

Dear Maine Citizens,

The Maine State Rehabilitation Council (SRC) is tasked with reviewing and analyzing the effectiveness of and consumer satisfaction with the services provided by the Maine Division of Vocational Rehabilitation (DVR). The council is comprised of individuals who share a desire to be the voice of the DVR consumer.

The SRC would like to acknowledge the work of all of Maine DVR's staff and the important impact they have on assisting people with disabilities in achieving and maintaining employment. The SRC congratulates Maine DVR in their work toward successfully placing 1,166 people in employment. In addition to closing more people in FY 2016, much work was done to reduce the number of days to IPE.

Committee Reports

Order of Selection Committee:

This committee began looking at data to determine the need for a wait list in FY 2015. After a thorough review of many documents and data, the committee recommended DVR enter into an OOS for people in category 3 in January 2016. This recommendation was supported by the full SRC. DVR did implement a wait list in that same month.

The SRC, in collaboration with DVR, continues to monitor the wait list, DVR personnel and fiscal resources, and data on reducing the number of days to plan.

Communication Committee:

During FY2016, the Communications Committee conducted a consumer satisfaction survey in order to gather feedback from current and former VR clients regarding their experiences receiving services from DVR. This survey is conducted yearly. Through efforts to revamp the survey process, the Communications Committee was successful in significantly increasing the volume of survey responses received this year. Surveys were mailed to a random sample of 400 current and recently closed VR clients. Over 75 individuals responded to the request for feedback on VR experiences, representing a wide variety of disabilities, ages, and regions across Maine. Results of the survey found that:

- 90.6% of respondents were satisfied with the services they received from DVR and their service providers;
- 97.4% of respondents felt they had been treated with respect by DVR;
- 67.3% of respondents felt that DVR had helped them to reach their vocational goal; and
- 97.3% of respondents would recommend DVR to a friend or family member.

Full survey results are attached to with this report. Survey data was shared with DVR and used to inform Council discussions and analysis of DVR's performance.

In addition, the Communications Committee initiated a project to redesign and update the State Rehab Council's website, with the goal of creating a streamlined and accessible space to share information with the public regarding the Council's role, duties, and upcoming events. The updated website will host resources for current and potential Council members, as well as community partners and the general public. The Communications Committee expects this project to be completed during the next fiscal year.

Business Engagement Committee

- This committee reviewed the SRC's new member orientation manual, SRC website, and bylaws to ensure that business/labor/industry recruitment would be up to date and offer the prospective members with accurate information about their roles and responsibilities.
- In collaboration with the Membership Committee, the orientation manual is now under review and will be updated. We recommended that the SRC consider attendance requirements for business/labor/industry reps, and with offering some special programming quarterly that would be of interest to them.
- We developed a script for SRC members to use in recruiting prospective business/labor/industry members, which has been distributed to the council members. We have begun a process of contact and recruitment, and have emphasized the need for all members to be involved.
- Two new business/labor/industry members were recruited by the Business Engagement Committee; both have indicated a desire to be appointed to the SRC.

Policy Committee:

The Policy committee is tasked with reviewing and providing feedback on proposed policy changes. In this fiscal year, the committee provided feedback on procedural directives pertaining to the OOS implementation and tutoring services.

Annual Planning & State Plan Committee:

This committee was tasked with working with DVR to develop the DVR portion of the Unified State Plan. The full SRC provided feedback and recommendations on the plan. The committee also organized the SRC Annual Training which occurred in October 2016. This training was held with both the Statewide Independent Living Council and the Division for the Blind and Visually Impaired SRC. The focus of the training was geared towards changes to WIOA.

2016 Empowerment Forum for People with Disabilities



The SRC was pleased to participate in the organization of the 4th annual Empowerment Forum. The Five Council Collaborative is made up of The Maine DVR SRC, Division for the Blind and Visually Impaired SRC, Statewide Independent Living Council, Commission for the Deaf, Hard of Hearing & Late Deafened and State Workforce Board's Commission on Disability & Employment. For the past four years, this collaborative has been host to this wonderful event. The 2016 Empowerment Forum was our most attended event to date. The focus of the event is to encourage empowerment and self-advocacy for people with disabilities in all areas of their lives. This year's keynote was the dynamic and inspiring United States Army Staff Sergeant, Travis Mills. In addition to the keynote, there was a legislative update and panel of people with disabilities who shared their stories of perseverance and determination to reach their goals.

Highlights from DVR

Division of Vocational Rehabilitation (DVR)

Maine's DVR assists eligible individuals with disabilities who wish to achieve or retain employment in the community. Any individual who is committed to work and has a disability that creates a barrier to employment is encouraged to apply. Once determined eligible, individuals develop a plan for employment, which outlines the services needed to successfully achieve their employment goal.

Contributing to the Maine Economy

While maintaining a wait list for services, DVR assisted **1,166** people to find employment success in Federal Fiscal Year (FFY) 2016. These individuals are now, as a result, earning a total of **\$25,811,864** in annual wages. Across the state and across industry sectors, DVR clients are joining or rejoining the workforce in such jobs as:

Accountant and auditor	Farmworker	Nursing aide
Automotive service technician	Financial manager	Office support worker
Bookkeeper	First-Line Supervisor	Operating engineer
Building cleaning worker	Fitness trainer	Personal and home care aide
Bus driver	Food service worker	Pharmacy technician
Cashier	Grounds maintenance worker	Police and sheriff's patrol officer
Child care worker	Healthcare support worker	Receptionist
Chief executive	Helpers—production worker	Registered nurse

Community health worker
 Customer service representative
 Dishwasher
 Education administrator
 Elementary school teacher
 Executive secretary

Janitor and cleaner
 Laborer
 Maintenance worker
 Manager
 Medical records technician
 Mental health counselor

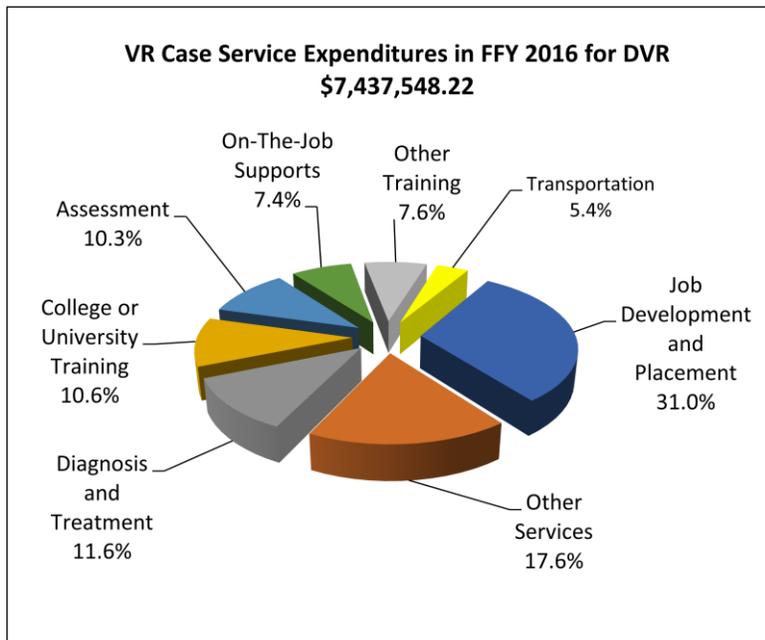
Retail salesperson
 Secondary school teacher
 Security Guard
 Special education teacher
 Truck driver
 Welder

Individuals Served in 2016

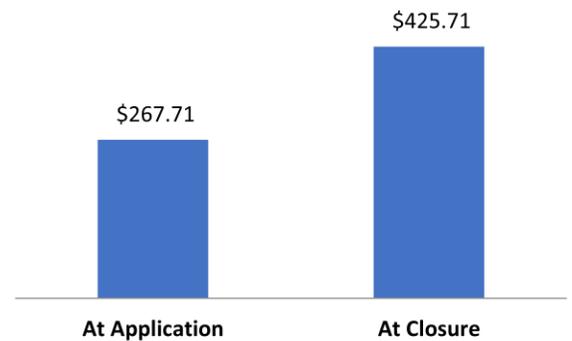
3,683 New applicants
6,025 Received services through employment plans
1,166 Individuals Placed in Employment

Education Outcomes

1,008 Individuals increased their education level



Average Change in Weekly Wages



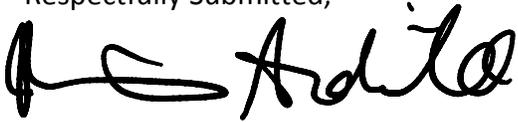
In summary, the SRC accomplished the following tasks in FY2016:

1. As a member of the Five Council Collaborative, the SRC co-hosted the fourth annual Empowerment Forum for People with Disabilities.
2. The SRC made a formal recommendation to the DVR Director to enter into an Order of Selection for individuals in category 3.
3. The SRC monitored the implementation of the OOS.
4. The SRC participated in the Process Mapping Steering Committee
5. The SRC participated in the Community Rehabilitation Provider Payment System Steering Committee.
6. The SRC provided input to two procedural directives.

7. The SRC developed and implemented a DVR customer satisfaction survey.
8. The SRC provided input to the VR portion of the Unified State Plan.

Given that many people with disabilities in Maine require VR supports to obtain and maintain successful employment, the SRC continues to work collaboratively with DVR to accomplish this goal.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Jenny Nichols Ardito". The signature is fluid and cursive, with a large initial "J" and "N" that are connected to the rest of the name.

Jenny Nichols Ardito, Past Chairperson
Maine State Rehabilitation Council