2011 ANNUAL REPORT
ALABAMA DEPARTMENT OF REHABILITATION SERVICES

TOGETHER, SUCCESS
AT HOME
AT SCHOOL
AT WORK

ALABAMA DEPARTMENT OF REHABILITATION SERVICES
MISSION: TO ENABLE ALABAMA’S CHILDREN AND ADULTS WITH DISABILITIES TO ACHIEVE THEIR MAXIMUM POTENTIAL

We VALUE the worth, dignity and rights of people with disabilities and we will:
- provide an easily accessible, integrated continuum of services;
- ensure quality services that are family-centered, culturally sensitive and community-based;
- promote and respect consumer choice regarding provision of services;
- advocate for the rights of persons with disabilities and promote self-advocacy;
- include people with disabilities, their families and advocates in agency planning and policy development.

We VALUE independence and meaningful work for people with disabilities and we will:
- educate families, children, employers, schools and the public that people with disabilities can and do work;
- advocate for quality health services and community supports that enable people with disabilities to work and/or function independently;
- develop, maintain and expand working relationships with employers;
- identify and create job opportunities that are compatible with consumer abilities;
- foster cross-divisional collaboration to achieve successful work outcomes.

We VALUE all staff and their contributions in achieving our mission and we will:
- communicate openly and honestly;
- recruit, develop, retain and promote a diverse, qualified staff;
- involve staff in agency planning, policy development and performance objectives;
- recognize and reward exemplary job performance;
- provide staff opportunities for personal and professional growth.

We VALUE leadership at all levels and we will:
- maximize staff participation in all agency initiatives;
- create an environment which encourages and supports creativity and innovation;
- facilitate teamwork among all staff;
- provide support and leadership development opportunities.

We VALUE maximum acquisition and efficient and effective management of resources and we will:
- acquire maximum resources;
- increase legislative support;
- develop and use appropriate technological advancements;
- evaluate the effective and efficient use of our resources;
- collaborate with organizations in the public and private sectors.

We VALUE public support and we will:
- educate the public about our mission, goals, services and expertise;
- secure support from business and industry, consumers of services, partners and policymakers;
- create partnerships that expand services to enhance opportunities for consumers;
- maximize staff involvement in the development of grassroots support.
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Whether the person is a child born with a disability or someone who acquires a disability later in life, the goal is the same: self-sufficiency and independence. With individualized services provided in homes, schools, the workplace, and the community, ADRS assists every person in achieving his or her maximum potential.

Alabama’s Early Intervention System coordinates services statewide for infants and toddlers with disabilities and developmental delays from birth to age 3, preparing them and their families for the transition to the state Department of Education’s preschool program for 3- to 5-year-olds.

Early Intervention also provides financial and technical support to the more than 50 community programs that provide direct services to families.

Children’s Rehabilitation Service provides individualized services to children with special health care needs from birth to age 21 and their families at home, school, and in the community.

In addition, CRS provides disability services, expertise, and adaptive technology to and for local school systems, assisting teachers, school nurses and other staff in the education of children with disabilities.

The CRS Hemophilia Program serves Alabama’s children and adults with this life-threatening blood disorder.

Vocational Rehabilitation Service provides rehabilitation, education and employment-related services to teens and adults with disabilities.

Every year, the VRS Business Relations Program provides disability management and employee placement services to Alabama businesses.

The Business Enterprise Program for Alabamians who are blind and visually impaired promotes independence through the operation of vending operations, snack bars and cafeterias in locations statewide.

State of Alabama Independent Living/Homebound provides services to Alabamians who have catastrophic congenital disabilities or disabilities resulting from spinal cord or head injuries.

SAIL/Homebound staff provide education and support services to families with children and adults with severe disabilities to make them more independent in the home, community, or workplace to maximize their educational experience.
Dear Friends,

It is again my pleasure to present Together, Success, the Alabama Department of Rehabilitation Services’ 2011 annual report. This is a most-enjoyable task for me because it allows me to review, re-live, and share with you the many successes that our consumers and their families experienced with us during the past 12 months. It also is an opportunity to acknowledge the personal dedication of our staff as well as the community partners who share our mission.

This report is a portrait of our continuum of services in action, highlighted by the facts and figures that measure our progress in improving the effectiveness and efficiency of our department and the quality of the services we provide. Continuous improvement is our ongoing challenge and – thanks to new and emerging technology – we have better tools for monitoring, analyzing, and adjusting service delivery to better meet the needs of our consumers.

But more memorable, I believe, are the individuals and families you will meet in this report. They are “snapshots” that represent the nearly 70,000 Alabamians with disabilities we serve each year. Their personal stories are the real stuff of life and the heart of our work: overcoming challenges, celebrating success, becoming independent. Together, they provide the color, energy, and spirit of this portrait.

We are very proud of the accomplishments that are outlined in this report and of the successes our consumers experience. And we are happy to acknowledge that our partners in every Alabama community share in those accomplishments. They include local school systems, community programs, other state agencies, and policymakers at every level of government. To those many partners, I again say “thank you” for your commitment. The title of this report, Together, Success, reflects our shared vision.

At the beginning of a new year, I challenge all of us to focus — together — on our mission: to enable Alabama’s children and adults with disabilities to achieve their maximum potential.
Dear Friends,

I am honored to have served as chairman of the Alabama Board of Rehabilitation Services over the last few months. During that time, I have been privileged to personally observe the profound impact that ADRS has on the lives of Alabamians of all ages with disabilities.

As you look through the pages of this year’s Annual Report, you will see stories that are a testament to the good works of our staff, who are steadfast in their commitment to and concern for the people they serve. These success stories also serve to demonstrate the importance of the department’s partnerships with community programs, school systems and other government agencies. Each of these entities played a vital role in the accomplishments of the past year.

I would like to thank Patricia “Crickett” Floyd for her years of leadership as board chair. Her wisdom, guidance and personal insights into disability have been invaluable to the board as well as to the department.

As board chairman, I would like to offer my heartfelt gratitude and congratulations to our staff and partners for another exceptional year! By working together, we are able to do more!

Roger McCullough
Board Chairman
District 6

The Alabama Board of Rehabilitation Services consists of seven members, one from each U.S. Congressional District. Board members are appointed by the governor and confirmed by the Alabama Senate. Per Alabama law, three members must be individuals with a disability, selected from consumer disability organizations; one member must be the parent of a child with a disability; and three members must be from organizations of business and industry within the state.

The board’s responsibilities include making rules and regulations for the provision of rehabilitation services; directing and supervising the expenditure of legislative appropriations; disseminating information concerning and promoting interest in disability and rehabilitation issues; taking appropriate action to guarantee rights of and services to people with disabilities; and serving as the governing authority of programs administered by the department.

THE ALABAMA BOARD OF REHABILITATION SERVICES

District 1
Stephen Kayes

District 2
Jimmie Varnado

District 3
Patricia “Crickett” Floyd

District 4
David Brock

District 5
Eddie Williams

District 6
Mitch Strickland
“After 27 years, I can truly say this has been an outstanding career, none of which would be possible without VRS getting me out of that egg processing plant.”

In 1973, a severe car accident forced David Brock to forever quit driving and come to terms with a progressively worsening vision problem that had plagued him for the previous decade.

Just two weeks past his 20th birthday, that crash led to Brock being diagnosed with retinitis pigmentosa, an incurable hereditary condition that, over the next 10 years, would eventually claim his eyesight.

“When I think back on that time in my life,” said Brock, “I always think back to a Helen Keller quote: ‘When one door of happiness closes, another opens; but often we look so long at the closed door that we do not see the one which has been opened for us.’ The door closing in my life was one to a world of sight. Ironically, though, the opening door I saw was to a world without sight.”

Five years later, in the summer of 1978, Brock was three years married, had a 1-year-old son, and was making what he considered good money while working at an egg processing plant in Boaz.

“In the back of my mind, I knew I wouldn’t be able to work there forever, but I still wasn’t planning ahead,” he said. “It took a strong lecture from my pastor to force me to really open my eyes to that fact, and he suggested I contact Vocational Rehabilitation Service in Gadsden. I took it as a definite sign when, three days later, my aunt gave me the exact same advice.”

Jim Brooks, a VR counselor specializing in visual impairment, met with Brock and told him that he could better his current situation, but only if he was willing to vacate his job in Boaz. Admittedly a difficult choice, ultimately Brock followed his counselor’s advice. After an initial assessment period, Brock found himself attending occupational therapy classes at Snead State Community College and later at the University of Alabama at Birmingham.

“Jim and I became family,” said Brock. “He was with me every step of the way, and he did everything he needed to do to see me through. He gave me the support, training, and necessary materials to guide me through school.”

After changing majors, Brock graduated from UAB with honors in 1983 and set out on a job search. Unsatisfied with the results of his search, Jim set up an appointment for Brock to discuss his situation with U.S. Congressman Tom Bevill. Impressed with his determination, Bevill directed Brock toward the Marshall Space Flight Center, which led to his eventual employment with NASA in December 1984, in what Brock describes as his true calling in life.

“I will forever be indebted to VRS for what they did for me,” Brock said. “After 27 years, I can truly say this has been an outstanding career, none of which would be possible without VRS getting me out of that egg processing plant.”

In 1995, David Brock was chosen to serve on the first board for the newly formed Alabama Department of Rehabilitation Services.

“It’s been an honor and a privilege serving this department,” Mr. Brock said. “We do wonderful things, and it is humbling to give something back to an organization that, over the years, has given me so much.”

David Brock
Boaz
BOARD MEMBER
CONSUMER ADVOCATE

Partners in Success
David Brock
Vocational Rehabilitation
Service-Blind Services
NASA
IN THE STORMS’ WAKE

After April 2011’s devastating storms carved large swaths throughout Alabama, ravaging communities and scarring the landscape, ADRS staff immediately sprang to action to serve those hardest hit.

Even with area ADRS offices shuttered in the storms’ wake, the department moved first to assist persons with disabilities in replacing lost wheelchairs and missing medical equipment.

“One of our Homebound clients lost everything,” said SAIL Coordinator Karen Coffey. “It took a while for us to locate him, but when we found him, we replaced what was lost.”

ADRS also worked to improve communication in the Tuscaloosa, Birmingham and Huntsville areas following April’s fury. Staff interpreters rushed to temporary medical triages to translate and assist FEMA and the Red Cross. When limited staff resources were depleted, additional sign language interpreters were sent into shelters by ADRS. Weather radios were also distributed by ADRS’ Deaf and Hard of Hearing Services to ensure persons with disabilities are better prepared and informed for future weather-related emergencies.
TOGETHER, SUCCESS

Meet our ADRS families
Saying that the Larisey family had a busy 2010 would be an understatement. A career change forced Walt to move his family from Virginia to Alabama, and his wife, Amber, was expecting their second child. However, the last thing that either expected was having a child with special needs. That all changed eight hours after the new parents welcomed Cole into the world on New Year’s Day 2011. That’s when doctors diagnosed him with trisomy 21, more commonly referred to as Down syndrome.

“When I first found out, I was absolutely crushed,” said Walt. “I’m embarrassed to say this, but I just didn’t know anything about it. What I needed most were answers.”

Answers they found. Walt and Amber sought out literature to mitigate their initial fears. That all changed eight hours after the new parents welcomed Cole into the world on New Year’s Day 2011. That’s when doctors diagnosed him with trisomy 21, more commonly referred to as Down syndrome.

“Answers they found. Walt and Amber sought out literature to mitigate their initial fears. That all changed eight hours after the new parents welcomed Cole into the world on New Year’s Day 2011. That’s when doctors diagnosed him with trisomy 21, more commonly referred to as Down syndrome.”

Amber found even more answers and assistance when Cole was four weeks old and she learned about Alabama’s Early Intervention System from a web search. EI offered Cole physical and occupational therapy, and Amber quickly noticed a marked improvement in his development.

“Cole is reaching his milestones without any delay,” said Amber. “EI helped him learn to roll over and pull up on his arms. EI also worked with Cole’s observational skills. Now, he’s really engaged, loves watching people, and is really aware of what goes on around him.”

Walt and Amber were so impressed that only months after discovering Early Intervention themselves, they have already recommended EI services to a family friend in a similar situation.

“It was good to know that there is an organization that will be there for us and will support our family and assist us and Cole throughout his entire life,” said Walt, referring to the ADRS continuum of services. “I didn’t know any of this existed until we had Cole, and knowing someone is there for us really puts my mind at ease.”

After the dramatic improvement with his son, Walt has decided to join EI as a parent co-chair for the Tuscaloosa district.

“I want to pitch in and do what I can,” Walt said. “Partnering is the right thing to do. It’s good for everyone involved.”
Being a pediatrician, Dr. Mendy Blakeney had recommended EI’s services to new parents numerous times before, but it wasn’t until she had Ruthie, a child with spina bifida, that she fully realized how crucial they really are.

“I had an excellent grasp of what was going on with spina bifida from a medical standpoint, but I failed to consider what all went into the therapy aspect of it,” Dr. Blakeney said. “I didn’t understand how to motivate a kid who has difficulty moving to get active.”

EI began occupational and physical therapy sessions with Ruthie at four months, first helping her learn to roll over. Some two years after reaching that milestone, EI continues to assist in Ruthie’s development, as well as helping her mother find clever ways to motivate a sometimes-stubborn toddler.

Even though the precocious Ruthie no longer needs occupational therapy, her physical therapist has always been there, for Ruthie and her mommy.

“We like having EI involved because they offer us a new perspective,” Dr. Blakeney said. “Not only do we have great advice and judgment, through EI, we have had access to equipment I previously didn’t even know existed.”

At an age when most typically developing children are learning to walk, Ruthie took her first steps using a Rifton Pacer Gait Trainer she received through EI. She now uses a dynamic stander and hand canes to improve mobility.

“Getting mobile was a big step for Ruthie,” said the little girl’s mother. “It really helped establish her independence early and did a lot to build her confidence. If not for EI, this would have happened much, much later for her.”

With EI’s assistance to Ruthie concluding on her third birthday in May, her case has shifted focus to more closely examine what she will need in the coming years. Dr. Blakeney has discussed with Ruthie’s physical therapist various options for making their home more accessible and certain items she may need when she begins school.

“My experience with EI has really shown me how important this service is for my patients,” she said. “I’ve been surprised by how much this has been a learning curve for me. With Ruthie being adopted, I knew about her condition beforehand, but for new parents to find out something unexpected on day one, the experience is overwhelming. Having therapists come to your home to offer instruction on things you should be doing with a baby is a wonderful thing, and an invaluable service.”

“We like having EI involved because they offer us a new perspective. Not only do we have great advice and judgment, through EI, we have had access to equipment I previously didn’t even know existed.”
Maria Juarez cannot imagine what her daughter Keyla’s life would be like without the positive influence Alabama’s Early Intervention System has had on her.

Before EI entered the picture, Maria had worked extremely hard with her children to help them overcome a language barrier that she, too, faces. Then Keyla, Maria’s third child, was born with Down syndrome. The added challenge of raising a child with special needs in an English-speaking land left Maria feeling afraid, isolated, and alone.

To combat her fears, Keyla’s pediatrician recommended Maria get connected to various support groups for children with Down syndrome. That recommendation led the Rivera-Juarezes to EI, helping Keyla stay on the right track developmentally.

“We are very grateful for the support we’ve received through EI. With their help, Keyla has really opened up, and everyone who knows her sees a big difference in her abilities.”

Much of that difference in Keyla can be attributed to Neal Coffman, the special instructor EI provided who formed a unique bond with her.

“Keyla has such a sweet spirit,” said Neal. “She responds so well to praise and is motivated by the attention she receives. Despite the language barrier, there is this fluid dynamic shared among Maria, Keyla, and me that is building a strong foundation within Keyla. I truly have high expectations for her.”

With Keyla turning 3 in April, Maria is looking ahead to a bright future for her daughter, soon to begin receiving services through the Huntsville City Schools. EI will prove a vital component in her continued success in school, as Maria traces her daughter’s ability to walk, hold a crayon, and focus, explore and interact with her environment all back to instruction she received through Early Intervention.

“I am amazed by what Keyla can do now,” said Maria. “It is really comforting to know that resource is available for families that need it. EI made all the difference.”
Like many 13-year-old girls, Emily Frederick enjoys spending time with her friends and family, is extremely active in her church, and ambitiously looks forward the day she starts her dream job as an orthopedic surgeon. But her biggest passion is playing sports.

So, when Emily, at just under 4 feet in height, decided to take up basketball, her mother told her to “go for it.”

“As an achondroplastic dwarf, Emily possesses the least natural ability on the team, but she has the greatest athletic mind,” said her mother, Marcia Farabee. “It’s a beautiful thing watching her play, because her level of intensity and determination inspires everyone around her. Nothing ever breaks her spirit.”

Over the years, Emily has benefited tremendously from several CRS clinics, from orthopedic and hearing to neurosurgery. CRS also was there for Emily by helping bear the financial burden of the 13 surgeries she has now endured, including anterior and posterior spinal fusions, neurosurgery and several other operations to improve her fluctuating hearing loss.

While these surgeries have helped make Emily tough and resilient, doctors want to operate again, this time to decrease chronic pain caused by spinal stenosis. The fear is, following the surgery, she may never play again.

“I just want to be a kid,” said Emily. “There are other hobbies I enjoy such as acting, but nothing compares to my love for either basketball or volleyball. I just play through the pain because playing makes me happy.”

Head-strong and self-advocating, Emily continues to live large in a big person’s world. Self-accommodating, she always finds a way to involve herself in everything she does, from ordinary things, such as reaching a light switch, to extraordinary things, like using her ball-handling skills to distract the opponent and set up a screen.

“Whatever I do, I’m going to do it myself,” she said. “If I want to be treated like everyone else, I try to do stuff like everyone else. My way might be a little different than yours, but that doesn’t make it wrong.”
“ADRS has fulfilled my dream of going to college. It just wouldn’t have been feasible without their support.”

Though muscular dystrophy has left Demi Eckoff, with quadriplegia, and a rare motor control disorder has left Frances Isbell with only the use of her upper body, both women are extremely bright and forward thinking, with distinct goals of not only living independently, but also positively impacting society with their still nimble minds.

So, when both of these young women approached ADRS with intentions of attending college at Samford University, ADRS worked outside the box to find a way for both to achieve their ambitious goals.

Demi and Frances were each worthy candidates for a new pilot program, started last fall, that unites Vocational Rehabilitation Service and the State of Alabama Independence Living/Homebound Service to better serve consumers with the most-significant disabilities.

This program placed Demi and Frances in the care of Kathy Turley, a SAIL case manager also managing a small VR caseload as part of the pilot.

Citing the program’s benefits to consumers and the department alike, Turley said, “This pilot allows us to provide more intensive services for those who need it.”

What all of this means for Demi and Frances is that they now are able to attend Samford.

“A huge part of the college experience is earning your independence,” said Frances. “College is the first real chance many kids have to live away from home. I’ve needed a bit more help getting here, but now I’m here, I’m making the most of it. I want to succeed.”

And succeed, she has. This pre-law English major is extremely active on campus, involved in intercollegiate ethics competitions, student government, and her sorority, just to name a few.

CRS also has factored heavily into Frances’s success. Billy Ronilo, CRS physical therapist, and Bynum Duren, rehabilitation technology specialist, have addressed her specific needs while away at school. Frances now has access to a wide variety of items, including a shower chair, bed rails, a hospital bed with over-the-bed table, a desk more fitting for wheelchair accessibility, and other various items to aid daily living. Frances also benefits greatly from Dragon speech-to-text typing software, which she uses when her muscles fatigue.

This same department-wide collaborative strategy also has been applied to help Demi achieve.

“The experience has been great,” said Demi. “I don’t hesitate to ask Kathy anything. She’s a great resource, and someone I can rely on.”

Because of her extensive care needs, Demi has access to a personal attendant throughout the school week for eight hours a day, five days a week.

“I knew I wanted to go to college, but I didn’t know how to make my dream possible,” Demi said. “I knew what I wanted, but didn’t have an answer for how.” ADRS has helped me find a way.”

With the help of SAIL/Homebound, VRS and CRS, two students are now reaching their maximum potential.

“ADRS has fulfilled my dream of going to college,” said Frances. “It just wouldn’t have been feasible without their support.”

Said Demi, “My family has always encouraged me to look at my disability as something positive. My spirit is very much alive and active, even with my physical limitations. ADRS also sees it that way, and I am very thankful for all they do.”
At 21 years of age, Miracle Woods, who has cerebral palsy, has been a part of the ADRS family for longer than she can remember. She first started attending Children’s Rehabilitation Service clinics at 21 months. Throughout her childhood, CRS met her orthopedic care needs, provided physical therapy, and purchased medical equipment to aid in her mobility. Later, as she began considering her options for life after high school, she attended CRS’s Teen Transition Clinic. From there, she was referred to Vocational Rehabilitation Service and met Rehabilitation Counselor Demetrice Coon.

Demetrice said she was immediately impressed by the young woman. “From the moment I met Miracle in the hallway of Jeff Davis High School, I was amazed by her,” Demetrice said.

Currently enrolled at Alabama State University as a secondary education major, Miracle has proven to be an exceptional student, making A’s and B’s and maintaining a 3.5 grade point average. She is on track to graduate with honors in the fall of 2012.

Though it was difficult growing up with a disability, Miracle now views her cerebral palsy as a blessing, as it provides her with a unique perspective, complete with different avenues to inspire others to both reach and achieve. “I have always wanted to teach,” Miracle said, “but it was only later that I fully realized why I felt called to teach. I want to be an example for all students, but specifically for students with disabilities. I want to show them that, no matter who you are, you can do anything that you strive for in life.”

Demetrice praised Miracle’s determination and drive. “She knows exactly what she wants,” she said. “We’ve assisted her along the way by purchasing textbooks and helping with room and board and ensuring school accessibility, but she is largely self-sufficient. She knows precisely what she needs to accomplish to reach her goals.”

Miracle said she is thankful to ADRS for its role in her success. “ADRS has been great,” said Miracle. “They’ve been an integral part of my entire life. From first learning to walk, to now helping me through school, the department has been there, and I am very grateful. Demetrice is like a big sister to me and sometimes even a mother when she needs to be. I can always count on her, and I’ll always appreciate that.”

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**Partners in Success**

Miracle Woods
Children’s Rehabilitation Service
Vocational Rehabilitation Service
Alabama State University

**Miracle Woods**
Montgomery

“ADRS has been great. They’ve been an integral part of my entire life.”

**Miracle studies in the library at Alabama State University**

**Miracle Woods and VR Counselor Demetrice Coon pose for a photo on the campus of Alabama State University**
When a stray bullet left Portia Payne with paraplegia at the age of 17, Monica Grammer, a social work administrator with Children’s Rehabilitation Service (CRS) worked diligently to keep the street savvy teen-ager from hitting rock bottom after finding herself in the wrong place at the wrong time.

“I was in a bad place, and things were really rough at first,” Portia said. “Dealing with the injury was tough. Being in a nursing home was tougher. But when times were toughest, Monica was there for me.”

Immediately following her injury, CRS was there to meet all of Portia’s special needs, assisting her with various medical supplies and bath equipment, working through issues in her life at school and home, and improving wheelchair accessibility.

Monica also fought hard to find Portia better living arrangements, a journey that eventually led her to a group home at the ARC of Jefferson County. There, Portia is happier and is beginning to fully realize the many opportunities ahead of her. She is also discovering new hobbies.

“I really like journaling,” said Portia. “I want to write a book to tell my own story. I want other people like me to know good things can come from bad situations.”

With Portia currently working on her book, she’s also taken up the hobby of making jewelry, which she sells through her day program at United Cerebral Palsy of Greater Birmingham.

“It’s been great for me,” Portia added. “It was a big change at first, but now that I’ve settled in, I am talking about the future, and I want to get my G.E.D. Maybe soon I can be independent and on my own.”

Noting a change in Portia, Monica looks forward to the day where the young woman can be on her own and sees Vocational Rehabilitation Service (VRS) as an important piece of that drive toward independence.

“With all of these services in place, Portia is learning to be more responsible, and she’s now in a place where she can move forward,” Monica said. Portia said she is grateful for Monica’s faith in her.

“Monica never quit on me,” Portia said. “She didn’t quit on me, even after I just about quit on myself. She taught me patience and she gave me hope. She opened my eyes, and I couldn’t be more thankful for her.”
When Anthony Walker was diagnosed with optic neuropathy at the age of 12, it was his mother, Emma, who encouraged him to always follow his dreams and never let his loss of eyesight cloud his vision. For years, Anthony did just that, and overcame every obstacle he faced with diligence. However, when the 28-year-old’s search for gainful employment grew stagnant as a direct result of his sight loss, Anthony turned to the doors of VRS for job assistance, where he met Vocational Rehabilitation Counselor Ashley Simmons.

There, Ashley was quick to identify Anthony’s drive to succeed, and Anthony’s determination propelled him through the four-month Service Center Collection Representative Training Program at Lions World Services for the Blind in Little Rock, Ark. In October, Anthony started a new job with the Internal Revenue Service in Memphis, Tenn.

“Teaching was very difficult, especially the last few years,” said Jennifer. “Finally, last year I nearly caved and gave up on what I loved so much, because I couldn’t hear anything.”

Rather than quit teaching, Jennifer instead sought help after hearing about technology assistance through Vocational Rehabilitation Service’s Deaf Services section. After her initial meeting with Dru Sweatman, a vocational rehabilitation counselor, Jennifer understood that not only was it possible to continue teaching, but also she could now thrive in ways that simply weren’t possible without that available resource.

“Everyone at ADRS was wonderful,” said Jennifer. “Stormie Vickers did an outstanding job in fitting me with hearing aids, and Dru couldn’t have been better, ensuring I had everything I needed to continue in the classroom.”

Equipped with her Oticon hearing aids and audio streamer, Jennifer now not only communicates more easily with her students, but also the students’ parents, fellow faculty members, and her family.

“I credit ADRS with saving my career,” Jennifer said.

Partners in Success
Jennifer Alberstadt
VRS-Deaf Services

Anthony Walker
Montgomery

“I credit ADRS with saving my career.”

Thanks to VRS, I have a career.”

When she was 4 years old, a foreign object became trapped in Jennifer Alberstadt’s ear canal, causing her significant and permanent hearing loss. In the years since, her hearing has progressively deteriorated, despite a surgery she had at age 12 to address the loss.

While it wasn’t always easy, Jennifer still managed to pursue her lifelong goal of teaching and spent 15 gratifying years in the kindergarten classroom, simply refusing to give in to her limitations.

“Teaching was very difficult, especially the last few years,” said Jennifer. “Finally, last year I nearly caved and gave up on what I loved so much, because I couldn’t hear anything.”

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Partners in Success
Jennifer Alberstadt
VRS-Deaf Services

Anthony Walker
Montgomery

Anthony Walker and his mother, Emma, share a laugh
It was near Thanksgiving when Rita Chapman awoke in a hospital, confused and wondering why her extremities were bandaged and she could not feel her hands or her right foot.

The last thing she remembered was helping load flowers into a friend’s vehicle on a rainy Halloween afternoon outside of Petal Pushers Nursery in Fort Payne. At that moment, Rita collapsed following a massive brain aneurysm.

While in intensive care, numerous complications arose, and doctors grimly predicted Rita only had a 10 percent chance of survival. To make matters worse, a week after arriving in the ICU, Rita developed a blood clotting disorder. The diagnosis meant Rita’s limbs were suffocating, leaving doctors no choice but to amputate her right foot, her left hand, and three fingers on her right hand.

Rehabilitation was difficult for Rita, especially because all she wanted was to be discharged and return home to some level of normalcy. When she was finally sent home on Christmas Eve, she discovered returning to normalcy was not as easy as she had hoped.

“At home, so many seemingly ordinary things now ranged from difficult to impossible,” she said. “I couldn’t find normal while in the hospital, and I was finding out that normal wasn’t yet available in my home life, either.”

Fort Payne City Schools was encouraging Rita to return to her post as their bookkeeper. While she desperately wanted to return to work, she just didn’t see how, as she used her hands so much on the job.

“I returned to work in the first week of March 2010, just four months after the aneurysm,” she said. “I initially had doubts, but the people I work with were so encouraging, I thought I could manage. However, once here, I was quick to discover that I was going to need some help if I wanted to stay.”

That’s when VRS entered the picture.

“We first learned of Rita’s situation a few weeks after she returned to work,” said VR Counselor Kenny Maness. “By the first week of April, we were optimizing her work environment and making her work space more accessible, which made her more productive.”

With the aid of a trackball, touch-screen monitor and voice recognition software, Rita once again has thrived in her role with Fort Payne City Schools, where she’s worked for the past 15 years.

“At first, I didn’t think it would be possible for me to return to work,” Rita said. “Later on, it became apparent to me that it was not only possible, but that it was God’s will for me to return. The Lord loved me through it all, and now life is most definitely sweeter. God held me in His hands; I know He did.”

Rita Chapman demonstrates her touch-screen monitor
After enduring several years of domestic violence, Joleen Eaves fled to Montgomery with nothing more than the clothes on her back and the promise to herself of seeking out a better life. “Before I escaped, I was literally confined to a single room,” Joleen said. “All I knew was I needed a way out, but it was literally difficult for me to move. It wasn’t until after I got out and to a doctor that I learned the reason I couldn’t walk was a severe spinal injury I received from the abuse.”

Just coming to terms with her injury, Joleen moved on to establish herself by seeking employment assistance through Vocational Rehabilitation Service. There, she found the advice she needed to reclaim her independence and rebuild her life. Through ADRS, she also discovered her passion for psychology after enrolling in classes at Auburn University Montgomery.

“I wouldn’t be where I am today without the help of ADRS,” Joleen said. “Before I met Lorraine Lewis and Arika Dolman (her vocational rehabilitation counselors), I didn’t even have the necessary identification to even look for a job. I was totally clueless about where to start.”

Because of a fear for her safety, Joleen has since re-located out of state, but she credits ADRS with helping her realize her full potential.

“They went out of their way for me,” she said. “I struggled with my inability to walk, but they helped me realize that a wheelchair doesn’t bind me, it mobilizes me. Beyond that, they helped me see that I could be a psychologist when I only aspired to drive a truck. They were great friends when I really needed someone to talk to, and I am eternally grateful for everything they did along the way.”

Partners in Success
Joleen Eaves
Vocational Rehabilitation Service

Mary Quade
Bessemer

“I never dreamed people could care so much or be so accommodating. I simply couldn’t have asked for better care.”

Mary Quade immediately knew something was wrong when she woke up one brisk December morning to witness a rain shower of shimmering colors in her, then dominant, left eye.

Two weeks later, Mary received word from her doctor of what she already feared to be true. What a branch retinal vein occlusion only really meant to this octogenarian was that she suddenly had to relearn how to manage without use of her eyes.

From there, Rehabilitation Teacher Reine Lewis and OASIS provided Mary with the tools necessary to tackle everyday tasks and the know-how to properly use them. In Reine, Mary also made a new friend.

Reine placed bump-dots on Mary’s stove and microwave and provided her with a high-contrast cutting board to assist her in the kitchen. Mary also received magnifiers and various tools and guides to enable her to carry out common household tasks like writing checks, telling time, making phone calls, and even applying cosmetics.

“Reine was so helpful,” said Mary. “I never dreamed people could care so much or be so accommodating. I simply couldn’t have asked for better care.”

Reine was quick to return the praise.

“Mary was a true pleasure to work with,” she said. “She’s a great student and a fast learner. In all my years, I’ve never seen someone pick up threading a needle so quickly!”

Partners in Success
Mary Quade
OASIS Program
Serving infants and toddlers
The early years are critical to the success of any child. And they’re especially vital for a child with a disability or developmental delay.

Created as an important first step in ensuring that all children start school ready to learn, Alabama’s Early Intervention System (EI) is a vital component in assuring lifetime success for children with disabilities or developmental delays.

Early Intervention is also a good investment. In fact, studies show that every dollar invested in early intervention saves $7 in future costs.

Through its coordinated, community-based, family-centered system of support and services, EI works together with families, community organizations, and public and private service providers to help with development.

There are more than 50 early intervention providers located in local communities across Alabama that deliver services to infants and toddlers in their natural environments. In home and community settings, such as child-care centers, mother’s-day-out programs or city parks, youngsters with disabilities are able to become involved in activities with their peers who do not have disabilities.

To be eligible for Early Intervention services, a child must be younger than 3 years old and experience delays in hearing, seeing, walking, talking or learning or have a diagnosed condition that has a high probability of resulting in developmental delays.

Infants and toddlers may be referred to EI by calling the toll-free Early Intervention Child Find hotline, 1-800-543-3098 (en Español, 1-866-450-2838).

**Early Intervention by the Numbers**

*More than $15.8 million in services to infants, toddlers, and families*

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<thead>
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<th>Source of Revenue</th>
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* Medicaid reimbursements
Provided services and supports to 6,032 infants, toddlers and their families.

Provided funding, technical assistance and program monitoring to more than 50 local community early intervention programs statewide to ensure compliance with state and federal regulations. Programs continue to maintain a high level of compliance.

Offered training on the EI Medicaid Option to all programs. Billing under this option generates funds to assist in serving Alabama’s growing population of babies with developmental delays while state and federal dollars decrease.

Was nationally ranked in the highest category of “Meets Requirements of the Individuals with Disabilities Education Act,” as determined by the U.S. Department of Education Office of Special Education Programs based on compliance with federal regulations.

Submitted an Annual Performance Report (APR) and State Performance Plan (SPP) that evaluates Alabama’s efforts to implement the requirements and purposes of early intervention and describes how Alabama will improve such implementation. ADRS, as the lead agency for AEIS, must report annually to the public on the performance of each EI program based on the targets found in the SPP. These program profiles may be found on the ADRS website.

Continues to collaborate with the State Department of Education on trainings and initiatives that will ensure smooth transitions for young children moving from EI to preschool. Early Intervention prepares young children for school and documents their progress while participating in the program.

Actively participated and coordinated with the Governor’s Early Childhood Advisory Committee, the Department of Children’s Affairs and the Alabama Partnership for Children in the development of a unified early childhood system of services and supports for ALL young children birth to 5 years of age.
CHILDREN’S REHABILITATION SERVICE

Serving children and youth
For parents of children and teens with special health care needs, Children’s Rehabilitation Service can be a valuable lifeline. Caring doctors, nurses, therapists, and other specialists serve as an extended family, providing the support, information, and disability expertise that each child needs to succeed at home, in the classroom, and in the community.

Throughout the state, CRS collaborates with school systems to provide expertise and consultation for assessment, evaluation, therapy services, and assistive communication devices, helping children with special health care needs to participate more fully in school.

Fourteen community-based offices provide a team approach, bringing together health care specialists from many fields to provide services specially tailored to each individual family.

SERVICES INCLUDE:
- Information and referral: links families to community resources and services
- Care coordination: assists the child and family in identifying, accessing and utilizing community resources to effectively meet their individual needs
- Clinical evaluation: identifies the unique needs of a child with feeding problems, communication challenges or special diagnostic needs
- Clinical medical: operates specialty clinics throughout the state
- Patient/family education: provides information necessary to carry out treatment regimens and to make informed choices about services
- Parent Connection: provides a network of family support
- Youth Connection: facilitates youth involvement with policy development and decision-making.

Services are available to any Alabama resident with special health care needs who is younger than 21; individuals with hemophilia are eligible for services into adulthood. Families can receive services regardless of their income. Financial participation is on a sliding scale, based on each family’s needs and resources.

Treatment options vary, ranging from clinical interventions and medication to specialized equipment and therapy services to care coordination and referral to community resources as needed.

CHILDREN’S REHABILITATION BY THE NUMBERS
More than $30.5 million in services for Alabama’s children and youth

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<th>Source of Revenue</th>
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<td><strong>Other</strong></td>
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<tr>
<td>53%</td>
<td><strong>Other</strong></td>
</tr>
</tbody>
</table>

*Federal grants  ** Medicaid, insurance reimbursements

Fourteen community-based offices provide a team approach to provide services tailored to each family.
CHILDREN’S REHABILITATION SERVICE:
- Served 11,569 children and youth with special health care needs, including 1,089 with no insurance, through the CRS clinical programs.
- Awarded funding from Health Resources and Services Administration (HRSA) Maternal and Child Health Bureau for the State Implementation Grant for Systems of Services for Children and Youth with Special Health Care Needs. Funding from this grant will be used to improve the system of care for all children and youth with special health care needs in Alabama.
- Completed the Guidebook for CRS Care Coordinators. This guidebook is designed to serve as the template to share best practices for CRS care coordinators throughout the state and to ensure that all children, youth, and families will receive the highest quality care.
- Celebrated the 75th Anniversary of the Social Security Act - Maternal and Child Health Federal/State Partnership in Washington, D.C. The celebration continued at the Alabama State University MCH Pipeline program, the CRS State Office, and in local CRS offices across the state.
- Completed construction of a new CRS district office in Anniston. The Talladega office was merged with the new Anniston office. CRS now has 14 community-based offices.

CRS-HEMOPHILIA PROGRAM:
- Served 327 people with bleeding disorders.
- Served 29 uninsured participants.
- Provided 12 pediatric Hemophilia Treatment Clinics in Birmingham.
- Provided 12 adult Hemophilia Treatment Clinics in Birmingham.
- Provided six Hemophilia Treatment Clinics in Mobile.
- Provided two satellite pediatric Hemophilia Treatment Clinics in Mobile.
- Provided 1.3 million units of clotting factor at a cost of approximately $1.1 million.
- Continued work with the Autism Interagency Coordinating Council in the development of service systems for young children with autism.

CRS served 11,569 children and youth in FY 2011

CRS consumer Alista “Hayden” Ningsanont and her mother share a laugh
Each year, Vocational Rehabilitation Service’s general and blind/deaf programs offer specialized employment- and education-related assistance to tens of thousands of teens and adults with disabilities. Whether the person is a young adult going to school to prepare for his or her first job or an older adult trying to remain employed, VRS can help.

With individually tailored services offered through 20 offices statewide, VRS matches people to jobs. In fiscal year 2011, VRS provided services to 31,710 Alabamians and assisted 4,547 people with disabilities in achieving their dream of employment.

Partnerships are the key to VRS’ success and the successes of those it serves. To assure consumers achieve in the classroom, VRS collaborates with high schools, vocational schools, junior colleges and universities statewide to assist students with disabilities in receiving appropriate educational opportunities.

VRS also works closely with Alabama employers, marketing its trained, job-ready consumers and a wide range of consultant services to Alabama’s business community.

For the thousands of Alabamians with disabilities who receive services, though, VRS is more than a monetary return. For them, employment means pride, dignity and independence.

Michelle Chandler assists a soldier in her job at Fort Rucker in Ozark
Provided services to 31,710 Alabamians, including rehabilitation, education- and employment-related services.

Assisted 4,547 Alabamians with disabilities in becoming successfully employed at an average wage of $9.70 an hour.

Successfully rehabilitated into employment 327 consumers on SSI (Supplemental Security Income) and SSDI (Social Security Disability Insurance).

Continued the Welfare-to-Work grant, which helps welfare recipients with disabilities enter the world of competitive employment.

Served 12,209 Alabama students with disabilities who were transitioning from school to work and rehabilitated 1,497 into employment.

Continued involvement in Alabama’s Career Center System by accepting referrals of people with disabilities and placing them into training and/or employment.

Provided 5,965 services to 1,298 Alabama businesses at no cost to the business. Recruitment assistance and disability management, training, and employee retention services top the list.

Worked with 1,430 VR consumers seeking employment, delivering 8,560 services such as job search assistance, referral to employers, job development, career counseling and guidance, and job readiness classes.

Total number of consumers employed or retained as a result of these services: 547

Total number of business relations consultants who provided these services: 11
The VRS Blind and Deaf Program provides specialized assistance to Alabamians statewide through its Blind Services, Deaf Services and OASIS (Older Alabamians System of Information and Services) programs. Services are delivered through a team of specialized professionals, partnerships with consumer organizations, and other state and private organizations that serve people who are deaf or blind.

- Served more than 3,293 individuals with significant vision or hearing disabilities through individual employment programs, assisting 682 individuals with significant visual and hearing impairments in entering the workplace.
- Provided services to 1,499 individuals to allow them to function independently.
- Trained 398 blind adults on traveling independently using a white cane.
- Provided instruction and services to 1,038 senior citizens who have age-related blindness to assist them in maintaining or gaining independent living skills.
- Provided approximately 10,576 hours of interpreter services (not including hours of interpreter services provided by vendor interpreters).
- Held five regional strategic planning meetings around the state to review and revise the Strategic Plan for Blind Services for another three-year cycle (2012-2015).
- Developed the Accommodations Resource Guide for Work-Related Activities with assistance from a diverse committee of individuals with disabilities and/or disability expertise.
- Completed its fourth three-year Strategic Plan for services to individuals who are deaf, hard of hearing and deaf-blind.
- Launched Camp SAVi, a week-long camp designed to assist seniors with vision loss in living more independently.
- Planned and hosted the 41st Southeast Regional Institute on Deafness (SERID) in Montgomery. The conference was attended by more than 300 participants from 18 states.
- Committed 238 hours to assisting deaf and hard-of-hearing Alabamians during disaster response. Staff were involved with FEMA, Red Cross, triage teams, the Department of Human Resources, disaster shelters, and interpreting activities in 12 Alabama counties.
- In partnership with the Alabama Institute for Deaf and Blind (AIDB), sponsored three transition events to assist students who are blind or visually impaired and their parents in becoming familiar with resources that would facilitate the student’s transitioning from high school to postsecondary education or training and then to employment.
- Collaborated with AIDB and the Alumni of the Alabama School for the Blind to present the Technology Symposium, which provided individuals who are blind, low vision, or deaf-blind and professionals who work in the field of blindness or deaf blindness the opportunity to receive training and hands-on exposure to current technology.
- Conducted the 2011 Summer Work Experience Program, with 47 participants statewide.
- Collaborated with ADRS-Lakeshore Rehabilitation Facility and Jacksonville State University to host 21 college-bound seniors for College Prep.
The statewide rehabilitation technology specialist team is comprised of individuals with backgrounds in engineering and industrial design who partner with other assistive technology professionals, including computer specialists, occupational therapists, speech-language pathologists, and physical therapists, to provide high-quality services to Alabama’s children and adults with disabilities.

Throughout the state, thousands of Alabamians with disabilities are able to become more independent every year through Assistive Technology Services. Rehabilitation technology specialists (RTS’s) systematically apply engineering methodology and scientific principles to evaluate and provide technological solutions to children and adults in areas such as mobility, communications, vision, hearing, and cognition in activities associated with employment, education, independent living, and community integration.

RTS’s evaluate the functional abilities of people with disabilities, the tasks they perform, and the environments they live and work in to recommend off-the-shelf, modified, or customized technology solutions to increase their independence.

In FY 2011, this program:
- Provided 346 assistive device services to ADRS consumers.
- Provided 54 engineering design services.
- Provided AT training or demonstrations to 61 individuals.
- Provided follow-up or coordination of services to 315 consumers.
- Provided one or more services to 327 VRS consumers, 42 CRS consumers, and 19 consumers of other ADRS programs.
- Provided services to 177 Children’s Rehabilitation Service consumers through Augmentative Communication Technology (ACT) Clinics.

In 2011, the RTS’s added two new assistive technology workshops in Huntsville and Dothan to expand the ability to modify and make custom devices. Additionally, the RTS team worked with Push Product Design and Red Mountain Labs to develop the Locabulary app, which provides a low-cost augmentative communication solution to adults at risk of losing their jobs due to voice impairment. The app is available free of charge to anyone receiving services from ADRS.

Rehabilitation Technology Specialist Bynum Duren assists with a consumer at a Children’s Rehabilitation Service Augmentative Communication Technology (ACT) Clinic.
Fiscal year 2011 marked the 75th anniversary of the creation of the federal Randolph-Sheppard Act, which provides qualified blind individuals with job training and employment opportunities through the management and operation of small businesses that provide independence through self-employment.

Now, with the success of the program threatened by the downsizing and closure of post offices, rest stops, and other government vending locations, operators in the Randolph-Sheppard program are turning to technology to generate more revenue from fewer vending machines. Alabama’s BEP has partnered with San Francisco-based Cantaloupe Systems to enable Alabama’s blind vending operators to improve their business effectiveness and efficiency.

Beginning in August 2011, Alabama’s Business Enterprise Program began installing Cantaloupe Systems’ SEED technology in a first wave of 300 vending machines operated by blind Randolph-Sheppard operators in public-building snack bars, cafeterias, gift shops and military dining halls. SEED automatically monitors and reports vending sales in real time over the Web, allowing vending operators to generate maximum revenue and margin from each machine through service efficiencies and reduced operational cost, while at the same time enabling operators to provide customers the freshest, most-popular products in each machine.

Alabama’s BEP boasts the second-highest number of blind vendors per capita of any state and provides employment for some 110 blind vendors and licensees in snack bars, cafeterias, vending machine facilities, vending routes, a gift shop and six federal dining hall operations statewide. Alabama’s BEP operates approximately 72 vending machine route facilities, more than any program in the U.S. Alabama’s blind vendors also employ 368 other Alabamians, as drivers and helpers to assist with their business operations. This workforce also includes persons with disabilities, including other individuals with visual impairments. In FY 2010, the program achieved $29,758,215 in gross sales while maintaining an average income of $35,753 per vendor.
Located throughout Alabama, the community rehabilitation program (CRP) network of mostly private, nonprofit organizations has been providing services to ADRS consumers for more than 70 years.

The Alabama Department of Rehabilitation Services operates Lakeshore Rehabilitation Facility located in Birmingham. This facility serves individuals with disabilities statewide through such programs as Vocational Evaluation, Career Exploration, College Preparation, Assistive Technology, and Adaptive Driving. Several of these programs have been recognized as “Best Practice” at the local and national level.

**Community Rehabilitation Programs**

During FY 11, ADRS-Lakeshore:

- Began CREST, a career focus group that assists consumers in developing job-ready behaviors.
- Continued to develop blind/low-vision vocational evaluation services specifically designed to identify post-secondary and employment strengths and challenges in this population.
- Expanded the College Preparation program to Tuscaloosa.
- Using stimulus funds, updated current vehicles and purchased four new vehicles for the Adaptive Driving Training Program, the only program of its type in Alabama.
- Continued to offer CONNECTIONS, an evening program for individuals with autism, Asperger’s syndrome and other cognitive disorders that have associated social issues as a barrier to employment.

In FY 2011, funding was made available for all CRP facilities to offer a special Summer Employment Program, and 10 CRPs participated in this effort. Participating CRPs developed comprehensive job-oriented curriculums and work activities for both transition and general caseload consumers. Each CRP developed a specific curriculum that suited the population and needs of consumers served in their area.

Also in FY11, our CRP partnership and collaborative efforts served a total of 4,617 ADRS consumers statewide. Of this group, 1,388 achieved an employment outcome. This is an increase of 286 ADRS consumers who found jobs compared with FY10, representing a 26 percent increase. Consumers who reached their employment goal earned an average wage of $9.11 per hour, which also surpassed last year’s wage of $8.56 per hour. This represents a 6 percent increase in wages earned per hour.

ADRS requires that our CRP’s be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), the accreditation standard for community-based providers in the field of rehabilitation. This year, seven of our CRP partners went through the intensive three-day review. The highest award is an accreditation for a three-year period, and each of these facilities attained this status.

**Number of consumers served by CRPs statewide**

**4,617**

For a complete list of our community rehabilitation partners, go to Page 45
The Alabama Governor’s Committee on Employment of People with Disabilities serves as a community relations component for ADRS for initiatives and events from the U.S. Department of Education’s Office of Special Education and Rehabilitation Services.

In FY 2011, the AGCEPD focused on three major initiatives:

- National Disability Employment Awareness (NDEA) Month
- Disability Mentoring Day
- Alabama Business Leadership Employment (ABLE) Network

NDEA Month
“Talent Has No Boundaries: Workforce Diversity Includes People with Disabilities” was the national theme for the 17 local events conducted by the many AGCEPD chapters throughout Alabama. Some 145 certificates of recognition from the governor were awarded to businesses, individuals with disabilities, educators, professionals, media organizations and transition youth for their accomplishments related to employment of individuals with disabilities.

Disability Mentoring Day (DMD)
In concert with the American Association of Persons with Disabilities that provides the leadership for DMD nationally, the Alabama Governor’s Committee and Vocational Rehabilitation staff partnered to create mentoring sites for VR transition students and other VR consumers with Alabama business partners such as CVS/Pharmacy, Wal-Mart, Sam’s Club and more. More than 75 VR consumers participated statewide.

ABLE Network
In FY11, ADRS continued to provide in-kind support for the Alabama Business Leadership Employment (ABLE) Network by hosting its webpage (www.alabamabl.net) while also providing a liaison and clerical support for special ABLE projects and meetings and assisting with special exhibits and in-service training for employers. The website hosts a real-time electronic talent bank to enhance recruitment of VR consumers for local job vacancies. ABLE is a business-to-business nonprofit entity that advocates with public and private sector employers for persons with disabilities, and it is the Alabama chapter of the U.S. Business Leadership Network.
STAR: Alabama’s Assistive Technology Resource

**STAR (Supported Employment)**

**Supported Employment Programs**

Supported Employment assists ADRS consumers with the most-significant disabilities who need ongoing supports to obtain and retain competitive, integrated employment.

In FY 2011, ADRS maintained agreements with 30 service providers. These providers conduct situational assessments in the community or engage in the Discovery process to best assess consumers’ skills and to obtain a good job match. Job development, on-site job coaching, and support services ensure job stability. Long-term supports are provided for the duration of the employment to ensure stability and maintain a positive relationship with employers.

In FY 2011, 522 clients completed situational assessments or the Discovery process. Of the 522, 296 obtained competitive employment. Additionally, 249 were closed as successfully employed. More than 700 are currently being followed in long-term support.

In 2011, three of our supported employment providers hosted summer work experiences. Two concentrated on transition-age students, while one focused on consumers who had been in supported employment but had not been successful. One program placed two of 10 students from their summer work experience into competitive employment and another in a paid internship with the federal government. Another program has already placed four of its 10 students, and these were unsuccessful SE cases in the past.

Currently several pilot programs are focusing on identifying and addressing the needs of those with autism spectrum disorders. Staff are also working in collaboration with the Department of Mental Health on a transition pilot initiative and possible implementation of waiver services to support high school seniors transitioning from school into supported employment.

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**REUTILIZATION PROGRAMS**

In FY 2011, STAR partnered with the six reutilization programs statewide, the 3-R Project in Anniston, Enabling Resources in Mobile, the Waste Not Program in Huntsville, the CARE Project in Montgomery, the ReMEDy Project in Birmingham, and the REAL Project in Dothan.

These partnerships:

- Saved Alabamians with disabilities $1,633,451 by refurbishing assistive technology for reuse.
- Received 3,274 requests for assistive technology items.
- Received 2,256 donated items from communities.
- Reused 2,161 assistive technology items.
- Responded to 202 ADRS consumer requests.
- Saved ADRS $153,285 by providing needed assistive technology to ADRS consumers.

**TRAINING ACTIVITIES**

STAR, through its partnership with T.A.S.C. (Technology Assistance for Special Consumers) of UCP Huntsville, offers assistive technology training modules for Alabamians with disabilities, family members, caregivers, schools, support groups, businesses, and other organizations providing services to people with disabilities. Training is provided on site, off-site and online through www.startraining.org. A summary of training activities for FY 2011 includes:

- 2,184 trainings
- 4,395 individuals directly impacted
- 30,907 individuals indirectly impacted
- 17,194 visits to website

**ALTERNATIVE FINANCE PROGRAM (AFP)**

Alabama’s Ability Loan Program, a partnership that includes ADRS, STAR, Southern Disability Foundation Inc., and AuburnBank, provides individuals with disabilities access to affordable low-interest/extended-term loans to purchase assistive technology equipment and/or other related services.

The program offers loans at a 4 percent and 6 percent interest rate. For FY 2011, the program provided 18 loans with a dollar value of $330,606. The top three requested items were adaptive vehicles, mobility equipment, and hearing aids.

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**Amount saved for Alabamians with disabilities through refurbished assistive technology**

$1.63 million
Transition Service

ADRS Transition from School to Work Services helps to ensure that Alabama’s students with disabilities leave school as independent, productive, and contributing members of their communities.

As in past years, transition students comprised approximately one-third of all individuals served and placed into employment by ADRS counselors, with 12,209 transition students receiving services and 1,497 successfully employed.

The transition program also continued to strengthen the jointly funded job coach program. Agreements exist with more than 64 local school systems across the state employing 65 school-based job coaches. The program is cooperatively managed by local Vocational Rehabilitation Service staff and school system staff. In addition, students, parents, rehabilitation counselors, local school special and regular education staff, and the job coaches work together to plan for students’ successful and smooth transitions to adult life and work.

In FY 2011, ADRS continued efforts to develop and improve transition partnerships, programs, and service models to meet the needs of students with more-significant disabilities and overcome barriers to employment and community living.

OTHER HIGHLIGHTS OF FY 2011 INCLUDE:

- Continued College Prep Program services offered at five sites around the state, with more than 200 students participating.
- Continued collaboration with the Special Education Division of the Alabama Department of Education and the Department of Corrections to implement the Prison Transition Initiative for youth with disabilities incarcerated in adult prisons.
- Continued collaboration with Children’s Rehabilitation Service to provide Teen Transition Clinics in Homewood, Mobile, Huntsville and Montgomery.
- Increased collaboration in the State Interagency Transition Team to encourage local areas to establish Community Transition Teams to address transition issues for youth with disabilities.
- Continued collaboration with the Alabama Governor’s Committee on Employment of People with Disabilities, the State Department of Education, the Department of Mental Health, Troy University, the Alabama Council on Developmental Disabilities, and the Governor’s Office for Faith-Based and Community Initiatives to provide the Alabama Governor’s Youth Leadership Forum. In FY 2011, 28 exemplary youth with disabilities from throughout Alabama participated in this one-week program designed to enhance leadership skills. Twenty alumni of previous forums returned to work as staff.

Traumatic Brain Injury Care System

ADRS is the state’s lead agency in traumatic brain injury (TBI) and serves as a source of information, education, and resources for survivors, professionals, agencies, and organizations.

In FY 2011, the Traumatic Brain Injury Care System partnered with the Alabama Head Injury Foundation (AHIF), the Alabama Department of Public Health (ADPH), and the University of Alabama at Birmingham to provide services to 4,600 individuals and families.

HIGHLIGHTS INCLUDE:

- Assisting more than 4,600 individuals with TBI and families with community reintegration, service provision, housing, respite care, independent living services, resource coordination, attendant care, medical supplies, assistive equipment, cognitive, recreational, and vocational rehabilitation, and employment.
- Passage of Alabama Sports Concussion Law. The new law is intended to prevent, identify and treat concussions, including how soon a student athlete can return to play. It applies to ALL athletic organizations.
- Creation of a Statewide Training and Education Committee by the AHIF for TBI outreach, education and materials dissemination.
- Continuation of the partnership with UAB’s TBI Model System, one of 16 programs funded by the National Institute of Disability Rehabilitation and Research dedicated to improve care and outcomes for individuals with TBI.

Judson Lynch, right, a delegate at the 2011 YLF, spends a moment with YLF luncheon speaker Kenneth ‘Maze’ Marshall

Gov. Robert Bentley signs the Alabama Sports Concussion Law
Business Relations Program: Growing Partnerships with Business

In FY 2011, despite a tight economy, the ADRS business relations program, READI-Net, experienced growth in new and existing partnerships with businesses and federal agencies throughout Alabama and beyond due to:

- Active outreach by the local ADRS business relations consultants and their subsequent successes with employers who chose to hire people with disabilities.
- ADRS’ link to “The NET,” the National Employment Team of the Council of State Administrators of Vocational Rehabilitation (CSAVR) creating connections with multi-state businesses through a lead point of contact.
- Strong advocacy by ABLE Network (Alabama Business Leadership Employment Network), the state chapter of the U.S. Business Leadership Network.
- President Obama’s executive order to federal agencies to increase the percentage of their workforce that is comprised of employees with disabilities.

HOME-GROWN PARTNERSHIPS

In fiscal year 2011, READI-Net partnered or connected with 1,298 companies throughout Alabama, providing 5,965 no-cost services to these employers in the form of recruitment, hiring, employee retention, accommodations, disability etiquette and awareness training and more.

Some of those businesses include:

- West Corporation
- Coca-Cola
- Sodexo
- Spherion
- YMCA
- Sam’s Club
- Home Instead Senior Care
- Wal-Mart
- Hewlett Packard
- Amvac Chemicals
- Honeywell
- Manpower Inc.
- Alabama State Docks
- U.S. Department of Treasury
- VA Medical Center
- Anniston Army Depot
- Internal Revenue Service
- Alabama Department of Environmental Management
- University of Alabama at Huntsville
- University of Alabama at Birmingham
- Maxwell Air Force Base Commissary
- Space and Rocket Center
- Missile Defense Agency

5,965
Number of no-cost services provided to employers

CONNECTIONS THROUGH ‘THE NET’

A sampling of both federal and private sector business partnerships that have benefited ADRS consumers in Alabama include:

- Walgreens
- Lowe’s Home Improvement
- CVS/Pharmacy
- OfficeMax
- Wells Fargo
- Sears
- AT&T
- Marriott Foundation

- Greyhound
- Lockheed Martin
- USDA Forest Service
- Internal Revenue Service
- Health and Human Services
- Department of Commerce
- DeCa (Department of Commissaries)

In addition to these partnerships, The NET is strategically positioning the VR program to be the lead resource for a talent pool for the U.S. Business Leadership Network.
INDEPENDENCE.
SELF-SUFFICIENCY.

No two words better summarize the goal of the State of Alabama Independent Living (SAIL)/Homebound Service.

With seven community-based offices located all around the state to serve residents in every Alabama county, SAIL assists individuals with severe disabilities in maintaining and regaining as much independence as possible while remaining in their homes and communities.

SAIL’s team of registered nurses, rehabilitation counselors and independent living specialists provides consumers and their families with individualized services and training about the unique problems and needs presented by their disability. Through specialized in-home education, counseling, attendant care, training, and medical services, consumers are taught about activities of daily living, health, safety and nutrition as well as assistive technology.

SAIL is comprised of four specialized programs:

Homebound Services provides a wide range of education and home-based services to assist people with severe disabilities in leading more independent lives.

To be eligible for this program, a person must:

- be an Alabama resident,
- be at least 16 years old,
- have a medical diagnosis of traumatic brain injury or quadriplegia,
- be dependent on others for assistance with activities of daily living,
- demonstrate financial need.

Independent Living Support Services enhances and promotes independence in the home, community and workplace.

To be eligible, a person must:

- have a severe disability that limits his or her ability to live independently,
- provide evidence that by receiving this service, his or her potential to achieve independence will improve.

Through a special SAIL Medicaid Waiver, the program is able to maximize its resources and access additional programs and services for the individuals served by providing services in the participant’s home, leading to reductions in institutional placements.

To be eligible for services through the waiver, a person must:

- be at least 18 years old,
- be medically and financially eligible for a nursing home,
- have experienced the onset of the disability before age 60,
- have a neurological disability as a result of reasons other than aging.

SAIL provides targeted case management for the Technology Assisted Waiver for Adults (TAW), serving those eligible who are ventilator dependent or who have a tracheostomy and require private duty nursing services to remain in the home. SAIL TAW case managers perform assessments, initiate, monitor, and coordinate waiver services to those participants on the program.

INDEPENDENT LIVING/HOMEBOUND

SAIL’s team provides consumers and their families with individualized services and training about the unique problems and needs presented by their disability.

SAIL / HOMEBOUND BY THE NUMBERS

More than $12 million to serve Alabamians with the most-significant disabilities

Source of Revenue

Federal $1,046,247.20 9%

State $4,963,392.00 43%

Other* $5,593,046.63 48%

Total $11,502,685.83 100%

Use of Revenue

Administration $792,401.78 7%

Services $10,810,284.05 93%

Total $11,502,685.83 100%

* Medicaid reimbursements
Assisted 1,775 Alabamians with the most-significant disabilities in remaining in their homes and communities rather than in nursing homes or other institutions, including 468 in the Homebound Program, 525 in the Independent Living Service, 524 in the Medicaid Waiver Program, and 14 in the Technology Assisted Waiver. An additional 244 were served through the independent living specialists by receiving information and referral services.

Provided services to consumers and families in all 67 counties through seven SAIL teams located statewide.

Continued to develop resources to supplement limited funding with donated goods and services, with independent living specialists securing donations of $471,008.

Used the ADRS Recycling Centers, donated goods and services, in-kind services, and community resources to serve consumers throughout the state.

Continued participation in the Long-Term Choices task forces started by the Alabama Medicaid Agency in the spring of 2006 to address options for long-term care for Alabama’s elderly and people with disabilities.

Collaborated with Alabama Medicaid for the creation of the Alabama Community Transition (ACT) Waiver designed to assist some persons currently residing in nursing homes in moving back into the community.

Continued involvement with the Centers for Independent Living and the State Independent Living Council.

Continued to work with the Alabama Department of Public Health, the Alabama Department of Senior Services, and the Alabama Medicaid Agency to develop a seamless system of audits for direct service providers enrolled in the provision of waiver services.

Collaborated with Alabama Medicaid to amend the Technology Assisted Waiver for Adults, allowing the broadening of the eligibility criteria to those who are older than 21, are ventilator dependent and/or have a tracheostomy and require private duty nursing services.
50,852

Number of people served

$36.9 million

Total amount of purchased services

Note: Number served totals may include individuals who received services from multiple divisions.
PEOPLE SERVED

ALABAMA'S EARLY INTERVENTION SYSTEM

6,032

Number of infants and toddlers served
CHILDREN’S REHABILITATION SERVICE

11,569
Number of children and youth served

$3 million
Total amount of purchased services

Note: Number served totals include adult hemophilia and former residents who received services in FY 2011; purchased services totals include clinic, factor, and purchased services; purchased services include adult hemophilia.
2011 Annual Report

People Served • Purchased Services • Rehabilitations

Vocational Rehabilitation Service

31,710
Number of teens and adults served

4,547
Number of people placed in employment

$28 million
Total amount of purchased services
PEOPLE SERVED • PURCHASED SERVICES

INDEPENDENT LIVING/HOMEBOUND

Number of people served: 1,541

Total amount of purchased services: $5.8 million
Alabama’s Early Intervention System program locations

In FY 2011, these Early Intervention programs provided supports and services to eligible families in the counties surrounding the city listed.

**ANNISTON**
East Central Alabama UCP Center Inc.

**ANDALUSIA**
South Central Alabama Mental Health/Mental Retardation Board Inc.

**AUBURN/OPELIKA**
Alabama Institute for Deaf and Blind, Regional Office

**BIRMINGHAM**
Alabama Institute for Deaf and Blind, Regional Office
ARC of Jefferson County Inc.
Central Alabama Therapy Services, LLC
Children R Us
Children’s Early Intervention Program
UCP of Greater Birmingham (Hand in Hand)

**BREWTON**
Southwest Alabama Mental Health/Mental Retardation Board Inc.

**CULLMAN**
Cullman County Center for Developmentally Disabled Inc. (Todd’s Club)

**DECATUR**
Early Childhood Services of Centers for the Developmentally Disabled (CDD)
North Central Alabama Mental Retardation Authority

**DOTHAN**
Alabama Institute for Deaf and Blind, Regional Office
Dothan-Houston County Mental Retardation Board Inc. (Vaughn Blumberg Center)

**DUTTON**
Twin Acres Early Intervention

**FAYETTE**
Chattahoochee Valley ARC

**FLORENCE**
Alabama Institute for Deaf and Blind, Regional Office

**GADSDEN**
UCP of Greater Birmingham (Hand in Hand)

**GUNTERSVILLE**
Marshall/Jackson Mental Retardation Authority

**HUNTSVILLE**
Alabama Institute for Deaf and Blind, Regional Office
ARC of Madison County
Madison County Mental Retardation Board
UCP of Huntsville and Tennessee Valley

**JASPER**
ARC of Walker County

**MCINTOSH**
UCP of Mobile (New Journey)

**MOBILE**
Alabama Institute for Deaf and Blind, Regional Office
Goodwill Easter Seals of the Gulf Coast
Gulf Coast Therapy Early Intervention
UCP of Mobile (Project Special Delivery)

**MONTGOMERY**
Alabama Institute for Deaf and Blind, Regional Office
Children’s Center of Montgomery Inc. (PPEI)
The HOPE Project/Montgomery Area ARC
Project Wiggles and Giggles
UCP of Greater Montgomery (Horizon)

**MUSCLE SHOALS**
Shoals Committee on Programs and Employment for Mental Retardation 310 Authority (SCOPE)

**ONEONTA**
UCP of Greater Birmingham (Blount County)

**PELHAM**
Shelby County ARC/Kids First

**PELL CITY**
UCP of Greater Birmingham (St. Clair County)

**PRATTVILLE**
ARC of Autauga/Western Elmore County (EIEIO)

**RAINSVILLE**
UCP of Greater Birmingham (Hand in Hand)

**ROBERTSDALE**
The MR/DD Board of Baldwin County/Project Sunrise

**SCOTTSBORO**
Marshall/Jackson Mental Retardation Authority

**SELMA**
Cahaba Center Early Intervention

**SYLACAUGA**
Cheaha Mental Health Center/Early Intervention

**TALLADEGA**
Alabama Institute for Deaf and Blind, Regional Office

**TROY**
UCP of Mobile (Bright Beginnings)

**TUSCALOOSA**
Alabama Institute for Deaf and Blind, Regional Office
Community Service Programs of West Alabama Inc.
RISE Program

**TUSCUMBIA**
Alabama Institute for Deaf and Blind, Regional Office
UCP of Northwest Alabama

**VALLEY**
Valley Haven EI
In fiscal year 2011, Vocational Rehabilitation Service (VRS) continued financial support for 12 projects funded with $2 million in stimulus money set aside for partner organizations. In awarding the funding, VRS looked for projects that offered a short-term investment for a long-term gain and provided employment opportunities for difficult-to-serve populations, including people with the most-significant disabilities and people with disabilities living in rural areas of the state.

Here are the projects that received funding:

<table>
<thead>
<tr>
<th>PROJECT NAME</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achievement Center–Easter Seals, Opelika</td>
<td>$164,031</td>
</tr>
<tr>
<td>Alabama Department of Mental Health, Montgomery</td>
<td>$200,000</td>
</tr>
<tr>
<td>Alabama Institute for Deaf and Blind, Talladega</td>
<td>$200,000</td>
</tr>
<tr>
<td>ARC of Madison County Inc., Huntsville</td>
<td>$200,000</td>
</tr>
<tr>
<td>Easter Seals Central Alabama, Montgomery</td>
<td>$200,000</td>
</tr>
<tr>
<td>Goodwill Easter Seals of the Gulf Coast, Mobile</td>
<td>$141,500</td>
</tr>
<tr>
<td>Mobile Association for the Blind, Mobile</td>
<td>$200,000</td>
</tr>
<tr>
<td>Opportunity Center–Easter Seals, Anniston</td>
<td>$176,179</td>
</tr>
<tr>
<td>Push Product Design, LLC, Birmingham</td>
<td>$115,000</td>
</tr>
<tr>
<td>Triumph Services Inc., Birmingham</td>
<td>$58,225</td>
</tr>
<tr>
<td>West Central Alabama Easter Seals, Selma</td>
<td>$166,582</td>
</tr>
<tr>
<td>Wiregrass Rehabilitation Center, Dothan</td>
<td>$200,000</td>
</tr>
</tbody>
</table>

In awarding the funding, VRS continued its support for Community Rehabilitation Program (CRP) projects in FY 2011. ADRS, with stimulus funding, provided support for 12 projects at partner organizations.
Because we value maximum acquisition and efficient and effective management of resources, the Alabama Department of Rehabilitation Services continues to seek funding from state and federal sources to enable Alabama’s children and adults with disabilities to achieve their maximum potential. The following are grant highlights from fiscal year 2011.

**HEMOPHILIA PROGRAM**

$25,953  
**Awarded by:** Hemophilia of Georgia, funded through Region IV South Maternal and Child Health Bureau Bleeding Disorders Program (administered through Children’s Rehabilitation Service)  
**Purpose:** To provide access to comprehensive, culturally sensitive, family-centered bleeding disorder treatment and services in the state of Alabama, facilitating consumer involvement and providing access to clotting factor products as appropriate.

**TRAUMATIC BRAIN INJURY (TBI) STATE IMPLEMENTATION PARTNERSHIP: STRENGTHENING THE SYSTEM OF CARE FOR ALABAMIANs WITH TBI**

$250,000 (3rd of 4-year cycle)  
**Awarded by:** Health Resources and Services Administration  
**Purpose:** To expand the statewide system of care for children and youth with TBI who are unidentified and unserved/underserved, with a focus on those in rural communities.  
- To increase access to neurobehavioral health services for children, youth and adults with TBI.

**CLIENT ASSISTANCE PROGRAM**

$158,888  
**Awarded by:** U.S. Department of Education  
**Purpose:** To assist citizens of the state by acting as an advocate regarding services provided by ADRS, independent living programs, community rehabilitation programs and projects funded under the Rehabilitation Act of 1973.  
**Number served:** 29

**IN-SERVICE TRAINING GRANT**

$107,824 (1st year out of 5-year cycle)  
**Awarded by:** U.S. Department of Education, Rehabilitation Services Administration  
**Purpose:** To enhance the quality of the vocational rehabilitation services provided to individuals with disabilities by improving the competencies of the vocational rehabilitation personnel through enhanced training and educational opportunities.
TICKET TO WORK-MEDICAID INFRASTRUCTURE GRANT

$750,000 (10th year)

Awarded by: Centers for Medicare and Medicaid Services (CMS)

Purpose: To improve Medicaid’s infrastructure to include work incentives for persons with disabilities including a Medicaid buy-in program design and implementation, creation and expansion of personal assistant services that support persons with disabilities in the workplace and case management training redesigns.

INDEPENDENCE THROUGH EMPLOYMENT GRANT

$1.2 million

Awarded by: Alabama Department of Human Resources (DHR)

Purpose: To assist DHR consumers receiving services through the Temporary Assistance to Needy Families (TANF) Program in achieving independence and self-sufficiency through services offered by the Alabama Department of Rehabilitation Services leading to employment or benefits through other federal programs such as Supplemental Security Income or Social Security Disability Insurance.

Number of people served by grant: 1,500

STAR: “ALABAMA’S ASSISTIVE TECHNOLOGY RESOURCE”

$435,000 (18th year out of 18-year cycle)

Awarded by: U.S. Department of Education, Rehabilitation Services Administration

Purpose: “to enable Alabama’s children and adults with disabilities to achieve their maximum potential through improved access to and acquisition of assistive technology”

Number of people served: 4,737

SOCIAL SECURITY ADMINISTRATION WORK INCENTIVE PLANNING AND ASSISTANCE (WIPA)

$183,525 (5th of 6-year cycle)

Awarded by: Social Security Administration

Purpose: Provide work incentive counseling to SSA beneficiaries and recipients who live in 29 counties in central and southern Alabama and are interested in entering or re-entering the world of work.
Many thanks to the hard-working ADRS staff who generously contributed their time, effort, expertise, and insights to this publication:

Tania Baldwin
Demetrice Coon
Arika Dolman
Monica Grammer
Barbara Hankins
Emma Hereford
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Kenny Maness
Michael Quinn
Ashley Simmons
Michelle Stevenson
Jill Stewart
Dru Sweatman
Kathy Turley
Emanda Wimberly

The individuals listed represent only a small number of the hundreds of dedicated ADRS professionals around the state who work tirelessly to improve the lives of people with disabilities. Thanks to all ADRS staff who work each day to help the department accomplish its mission: to enable Alabama’s children and adults with disabilities to achieve their maximum potential.
In the provision of services and in employment practices, the Alabama Department of Rehabilitation Services does not discriminate on the basis of race, sex, creed, national origin, religion, age or disability. This material is available in alternate format upon request.