veteran Services' Wounded Warrior Summit at WWRC on November 6-7, 2008

Virginia Department of Veteran Services' Wounded Warrior Summit AT WWRC 11/6-7

WWRC to Host Virginia Department of Veteran Services' Wounded Warrior Summit Painting a Moving Train

9/15/2008 – Fishersville, VA – The Woodrow Wilson Rehabilitation Center will be the site of a Wounded Warrior Summit, Painting a Moving Train, on November 6 and 7. The summit, which targets behavioral health care and rehabilitation professionals, brain injury service providers, and other health care professionals, will deliver clinical training on combat stress injuries, working effectively in the military culture, diagnoses, and injury assessment. CAPT Catherine Wilson (USN Ret), Executive Director of the Virginia Wounded Warrior Program, will discuss this Virginia's wounded warrior initiative and funding that may be available to communities in early 2009. Veterans and family members who have experienced the effects of combat stress and traumatic brain injury will be present to share their experiences.

The summit is sponsored by the Virginia Department of Veterans Services in partnership with the Departments of Rehabilitative Services and Mental Health, Mental Retardation and Substance Abuse Services. Participants may attend the summit on site at the Woodrow Wilson Rehabilitation Center in Fishersville, Virginia, or may participate via video conferencing at remote sites in Bristol, Martinsville, Norfolk, Williamsburg, Fredericksburg, Chantilly, and Richmond. For more information, visit www.virginiaforveterans.com

Submitted by Keith W. Burt



Virginia's Comprehensive One Stop Centers

The 2006 General Assembly enacted legislation to strengthen the workforce development efforts in Virginia by designating the Governor as the Chief Workforce Development Officer and enumerating certain actions to ensure furtherance of the goal for an improved workforce system. The Governor is charged with ensuring that workforce development efforts are implemented in a coordinated and efficient manner to streamline the system and eliminate redundancy. In December 2006, Governor Timothy M. Kaine issued the Commonwealth's first-ever Workforce Development Strategic Plan which includes a strategy to support a seamless workforce development system through the establishment of a comprehensive One Stop service delivery center in each of the workforce areas. In January 2008, Governor Kaine issued Executive Order 61 which gave authority to the Senior Advisor for Workforce to oversee the development of comprehensive integrated seamless local One Stop workforce delivery systems in cooperation with the Workforce Sub Cabinet.

Sites are currently being identified to be developed as integrated comprehensive One Stop Centers by 2010. The development of these sites will be coordinated and facilitated by the Governor's Senior Advisor for Workforce.

The concept of integrating multiple resources from various organizations in one space provides operation and cost efficiencies for those organizations participating in the One Stop initiative. These efficiencies are achieved by sharing common spaces such as reception areas and interview, meeting and break rooms. Leveraging the combined space needs of a larger group into a single lease transaction achieves more favorable lease terms and conditions.

Anchor Partner Programs

The Virginia Employment Commission, Department of Rehabilitative Services, Virginia Community College System, and the Workforce Investment Board (WIB)/One Stop Operator (Workforce Investment Act Title I Adult and Dislocated Worker Programs) are anchor One Stop partner programs in the comprehensive One Stop Centers. Anchor One Stop partners along with other One Stop partners develop comprehensive One Stop plans in cooperation with the WIB.

Model Integrated One Stop Center - Charlottesville

In December 2008, Governor Kaine announced the opening of Virginia's first comprehensive Workforce One Stop Center in Charlottesville to serve jobseekers and businesses in the region from one central location. The Charlottesville Workforce

Center houses local and state government agencies and not-for-profit organizations and operates as a collaborative office. It serves as the model for future One Stop Centers to be located throughout the Commonwealth. The state-of-the-art facility features shared programming open to the public in areas such as resume writing, educational training for the GED, post-secondary education, finance management, and job services.

The Center is located at 2211 Hydraulic Road in Charlottesville and represents the first time that em-

Virginia's Comprehensive One Stop Centers (continued on page 16)



Virginia's Comprehensive One Stop Centers (Continued from page 15)

employment-related service agencies are in one location and the customer experiences true "one-stop shopping" by having their employment needs met under one roof.

Employers can access the following services at the One Stop Center.

- Job Listings
- Screening of Candidates
- Vocational Evaluations: One Stop services include comprehensive vocational evaluation and assessments for individuals seeking employment. Evaluations are used to identify academic achievement and aptitude, work skills, transferable skills and career interests. Employers can take advantage of computerized skills-based matching to identify potential candidates for their open positions using local, statewide, and nationwide job seeker databases. This service can be accessed in person or by telephone, e-mail, or the Internet.
- On-site Recruitment and Interviewing: Employers can recruit on-site at the One Stop Center. Space is also available to conduct private interviews with applicants.
- Testing: One Stop staff can administer tests and skill evaluations required for appropriate job placement, eliminating the need for the employer to purchase specialized software packages.
- Job Analysis: Descriptive information on occupational profiles and training can assist employers in identifying workplace competencies to help them develop better job descriptions to fit their work environment. Vocational evaluators are available to provide employers with assistance in developing or revising position descriptions, consultations for accessibility, and identifying and recommending reasonable accommodations for prospective and existing employees with disabilities.
- Labor Market Information: Economic information covering the business picture and labor market is available and there is also information on the unemployment benefits and tax system.
- Charlottesville Area Workforce Network: The Network is an alliance of workforce development professionals, that includes both public and private organizations designed to enhance partnerships with the business community. The Network provides businesses with easy, cost-effective access to diverse applicant pools through a variety of incentives and resources. Business representatives can make presentations about the company's specific hiring needs and job opportunities at monthly Network meetings.
- Follow-up: Services are offered to eligible clients after placement to assist in acclimation to the company's environment and requirements.

Designated partner staff participated in and will participate in the Virginia Workforce Network staff certification program. In addition, staff are involved with case-management instruction, agency/office cross-training and shared function procedures. Each organization is linked by common, shared intake procedures for jobseeker and business customers. The Center is functioning under a shared funding cost structure by all participating organizations. Resources from all partners are being used and shared to accommodate the concept of a comprehensive One Stop Center.

The following agencies have a presence at the Center:

- Virginia Department of Rehabilitative Services
- Virginia Employment Commission

Virginia's Comprehensive One Stop Centers (continued on page 17)

Virginia's Comprehensive One Stop Centers (Continued from page 16)

- Piedmont Virginia Community College
- Department of Veterans Services
- Workforce Investment Act (WIA) Staff
- Charlottesville Department of Social Services
- Jobs Corps
- Virginia Department of Education
- George Mason University Virginia Procurement Technical Assistance Program
- WorkSource Enterprises
- Goodwill Industries of the Valley
- The Choice Group
- Career Support Systems
- Jefferson Area Board for Aging (JABA)

Governor Kaine said: "Citizens and employers will receive high quality services and training from the dedicated partners of the Charlottesville Workforce Center. Upcoming One Stop facilities will model this Center's comprehensive approach to partner cooperation and integrated efficiencies".

Submitted by Ben Blumenthal

Chesterfield CSB Embraces Client-Directed/Outcome Informed Approach

Demonstrating commitment to the Recovery Movement, Region IV launched an ambitious training initiative in 2007 to educate agency administrators, therapists and case managers about a different way of partnering with consumers to monitor effectiveness of services. Representatives from Chesterfield CSB attended a series of regional workshops featuring Scott Miller, Ph.D., Barry Duncan, Ph.D. and David Mee-Lee, M.D. The clinical practices of these internationally acclaimed clinician-researchers are grounded in the belief that consumers know best what they need and want in life and therefore are in a better position than service providers to evaluate whether mutually developed service plans effectively address their needs.

After participating in Region IV's training initiative, the nine-member Adult Mental Health Services Team at Chesterfield CSB responded to the challenge of implementing a Client-Directed/Outcome-Informed approach to therapy. While already skilled in establishing a good working alliance with consumers, team members discovered that closely attending to consumer feedback on two rating scales administered each session requires a high degree of openness and flexibility. The Outcome Rating Scale administered at the beginning of every session asks consumers to rate how they feel they are doing individually, in close relationships, in social relationships, and in an overall sense of well-being. Consumers' self-reported perception of progress in these domains (or lack thereof) then becomes the focus of the session.

Client-Directed/Outcome Informed Approach (continued on page 18)

Chesterfield CSB Embraces Client-Directed/Outcome Informed Approach (Continued from page 17)

Equally important is the Session Rating Scale which solicits feedback at the end of each session on the quality of the therapeutic alliance. Consumers are asked to indicate the extent to which they felt heard, understood and respected, whether they talked about or worked on what they wanted, whether the therapist's approach was a "good fit," and whether there was something missing in the session or it generally seemed "right" overall. Such feedback is crucial in helping clinicians tailor interventions and therapeutic approach to better meet consumers' needs.

A year of experience with the Client-Directed/Outcome-Informed approach has both challenged and energized Chesterfield's Adult Mental Health Services Team. Continuous dialogue about treatment efficacy ensures that the consumer-therapist partnership remains focused on outcomes as well as the quality of the therapeutic alliance. ORS scores plotted on a graph indicate at a glance whether therapy is on track. And when SRS results are compared with ORS scores, it is immediately apparent whether the therapeutic relationship has become the primary focus of therapy at the expense of successful outcomes. When consumers achieve treatment goals--or it is evident that therapy is not likely to produce desired results--the consumer-therapist team collaboratively develops alternative services, activities or community resources to support recovery.

**Article written by Jacquelyn Hill,
Clinical Supervisor of Chesterfield's
Adult Mental Health Services**

Plenty of Activity in the World of Intellectual Disabilities

Beginning in August and continuing until April 2009, the Office of Intellectual Disabilities at the Dept. of Mental Health, Mental Retardation and Substance Abuse Services is holding training for CSB case managers and for some private providers on a new assessment tool and plan that everyone will need to adopt. The Supports Intensity Scale is an assessment developed and promoted by the American Association of Intellectual and Developmental Disabilities (AAIDD) which looks at the supports an individual needs to live a "normal" life in their community. It requires staff to listen to the individual's wants and desires as well as the things they need to be safe. The system change involves using this one assessment for the Case Manager and all the providers, and using this assessment to develop a plan that is much more person centered than past plans have been. This is a major shift that requires CSB's and providers to re-evaluate how they write plans and how they think about plans. According to the staff at OID, the plan is currently being reviewed by DMAS to determine how it will meet the regulations in the Medicaid manuals. The plan is to roll out the training and begin a three year implementation plan in April 2009, where 1/3 of the Medicaid Waiver cases will be converted to this new assessment and plan each year. At the end of the three years, everyone will be converted. The plans will be renewed annually and the SIS will be redone every three years. Further information can be obtained on the DMHMRSAS website.

**Submitted by Shirley Lyons, - summarizing a presentation
from the 2008 Collaborations Conference**



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