

VocRehabVermont



2011 Annual Report

A Message from the Director

VocRehab Vermont has completed another successful year helping Vermonters with disabilities to work in their communities. We assisted 1622 people to become successfully employed in jobs that matched their skills. This represents a 6% increase over last year in what continues to be a very tight labor market.

We think our success is related to the strength of our counseling staff and the competence of our community rehabilitation partner, the Vermont Association of Business, Industry and Rehabilitation. We are also excited about “progressive employment”. Beginning with ARRA funds, we piloted the practice of progressive employment in all of our offices. Progressive employment is a continuum of work trials, from job shadows to OJTs that allow both the job seeker with a disability and the employer a low risk work trial. Our experience has been very positive for both our customers, the job seeker and the employer, and 78% percent of the time results in permanent, competitive employment. We are working to make progressive employment an evidence-based practice.

We have continued our implementation of Creative Workforce Solutions (CWS), an initiative to make employment a primary outcome indicator across our umbrella Agency of Human Services, to coordinate employer outreach locally and most importantly to improve employment outcomes. The twelve local CWS teams have gained traction, are fully functional in most areas, job leads are being shared across AHS programs and employment outcomes achieved.

Excitement is building as we take our Youth in Transition Program to the next level of performance excellence. We are rolling out a pilot of partnering VR Transition Counselors with Youth Employment Specialists in four sites. YES staff will be dedicated to job development and placement for youth in transition from school to work. We are working with TransCen, a nationally known

We assisted 1622 people to become successfully employed in jobs that matched their skills.

organization dedicated to improving employment outcomes for youth in transition, to enhance and evaluate our YES pilots.

We continue to have a strong and productive partnership with the State Rehabilitation Council. The Performance Review Committee and the Policy and Procedures Committee do real work evaluating programs and policies for the Division. We greatly appreciate the work of these two committees and the Council as a whole.

We will work in the upcoming year to continuously improve our program to increase the satisfaction levels for both our customers – the job seeker with a disability and the employer.

— Diane Dalmasse, Director

Mission, Vision and Key Practices

Mission

The mission of VocRehab Vermont is to help Vermonters with disabilities prepare for, obtain, and maintain meaningful employment and to help employers recruit, train and retain employees with disabilities.

Vision

- The customer will be the first priority for VocRehab Vermont staff and community partners.
- All VocRehab Vermont customers will have the opportunity to earn a livable wage.
- All VocRehab Vermont staff will be valued and empowered.
- VocRehab Vermont will have the resources to meet the needs of all Vermonters with disabilities and employers who seek our services.

Key Practices

VocRehab Vermont wholeheartedly embraces the Agency of Human Services’ (AHS) Four Key Practices:

Customer Service

We conduct biannual customer satisfaction surveys for both our customers with disabilities and our business partners.

Holistic Services

We work effectively with AHS partners.

Strengths-Based Relationships

We constantly reassess policies and practices to acknowledge strengths of consumers and staff.

Results-Oriented

We pay close attention to strategic planning and outcomes analysis to ensure continuous improvements.

Success Story: Joe

Joe had a pattern of losing jobs because he was misunderstood and his coworkers did not feel comfortable with him because he is “different”. Due to this history of job failures, he was feeling very rejected and insecure, even stating that he was “terrified” to return to a workplace. He expressed on a number of occasions that he appreciated being able to receive services through Voc Rehab in an environment in which he never felt he was being judged. It was clear that finding the right work setting in which he could feel accepted and valued would be crucial to him being able to be successful.

We discussed the idea of doing a work experience to get past his fears of returning to work, and he began volunteering with an employer who recognized his diverse abilities and came to rely on him more and more. After a trial period of six weeks, he was hired for a 20 hour per week position, and after several more weeks, his hours were increased to 30 hours per week. He has now been employed for several months and has become an important staff member, making significant contributions. According to Joe, “The difference here is that both the employer and I went into this with no pressure and a desire for success and a common goal. I could not have done it without my Voc Rehab counselor’s wonderful support-thank you.”

Services

The Division of Vocational Rehabilitation (DVR) serves people with disabilities in Vermont who face barriers to employment.

Vocational Rehabilitation Services

DVR services to jobseekers are voluntary and free. Any Vermonter may be eligible if they have a disability that is a barrier to work and they need DVR services to become or remain employed. Services are tailored to the person and driven by his or her own interests, job goals and needs. Each person meets regularly with their VR Counselor, who helps the person develop an individualized plan for employment and manages the services and supports needed to realize his or her career goals. The core services of vocational assessment, counseling and guidance, job training, placement and support provided by DVR staff and partners are enhanced with a range of purchased services and supports.

Placement Services

VR Counselors have long benefitted from having dedicated employment staff to provide job development, placement and workplace supports to help people find and keep jobs. DVR has longstanding partnerships with all the designated and specialized services agencies that provide community mental health and developmental services throughout Vermont to provide supported employment services to individuals with significant disabilities. DVR also has an ongoing partnership with Vermont Association of Business, Industry, and Rehabilitation (VABIR) to provide employment services to DVR customers. Through Creative Workforce Solutions (CWS), these employment services have been extended to a new set of case managers outside the VR world. For the first time, Probation and Parole officers and Family Services Coordinators for youth transitioning from state custody now have VABIR employment staff to call on. And the people these case managers serve now have dedicated specialists to help them navigate the world of work. CWS also includes employment staff from Vermont Department of Labor and Vermont Adult Learning that serve Reach-Up participants.

Employer Services

Employers are key customers of DVR and CWS services. When DVR and CWS work with jobseekers to assess their interests and skills, provide vocational training, and guide them towards promising job opportunities, employers benefit in the end. A unique service DVR and CWS can offer employers is subsidized work trials that minimize the risk to an employer in trying out a worker with a disability. These “alternative placements” provide a risk-free opportunity for employers and job seekers to work together toward a successful job match. Alternative placements include several progressive employment options, such as job shadows, work experiences, on-the-job training, and temp-to-hire arrangements. Vermont businesses value the work DVR does to pre-screen and recommend qualified candidates, and give both a risk-free chance to test out a job. They also value the increased coordination and streamlining offered through CWS.

Other Support Services to Job Seekers & Employers

DVR capitalizes on its disability expertise and assessment skills in other ways to help Vermonters and employers. For people with disabilities who need additional stability in their lives before engaging in employment, DVR offers assistance with Social Security disability applications through its Social Security Application Assistance Program. And for those already receiving Social Security disability benefits, DVR offers benefits counseling services to help beneficiaries overcome SSA disincentives to employment so they can return to work and reduce their reliance on public benefits. In addition, DVR is an important resource to employers for identifying valuable tax benefits, consulting on the Americans with Disabilities Act and workplace accessibility, and providing assistive technology and employee assistance program services to help employers retain workers with disabilities.

Creative Workforce Solutions

VocRehab Vermont continues to spearhead the Creative Workforce Solutions (CWS) initiative within the Agency of Human Services.

This endeavor was designed to align employment services across the agency in an effort to streamline employer outreach, sharing of opportunities, and leveraging of resources across systems. CWS has led to significant improvement in employment outcomes for Vermonters statewide. As part of the CWS initiative, employment consultants specializing in service to unique populations have been increased or expanded.

In this report we highlight two initiatives that came out of the CWS efforts: the General Assistance Program and the Offender Re-Entry Employment Services Program. We also discuss Progressive Employment, which has become a key strategy used by CWS partners to increase access to jobs for individuals with significant barriers to employment.

Success Story: Pam

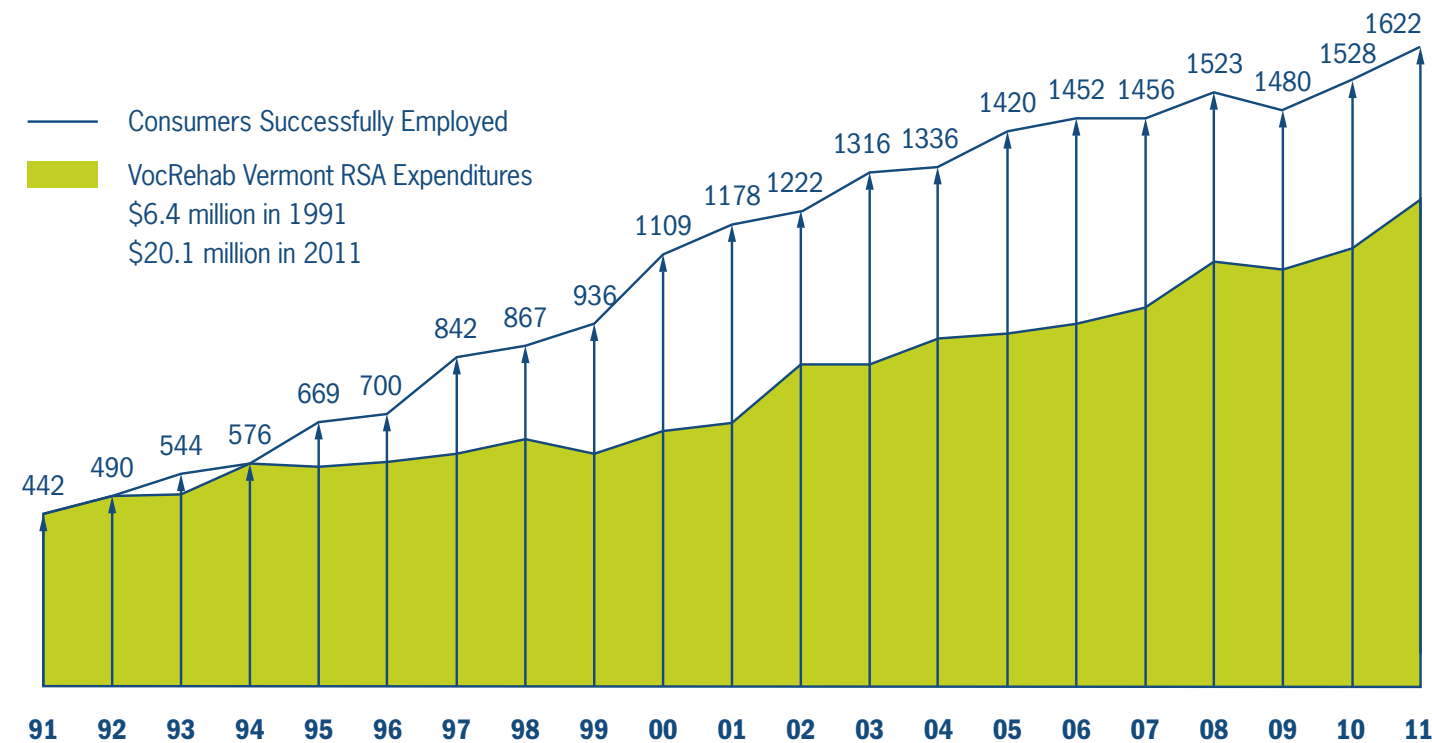
Pam had a criminal record in addition to her disability and was finding it very difficult to get hired. Voc Rehab arranged for a seven-week work experience in the mail room of a major insurance company. Because she did so well in this position, the company hired her for an available position in the mail room. The hiring manager said he was shocked that other employers could not see past her criminal record to see her skills and abilities. Pam is doing well in her new job and is very excited she was given the opportunity.

Performance

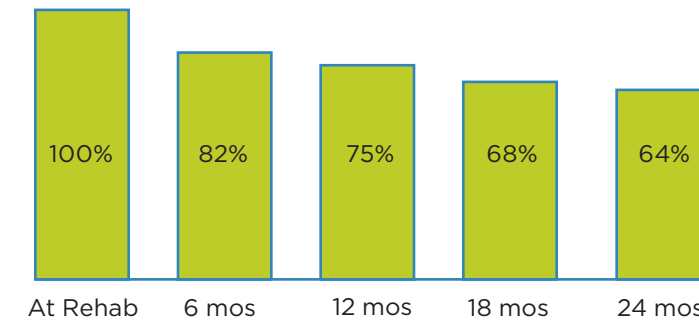
VocRehab Vermont's performance continues to be impressive. Through a variety of programs designed to serve Vermonters with disabilities of all ages and challenges, we once again exceeded our previous year's employment outcomes. Except for the year 2009 in the midst of the worst economic recession since the Great Depression, we have seen a steady growth in the number of job seekers with disabilities who have been successfully employed.

Throughout this rewarding history, we have embraced a philosophy of continuous improvement, adding programs and staff capacity to address the needs of those we serve. Because of the partnerships and local teamwork developed through Creative Workforce Solutions, our mutual clients have greater access to job opportunities, and employers have more hiring options. We have developed new methods to outreach and support employers. Working with hiring managers and small business owners, we seek to understand their hiring needs and to match motivated job seekers with available job openings. We continue to follow up to make sure that both worker and employer have the supports they need to satisfy the working relationship.

VR Consumers Successfully Employed & VocRehab Vermont RSA Expenditures — FFY 1991-2011

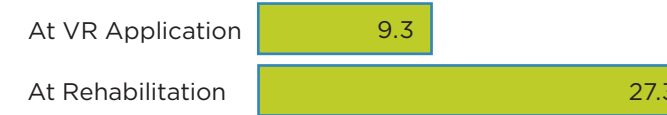


Employment Retention Rate, VR Consumers Closed Successfully — FFY 2006-2008

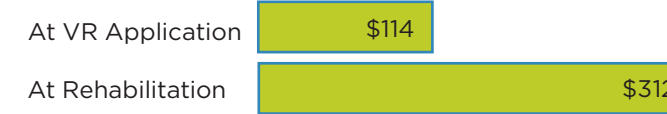


Work Hours and Earnings Increase, VR Consumers Closed Successfully — FFY 2011

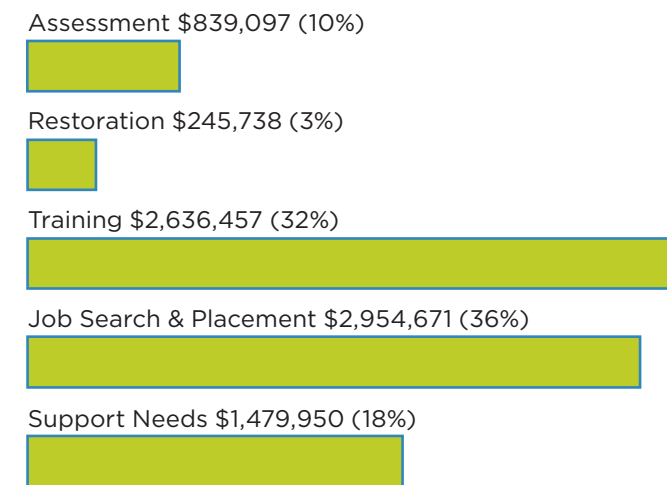
Change in Average Hours Worked Per Week:



Change in Average Weekly Earnings:



Distribution of VR Case Services Expenditures — FFY 2011



Rehab Rate Comparisons by Disability Type — FFY 2011

Overall Vermont Rehab Rate	60%
Cognitive impairments	66%
Mental illness & substance abuse	55%
Orthopedic/neurological disabilities	60%
Other physical disabilities	55%
Sensory & communicative impairments	79%
Traumatic brain injury	53%

Occupations of VR Consumers Successfully Employed — FFY 2011

Service	34.6%
Professional and Technical	13.6%
Office Support	12.9%
Production	9.0%
Sales	8.6%
Transportation and Material Moving	5.5%
Management, Business and Finance	5.2%
Construction and Extraction	4.3%
Installation, Maintenance and Repair	3.2%
Farming, Fishing and Forestry	1.4%

Vermont Rankings — FFY 2011

Category	In New England	In the nation
New VR applicants per million state population	#1	#1
VR employment outcomes per million state population	#1	#1
Lowest average expenditure per employment outcome	#1	#3
Percent of VR clients on SSA disability with employment outcomes	#2	#3
Ticket-to-Work Program participation rate	#1	#1

New Developments

Offender Re-Entry Employment Services (ORES) Program

Employment is critical in helping offenders successfully reenter their communities and avoid re-offending. DVR has worked closely with the Department of Corrections (DOC) to serve offenders with disabilities both within and outside of correctional facilities. Designated VR Counselors in each district office serve as a single point of contact for DOC. In addition, DVR has had a program in Burlington, jointly funded by DVR and DOC to provide employment services to offenders. In SFY 2011, this program served as the model for an expansion of services through CWS to offenders in other parts of the state. Five additional sites were phased in during SFY 2011. Community High School of Vermont (CHSVT) vocational coordinators provide initial assessment and preparatory work before referring people for community-based employment services.

Vermonters Served

(FFY '11) 661 individuals were served who were referred to DVR through DOC staff or were under Corrections supervision.

Highlight

Stakeholders in the new CWS ORES sites—including CHSVT, Probation and Parole, Community Justice Centers, Vermont Works for Women, DVR, and VABIR—are providing intensive employment support that was previously unavailable in these communities.

Progressive Employment Program

Alternative placements such as job shadows, work experiences, on-the-job training, and temp-to-hire arrangements are progressive employment options that provide jobseekers and employers a chance to test out employment in a risk-free environment. The Federal American Recovery and Reinvestment Act (ARRA) Stimulus funding gave a huge boost to progressive employment options for DVR customers with an infusion of resources to support short-term subsidies to employers and incentive allowances to jobseekers. DVR has continued the program with DVR funds and CWS is also making it a priority to secure similar resources for non-VR participants.

Vermonters Served

Over 1,024 people with disabilities have participated since the program was initiated in 2009 with ARRA funds.

Highlight

An independent evaluation of DVR's progressive employment program found that total earnings of participants were about three times those of nonparticipants with similar characteristics—a difference resulting from two outcomes: nearly twice as many program participants were employed during this study period and, among the individuals who were employed, participants' earnings were about 60 percent higher.

General Assistance Program

General Assistance (GA) is intended to be an emergency source of basic needs support for people without dependent children. People must reapply every month and document their inability to work. Unfortunately, many people come to rely on GA as an ongoing source of income (paid with 100% State General Funds), while they struggle with homelessness, undiagnosed or untreated disabilities, and extreme poverty. A few years back, DCF contracted with DVR's Social Security Application Assistance Program to help GA participants apply for SSA disability benefits. In February 2011, DCF expanded DVR's role in the GA program significantly. In the new system, initial GA applications are processed by Community Action Programs, but after the first month of benefits, applicants are required to go to DVR for ongoing GA assistance and to participate in vocational preparation and placement, apply for Social Security disability benefits, or a combination of both. Six DVR GA Counselors provide vocational counseling and case management, and triage cases into an employment track or SSA disability application track. Eight contracted VABIR employment staff assist in processing the monthly applications, issue GA benefits, arrange transportation to appointments, and help people in job placement activities and employment support once placed.

Vermonters Served

(FFY '11) DVR GA Program staff has helped 1,082 people with GA benefits; 182 people have been opened with DVR for employment services.

Highlight

When the DVR GA Program began, there were estimated to be 750 long-term GA participants. As of October 2011, the overall count of long-term participants for GA was down to 588. 57 people were moved off GA benefits through employment. Another 123 were moved off GA through securing SSA disability benefits.

Success Story: Mark

Mark is a man in his early 40s who had been on General Assistance (GA) benefits for nearly seven years. He had chronic lower back pain, knee pain, poorly controlled diabetes and experienced depression. Mark had applied for Social Security disability benefits and been denied three times. When he came to the Voc Rehab General Assistance program his plan for the future was to get by the best he could on GA and reapply for Social Security benefits. He did not see employment in his future. He worked with his VocRehab Counselor and employment staff and participated in several work experiences, including a job shadow with an auto transportation company. He traveled to an auto auction and rode back in the truck carrying the purchased vehicles. Mark also participated in a work experience with an auto detailer. He found the work enjoyable and as a result of his CWS work experiences, Mark was hired as an auto transporter for a small private transportation company. He travels to auctions with his employer and drives vehicles back to the base. He also did detailing/reconditioning work with his new employer to supplement his hours. He is no longer on GA benefits and is enjoying going to work each day - a wonderful example of the power of relationships and progressive employment.

Programs

Vocational Rehabilitation Program

The DVR program continues to grow, as does the number of Vermonters with disabilities who are successfully employed each year as a result of DVR services. After a brief dip in successful outcomes during FFY 2009, DVR quickly rebounded and hit its highest count ever this year.

Vermonters Served

(FFY '11) 10,305 cases were open during the year, serving 9,977 people.

Highlight

DVR had successful employment outcomes with 1,622 (60%) of the 2,713 individuals who closed their cases with DVR in FFY 2011 after having developed a plan for employment. This is nearly 100 more rehabilitations than the prior year, and a major accomplishment during tough economic times.

Supported Employment Program

VR Program customers with significant disabilities sometimes need ongoing support to maintain employment in the competitive job market. In supported employment, a job coach helps the worker to learn or perform job duties. The coach can also help ensure ongoing success by arranging for transportation, assistive technology, special training, or tailored supervision. DVR contracts with roughly 40 programs in community-based mental health and developmental disability agencies for supported employment services to DVR customers.

Vermonters Served

(FFY '11) 1,276 people with severe mental illness and behavioral disabilities, developmental disabilities, and traumatic brain injury.

Highlight

DVR's supported employment contracts have been converted into performance-based contracts that set a consistent standard for employment across all programs. The new structure provides bonuses for achieving high employment rates and penalties for failing to make adequate progress in meeting the standard. It measures and credits employment across the entire population served by each program, not just those enrolled with DVR and getting supported employment. In this way, employment is promoted as an overall agency goal

Jump On Board for Success (JOBS) Program

The JOBS program is an innovative supported employment and intensive case management service for youth ages 16–21 with severe emotional disturbance that uses work as a means to meet this challenging population. These youth are out of school or seriously at risk of dropping out and are at high risk for involvement with Corrections, substance abuse, homelessness, physical abuse or abusive behaviors, or other concerning behaviors. JOBS programs in 14 sites offer career exploration and job placement; mental health treatment including substance abuse; and help completing high school education, learning independent living skills, and getting and keeping health insurance and housing.

Vermonters Served

(FFY '11) 543 youth under age 22.

Highlight

Performance measures for JOBS Program contracts incorporated health and well-being outcomes such as participants receiving substance abuse screenings and accessing a primary care physician, which are potential barriers to employment.

Youth in Transition Program

Since 2001, DVR has steadily expanded the availability of staff dedicated to serve youth. The initial focus was on developing DVR Transition Counselors to enhance outreach and integration with schools and provide the progressive work experiences (described in the employer services section of this report) and post-secondary educational opportunities youth need to succeed in the transition to adulthood. DVR Transition Counselors now serve all 60 Vermont high schools and typically focus

on youth still in school and under age 21. DVR's current emphasis is on Youth Employment Specialists (YES). The YES provides intensive supports to youth and employers as they interact while the youth moves along the path from early career exploration, pre-employment training, work experiences, through to competitive job placement.

Vermonters Served

(FFY '11) 3,350 youth had open cases this year. Of these, 2,321 were served by DVR Transition Counselors.

Highlight

In FFY 2012, four YES staff will be hired to work with DVR Transition Counselors in pilots that are being evaluated by TransCen, a nationally recognized leader in youth transition services policy and research. The YES model is also central to the new CWS Family Services pilot program in Rutland and Newport to serve youth transitioning out of state custody.

Reach-Up Program

DVR has partnered with the Department for Children and Families (DCF) since 2001 to help Vermonters with disabilities receiving financial assistance under Reach-Up, Vermont's Temporary Assistance to Needy Families (TANF) program. Recipients with a disability that is a barrier to employment are referred by DCF to DVR for services, where they are assigned to a specialized VR Counselor who also serves as the person's Reach-Up Case Manager. A single counselor then provides all services, blending the resources of both DVR and DCF to provide intensive vocational services and case management.

Vermonters Served

(FFY '11) 896 Reach-Up participants by specialty DVR Reach-Up Counselors; 407 by general VR Counselors.

Highlight

CWS and Economic Services have worked together to foster improvements in the referral process and triage of Reach-Up cases. As part of CWS, DVR is now managing grants to all employment service providers serving Reach-Up participants with work requirements: VABIR, Vermont Department of Labor (DOL) and Vermont Adult Learning (VAL). An assessment team triages participants to Vermont DOL for immediate employment search, to DVR and VABIR if disability is a barrier to working, or to VAL if more career preparation and stability is needed before embarking on a job search.

Benefits Counseling Program

Vermont is a leader in promoting employment among Social Security beneficiaries who have the most serious disabilities and face the greatest disincentives to working. DVR has dedicated benefits counselors who advise SSA participants on available work incentive programs and help them manage benefits as they transition into employment, increase their income and gradually reduce their dependence on public benefits.

Vermonters Served

(FFY '11) 1,457 people were served, including 608 new enrollees. About 100 other people received brief information and referral services, without having a case opened.

Highlight

DVR's research paper in collaboration with SSA on the results of Vermont's SSDI Benefits Offset Pilot Demonstration appeared in the peer-reviewed Journal of Rehabilitation in the Spring 2011 issue. The successor of this pilot is the Benefits Offset National Demonstration, a large-scale random assignment study in which Vermont DVR is also participating.

Success Story: Mary

Mary had been receiving Reach Up benefits for many years. She was interested in finding work in the Human Services field but was lacking work experience. Voc Rehab arranged for a volunteer opportunity at a local mental health organization to assist her in gaining some actual experience, with the hope there would be an opportunity at that organization. There were challenges related to her disability but the worksite placement offered an opportunity to resolve these challenges. Because of this work experience and the reference gained from the progressive employment placement, Mary was able to approach an area nonprofit to offer her skills and was hired.

Programs

Social Security Application Assistance Program

People with disabilities serious enough to qualify for Social Security Administration (SSA) benefits often rely on other benefits such as Reach-Up and General Assistance (GA) because the SSA application process is so onerous and denials are common. Shifting these people to SSA benefits brings greater income stability and access to health care benefits that can be a critical foundation for eventual movement into employment. It also preserves State resources for those who have no other option than Reach-Up and GA. In fact, the State can “recoup” (get paid back) by SSA for benefits paid out if the person is found eligible for SSA benefits for the same period.

In working with Reach-Up, GA, and offender populations, DVR has found many people with severe disabilities that have never been properly diagnosed or treated. While employment is the goal, it may not be a viable option yet. Stability comes first. To address this need, DVR joined with DOC, SSA, and DCF to create a process for helping AHS customers with severe disabilities secure SSA disability benefits. Based on a triage assessment by VR counselors, appropriate candidates are referred to DVR's Social Security Specialists who help applicants prepare for and complete the application and appeals process. The customer's connection with DVR and Benefits Counseling services is also established, to keep the door open for employment.

Vermonters Served

(FFY '11) 1,441 people were helped with SSA applications.

Highlight

When DVR's new GA Program started in February 2011, it expanded use of DVR's SSA Application Assistance Program for GA participants. Since then, the State has recouped over \$338,000 from SSA for GA benefits paid out.

Assistive Technology Program

Assistive Technology (AT) includes an array of tools—from low to high tech devices—to support people in achieving and maintaining greater independence at home, school, work, and in the community. Adapted utensils, switch activated appliances, screen enlargers, and even applications for communicating through an Apple iTouch are just a sampling of the technologies available. The mission of the Vermont Assistive Technology Program (VATP) is to increase awareness and knowledge of AT, and to promote policies and practices to ensure AT is available to Vermonters with disabilities. VATP serves people with disabilities, family members, educators, employers, and others. Services include:

- AT information and assistance
- Public awareness activities
- Hands-on demonstrations
- Short term equipment loans
- AT device and software training
- Equipment reuse and recycling
- Technical assistance to organizations setting up AT equipment programs
- Specialized workshops, seminars, group trainings, and technical presentations.
- Advocacy and information about rights to AT services

Vermonters Served

(FFY '11) VATP reached 6,816 people through public awareness activities, provided information and assistance to 1,222 Vermonters, conducted device demonstrations for 543 participants, and loaned equipment to 110 different people.

Highlight

The Autism Puzzle Foundation, administered by VATP, is a Vermont private nonprofit that provides funding for AT equipment and services for children aged 18 years and younger. In FFY 2011, \$30,000 in equipment and services were provided to 106 Vermont families who could not otherwise afford them.

Vermont Assistive Technology Reuse Project

Since 2008, a major focus for VATP has been facilitating equipment recycling through its Assistive Technology Reuse Project, a partnership with the Vermont Family Network. The project helps maximize availability and affordability of AT for Vermonters and extend the useful life of AT devices. It has three components:

1. The GetATstuff website (www.getATstuff.com) is part of a regional web-based exchange program bringing together owners of AT that is no longer needed with people seeking new or used AT devices for themselves or others.
2. Vermont AT School Swap (www.Vermont.ATschools.com) is a similar web exchange for public school districts that helps them buy, sell, and share AT equipment purchased for Vermont students that is no longer being used. Currently, 34 of the 60 Supervisory Unions/Districts are participating, with potential for significant savings.
3. The Medicaid Equipment Reuse Project focuses on reuse of communication devices and specific durable medical equipment, such as wheelchairs, hospital beds, standers and lifts. Equipment is labeled by vendors and beneficiaries of the equipment agree to return it to Medicaid when no longer needed.

Vermonters Served

(FFY '11) Over \$463,092 was saved for Vermonters this year, including over \$72,857 from Medicaid retrieval exchanges and \$19,467 in VT school exchange program savings. Since FFY 2008, the Assistive Technology Reuse Project has saved Vermonters \$1,447,707 for an investment of less than \$70,000 per year.

Highlight

The Vermont Assistive Technology Reuse Project was a Governor's Award for Environmental Excellence award winner during SFY '11.

Employee Assistance Program

Many individuals with disabilities are already working. When personal or workplace problems arise that pose a challenge to continued employment, the Employee Assistance Program (EAP) provides those individuals with immediate access to confidential help to ensure their continued success in employment. Employers widely embrace the program statewide, particularly because it helps all of their employees—not only those with disabilities—ensuring a healthy and productive workforce. The EAP greatly improves DVR's relationships with employers in the private sector. The program's prevention-oriented focus also minimizes employee stress and accidents and thus prevents disabilities and chronic illness.

Vermonters Served

(FFY '11) Over 9,000 employees attended EAP events, including 2,664 who were provided individual counseling; 308 managers who were provided workplace consultations; 434 people who attended critical incident debriefings following trauma in the workplace; 670 employees who attended 42 wellness workshops; 452 supervisors who attended 52 supervisor trainings, well over 1,500 members who accessed resources on our website, and many others who attended other EAP events.

Success Story: Chris

Chris is a young woman with significant developmental delays. An employment consultant approached an employer about giving Chris a two week job experience to help her develop job skills. The employer agreed although insisted that he didn't have any job openings at this time. The employer was pleased with Chris's work and his positive attitude and said "As far as I am concerned after her job experience period is complete she is welcome to come on to our payroll."

District Offices

Barre

5 Perry Street, Suite 100

Bennington

200 Veterans Memorial Drive, Suite 15

Brattleboro

28 Vernon Street, Suite 400

Burlington

101 Cherry Street, Suite 1-2

Morrisville

63 Professional Drive

Middlebury

282 Boardman Street

Newport

100 Main Street, Suite 120

Rutland

190 Asa Bloomer Building

Springfield

100 Mineral Street, Suite 308

St. Albans

20 Houghton Street, Room 105

St. Johnsbury

67 Eastern Avenue, Suite 1

White River Junction

220 Holiday Drive, Suite A

vocrehab.vermont.gov

1-866-VRWORKS/879-6757 (Voice/TTY)

802-241-1455 (TTY/NEXTTALK)

Success Story: Peter

Many of our veterans are returning home after experiencing a traumatic brain injury (TBI). Peter is a Vermont veteran who has lasting effects from a concussion. With a partnership between the Brain Injury Association of VT (BIAVT) and VocRehab, Mark embarked on an extensive rehabilitation to address a variety of barriers that were the result of TBI. He learned how to conduct job searches, and practiced interviewing and writing resumes. Mark was also able to take additional classes to become a machinist and received help through support groups that helped him to overcome alcohol abuse and to find community with other veterans suffering from concussion. Mark was hired as a machinist and an employment specialist worked with Mark's new employer to educate them about myths and appropriate accommodations for workers suffering from concussive effects. Mark used an iPod touch that served as a memory aid without stigma and helped minimize the effects of his injury, allowing him to succeed in his job.

