STATE OF NEW JERSEY
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

New Jersey Division of Vocational Rehabilitation Services

STATE
REHABILITATION
COUNCIL

Annual Report for FY 2019

The SRC/DVRS Partnership Celebrates Accomplishments

October 1, 2018 through September 30, 2019

New Jersey Dept. of Labor

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New Jersey State Rehabilitation Council

Executive Committee

Rebecca Shulman, Chairperson

James R. Thebery, Vice-Chairperson

Wayne Roorda, Treasurer

Peggy Englebert, Past Chairperson

Karen Carroll, DVRS Director

Rehabilitation Council Members

Council Membership is in accordance with Section 105 of the 1998 Amendments to the Rehabilitation Act and New Jersey Executive Order 110 and reflects a diverse range of disability groups, geographical areas, racial, ethnic and gender groups. Each member is appointed by the Governor of New Jersey. The Council represents a broad spectrum of individuals who are concerned with the vocational needs of people with disabilities and who support the objectives of the public rehabilitation program in New Jersey. As of 2019 representation on the Council is as follows:

Member	Representation
Joanne Norflet	Recipient of VR Services
James R. Thebery	Advocate1
Wayne Roorda	Advocate2
Rebecca Shulman	Advocate3
Patricia A. Tomlinson	Advocate4
Thomas G. Jennings	Business Rep 1
James E. Seath	Business Rep 2
Margaret M. Englebert	Business Rep 3
Charles Dodge	Disabled Rep. 1
Mohsen Badran	Community Rehab Program Rep
Mary Ciccone	Client Assistance Program
Bill Freeman	NJDOE – Office of Special Education Rep
Lorna Runkle	Business, Industry & Labor Representative
Carolyn D. Hayer	Parent Training & Info Center Rep
Nantanee Koppstein	SILC
Margaret Gilbride	Advocate5
Janice Oursler	VR Counselor 1
Kathleen Wilson	Disabled Rep. 2
In process	State Workforce Development Board
Karen Carroll	Director, DVRS, Ex-Officio

ALIYAH ROBINSON-PETERS (NEW BRUNSWICK):
"Hope this letter finds you well. I would just like to take a moment to thank and acknowledge your professional vocational counselor Mrs. Aaliyah. I have had the pleasure of working with her and from the start she has been quite patient, professional, a team player, always collaborating with other colleagues for advice and ideas, passionate about helping those in need and always representing and speaking highly of the agency, division and you her esteemed supervisor. It is not many that I would even consider taking the time out of my busy schedule to write something like this for, however she should be acknowledged and thanked. And I am not an easy person to work with at all. (Client)

JILL SCHALL (TRENTON):
Thank you for all that you have done for me on this journey; I couldn't be more grateful to have had you as my NJDVRS counselor. You have supported me, fought for me and have been so kind to me. (Client)

Message from the Chair

On behalf of the State Rehabilitation Council (SRC) of New Jersey, it is my privilege to present the 2019 Annual Report to our stakeholders. The SRC continues to be very busy with 2019 marking 100 years of Vocational Rehabilitation services in New Jersey. An anniversary event was planned to highlight the 100-year anniversary with information about the history of the then Rehabilitation Commission and how many, now historical figures were instrumental in creating this outstanding program.

The mission of the New Jersey Division of Vocational Rehabilitation Services (NJDVRS) is to help individuals with significant disabilities choose and achieve success in competitive-integrated employment aligned with their abilities, strengths, and needs. Too often, individuals with disabilities, and in particular those with the most significant challenges, are not seen as capable employees who can contribute to the workforce. An excellent example of employment success is Donny F., a consumer at the DVRS office in Burlington County, who is making a difference one smile at a time at the Mount Laurel Home Depot. Donny was born with Cerebral Palsy and credits his great-great-grandparents who raised him with instilling in him the belief that he can do anything he wants to do. His DVRS Counselor says that Donny initially interviewed for a customer service position, and although he didn't get that job, the Home Depot management team was so impressed that they created a greeter position for him. When asked about his new job, Donny said, "I love doing it because it makes me feel like I'm giving back to people by making them have a better day and putting a smile on their face. I would like to say to anyone that needs to hear this: your disability does not define you, YOU define your disability."

DVRS continues to exist because they serve a much-needed purpose: creating equal access to employment for individuals with disabilities. If we think of all the individuals assisted in 100 years, we can be proud of the Agency's accomplishments and look back on hundreds of thousands of success stories similar to Donny's. As we go into year 101, I want to thank Council members for all their hard work, and want to acknowledge the efforts made by DVRS counselors, support staff, supervisors, managers and central office staff. Their dedication and the contributions they make every day to insure that individuals who have disabilities are able to reach their career goals is truly noteworthy and the work they do significantly impacts the lives of individuals with disabilities. By assisting people to become employed, they not only improve individual lives but also have a positive impact on the New Jersey economy.

It is an honor to chair the State Rehabilitation Council and be able to work closely with NJDVRS and this group of outstanding council members. I want to particularly thank past SRC Chairperson Peggy Englebert for her assistance this past year and for her mentorship and wisdom.

Respectfully submitted,

Rebecca Shulman

Rebecca Shulman, M.A., C.R.C, L.R.C.
Chair, New Jersey Rehabilitation Council

STEPHEN SHEVLIN (TRENTON)
Mr. Shevlin has been wonderful during this whole process. He has been professional and very helpful. I want to thank everyone for all their assistance and kindness. (Client)

DANIELLE KWAN (SOMERVILLE)
"Hi Danielle, everything went great and I have been on the road for about 6 weeks. It is amazing to wake up get ready and go to work on my own. The best feeling ever and I can't thank you enough for helping me get there." (Client)

"Hi Danielle, we want to pass along some great news since you have been such a wonderful advocate for Steven. Steven will be working as a Food Service Worker in the Princeton Public School District, beginning next week. We appreciate all the hard work and effort you put in on Steven's behalf. Thanks again for all your help and understanding! Enjoy the holiday weekend! Regards" (Client & parents)

Beliefs, Mission, Function

SRC BELIEFS

As members of the New Jersey State Rehabilitation Council (SRC), we believe:

- That people with disabilities, like all people, have diverse strengths that must be defined and identified along many dimensions.
- That each person with a disability has value.
- In a public system of vocational rehabilitation that is responsible and accountable to those it serves and to those who fund it.
- In partnerships, affiliations and linkages.
- That optimal results in rehabilitation depend on an equal partnership between consumers and the professional (service provider).
- That all consumers should be given enough information to make informed choices.
- That all people with disabilities are ultimately responsible and accountable for the choices they make.
- That all people with disabilities should have the opportunity to maximize their potential.
- That respect for all is critical to this process.
- That it is necessary to support, further and exemplify diversity and multiculturalism within the disability community and the community at large.
- That the rights of people with disabilities should be advanced and protected.

CANDACE TITANSKI and TIFFANY HOOD (PLEASANTVILLE)
Congratulations to Atlantic County Special Services and their student interns who concluded their 6- week Summer Internship program today. Each intern completed 120 hours of work at amazing community worksites in Atlantic County.
Special thanks to our community partners Shore Medical Center, Caesar's Entertainment, Bally's Hotel and Casino, Meadowview Nursing Home, EHT Community Center, Atlantic Cape Community College and Trinity Learning Center for a great experience. Special thanks to Candace Titanski and the Pleasantville office for their assistance with the grant. Tiffany Hood and I had a great time collaborating.

TARA SKERRITT (NEWARK) "Tara, words cannot express the way I feel right now. I want to thank you for all your hard work and dedication seeing this through to the finish line, it was not an easy task. You deserve a raise. Tell your manager I said so. Lol. Talk to you soon." (Client's mother)

SRC MISSION

The SRC is a partnership of persons with disabilities, advocates and other interested persons. It is committed to ensuring through policy development, implementation and advocacy that New Jersey has a rehabilitation program that is not only comprehensive and consumer-responsive but also effective, efficient and significantly funded. The SRC is dedicated to ensuring that persons with disabilities receive rehabilitation services that result in employment.

SRC MANDATED FUNCTION

The SRC, on behalf of the community it represents, reviews, analyzes and advises the New Jersey State Vocational Rehabilitation Program (DVRS) regarding the performance of its responsibilities. Council goals and activities are set annually and are in response to both National and State issues, as mandated by Section 105 of the Rehabilitation Act of 1973, as amended. The focus of Council goals and activities includes but is not limited to Consumer Satisfaction, Statewide Needs Assessment, State Plan and Amendments, Policy, Extent/Scope/Effectiveness of Services, Interagency Agreements and New Jersey's Employment programs.

The Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014, reauthorized the Rehabilitation Act of 1973 under title IV. It is important to note that most provisions under title IV went into effect upon enactment of WIOA. The SRC is committed to ensuring appropriate support to the DVRS in its implementation of WIOA.

JILL SCHALL (TRENTON):
It finally came! I had an interview with the West Windsor Plainsboro Regional School District (my hometown) for three positions: 3rd grade leave replacement teacher, 2nd grade tenure track teacher, and a 1st grade dual language immersion teacher of English. I was hoping for the second or third grade position, however, they offered me the first grade instructional assistant position. Although it is not what I was hoping for, I decided to accept it in order to get my foot in the door. I will be a full time IA reinforcing the English language through reading and writing workshops to Asian students at Maurice Hawk Elementary School in the WWP school district beginning this September. I am excited to get my feet wet and very much looking forward to this opportunity! Thank you for all of your help. I wouldn't be where I am today without you. Please let me know if there is anything else you need from me. Hope all is well. (Client)

Membership, Committees, Resources

Membership Development

The full Council participates in identification of potential members appropriate to the beliefs and mission of the SRC. Member attendance, vacancies, and upcoming term expirations are reviewed during the February and June meetings with recommendations made to fill vacancies according to the category the vacancy(s) represents. The SRC is fully compliant with the requirements under Section 105 in the law; members have been appointed by the Governor and at least half of the SRC membership is comprised of persons with disabilities who are not employed by the DVRS. A wide range of disability representation has been achieved.

Officer Elections

Officers are elected bi-annually at the SRC May meeting for a two-year term. The following new officers were elected in June 2018: Rebecca Shulman, Chair; James R. Thebery, Vice-Chair and Wayne Roorda, Treasurer. Peggy Englebert, Past Chairperson will continue to serve on the executive committee. The officers were elected for a two-year term through June 2020.

Committees

The SRC Chair, in conjunction with the Executive Committee, appoints committees annually to meet federally mandated activities and SRC priority areas. Each SRC member is expected to participate on a committee. The DVRS supports each committee by assigning a DVRS staff member to provide information as requested.

Standing committees include:

- **Executive Committee** – Comprised of the SRC Chair, Vice-Chair, Treasurer and the DVRS Directors ex-officio.
- **Evaluation Committee** – Activities include, but are not limited to, program evaluation activities and consumer satisfaction studies.
- **Legislative and Policy Committee** – Activities include, but are not limited to, advocacy and education, policy and State Plan review, Administrative Code review, State Plan Public Hearings, Statewide Comprehensive Needs Assessment, pending and current legislation, particularly with respect to impact on funding.
- **Transition (Pre-ETS)** – Responsible for initiatives relating to providing pre-employment transition services, transition services, and services to youth with disabilities as outlined in WIOA.

HELENE SIMMS (PATERSON)
"Hi Helene, I hope this email finds you well. Please see attached for the list of participants who attended the "Eyes on Paterson" peer support group on Friday, August 16th. Thank you so much for your assistance that day as well as throughout the process of establishing this group, and a big thank you from the New Jersey Commission for the Blind and Visually Impaired (CBVI) to DVR for allowing us to meet at their agency!" (Support Program Coordinator, New Jersey Commission for the Blind and Visually Impaired)

ELAINE SOTO-ORTIZ (TRENTON):
'Thank you for being part of the change within our community by supporting El Centro Community Health Fair. Your support to El Centro has helped to improve the lives of others right here in Trenton NJ.' (Catholic Charities)

- **Ad Hoc Committees, Task Forces, and Study Groups** – Are created on an as needed basis by the SRC Chair. Non-Council members may serve on these groups, but the Chair of the group must be a SRC member. Ad Hoc Committees include:
- **By-Laws Review Committee** – Is appointed by the SRC Chair on even-numbered years to review and make recommendations to the full Council for needed revision.
- **Membership Committee** – Is charged with developing plans to bring membership into compliance with RSA mandates

Resource Plan
The following DVRS staff provides support, attend, and participate in the activities of the Rehabilitation Council:

- DVRS Director attends all meetings and provides staff support to the executive committee.
- Assistant Director provides staff support to the legislative/policy and emerging issues committees; the executive assistant to the DVRS director provides staff support to the evaluation committee and day-to-day requests that come from SRC members.
- Executive secretary to the director provides minutes for every meeting and prepares handouts for all SRC meetings.
- Other DVRS staff members are assigned as needed to support the Council and as appropriate to their area of expertise.

For the period of 10/1/18 – 9/30/19, a $46,500 budget was established for Council operating expenses. The budget covered: quarterly and special meeting costs, annual planning summit, member expenses to attend and participate in meetings and training, accommodations, training, printing costs, fiscal agent budget administration and miscellaneous funds needed to support Council activities as appropriate. Council activities stayed within the allocated amounts.

KATIE CZAJKOWSKI (BRIDGETON)

"Dear Katie, I wanted to touch base with you as requested to let you know that the new Resound Hearing Aids provided to me by DVR are wonderful. I can hear much better with this set than the previous set. I used them daily in school toward the end of the last school year, and they provided excellent clarity, both professionally and socially. And thanks for all your help." (Client)

SHARI STENGEL (HACHENSACK)

"Good Morning Shari, thanks so much for being so patient and attentive to my kids' needs. I really appreciate all the assistance you're giving us and this one is a big help to Louis' schooling. Have a great day." (Client's Parent)

Recently a consumer that Shari worked with intensively for decades passed away. Here is what his wife said to Counselor Shari Stengel: "What a great relationship you two had, he adored you, Shari. You treated him like gold and helped him so many, many times. We are better to have known you and consider you as family. Thank you!"

Meetings, Trainings and Forums

Accessibility

The Council promotes inclusion at all sponsored meetings for members and other participants by providing, as needed, personal care attendant services, transportation services, interpreter services, computer assisted real-time transcription (CART) and assistive listening devices. Teleconferencing is made available to accommodate persons who have difficulty traveling, or who reside in rural or remote areas. In addition, all documents are sent out prior to each SRC meeting via email.

Regular New Jersey SRC Meetings

The SRC conducts quarterly meetings. Meetings were held on November 14 2018, February 20, 2019, June 12, 2019 and September 18, 2019. Full Council activities are scheduled in the morning with committees meeting in the afternoon. Committee meetings are also held in the interim months, on an as needed basis. Conference calling is used when appropriate. Regular meetings are open to the public and interested stakeholders are encouraged to attend. An annual planning meeting was held on August 7, 2019.

SRC Members Participate in the Council of State Administrators of Vocational Rehabilitation(CSAVR) and the National Coalition of State Rehabilitation Councils (NCSRC)

Council representatives regularly attend the CSAVR spring and fall meetings. The NCSRC has a special track for SRC leadership nationally that meets for two days prior to the general CSAVR meeting. The New Jersey SRC is a member of the NCSRC. New Jersey SRC representatives attend these meetings and bring back current and critical information to the full Council.

Two NJSRC members are active on the NCSRC Board and assist with training sessions at the spring and fall meetings. They also developed an orientation/training package for state SRCs to use individually. It includes two power point presentations with instructions for use and includes supporting handout materials. They also coordinated the rewrite of the 36th IRI on the SRC/VR Partnership to make it compatible with WIOA 2014, which is not available for purchase or download.

PATIENCE (BRIDGETON)
My counselor Patience, has been very helpful, informative, knowledgeable and in general a guiding light in this process. She hasn't missed a single point while handling my case and has been in particular very meticulous, which is very good. I thank her for her interest in caring about helping us achieve our goals. Without people like her it would have been very difficult almost impossible. (Client)

Rafal Kabat (Hackensack)
I would like to express my satisfaction with the professional care and attention that I have received during my DVRS appointments with Mr. Kabat. He is kind and professional. During our meetings he demonstrated patience and understanding. Mr. Kabat shared his professional knowledge and experience in a simple and understandable way. Additionally, I was pleasantly surprised by the fact that I could talk about my problems in my native language (Polish)! (Client)

2019 Public Forums:

The following public forums were held during this reporting period:

Dates	Venue	Attendance	Interpreters Provided	#SRC/DVRS Attendees	Written Testimony provided
April 3, 2019	Mercer County	5	Y	4	None
April 10, 2019	Camden County	5	Y	4	None
April 17, 2019	Essex County	8	Y	3	None
April 24, 2019	Warren County	12	Y	3	Yes
May 23, 2019	Mercer County	23	Y	4	Yes

JERSEY CITY STAFF:

The Division of Vocational Rehabilitation Services (DVRS) launched its first Trivia Bowl on Division Day for Public Service Recognition Week. Throughout the day; every half hour starting at 10:00 AM and ending at 3:00 PM a trivia question about DVRS history was sent out to all DVRS employees. Every office had thirty minutes to research, discuss and work as a team to come up with an answer before the next question went out. The division wide event was exciting and extremely competitive between our offices. Everyone had fun working together and learned DVRS history in the process.

A special **"Thank You"** to all the offices who took the time out of their busy schedules to play our first DVRS Trivia Bowl.

Congratulations to our first place winners: DVRS Jersey City office!!!

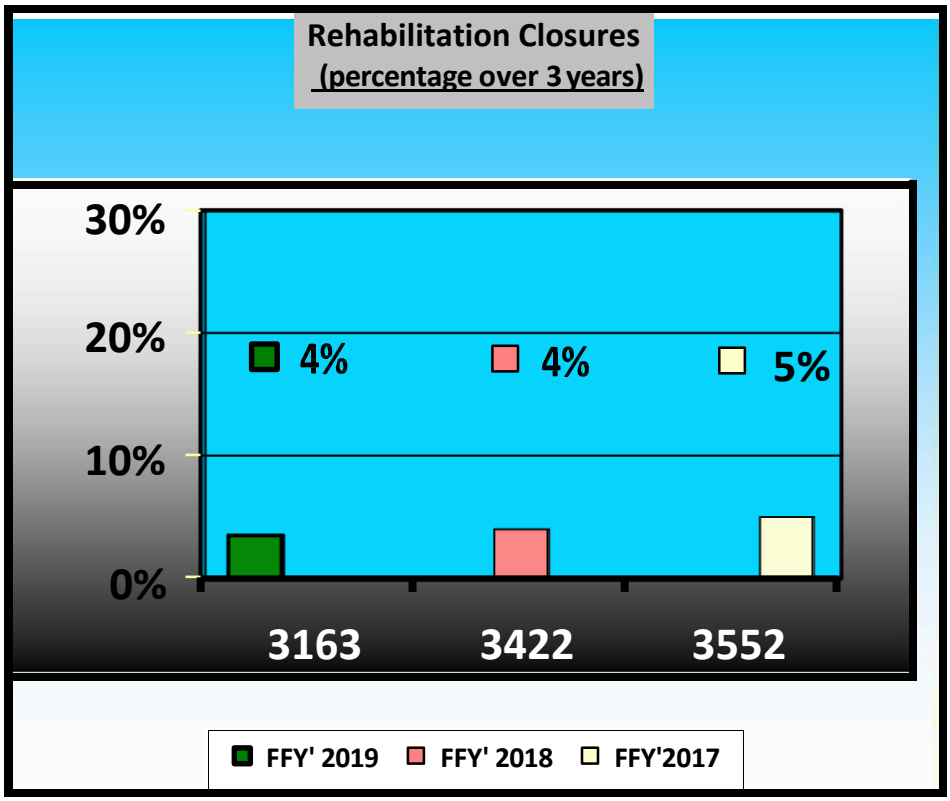
Activities and Accomplishments

Eligible Consumers Served in 2019

In FFY' 2019, DVRS served all categories of eligible consumers. The agency currently has the financial resources to serve all categories; however, it was projected that with the implementation of the Workforce Investment Opportunity Act (W.I.O.A.) the agency would need to go into an Order of Selection. DVRS continues to not need to go into an order of selection in FFY' 2019 due to continuing realignment of federal funds emphasizing Pre- Employment Transition Services for students and youth. In addition, the Department of Human Services has implemented policy changes that now require all individuals with intellectual/developmental disabilities (ID/DD) who seek support through the Division of Developmental Disabilities (DDD) to seek employment services first with DVRS.

Successful Employment Outcomes

In FFY'19, closures decreased from 3,422 in FFY' 2018, to 3,163 in FFY' 2019, however; this year there is no percentage increase nor a decrease due to the total number of closed cases. In 2018, DVRS closed 11,819 cases and in 2019 DVRS closed 11,224 cases. Quality of the rehabs remains at its highest level even due to the leveling out of closed cases in total. Rate of decline has leveled off in 2019 due to promotion of current staff. DVRS has promoted 10 Supervising VRC's, 2 Manager 1's and 8 Head Clerks. Currently DVRS is in process of promoting our VRC 1's to VRC 2's through a CSC promotional announcement and will be bringing on board 10 new hire clericals in the end of 2019, early 2020.



Jennifer Shaw-Knab (Thorofare)
"I can't thank you enough for all your help and understanding in making this happen and expediting things. I am so excited to able to hear again! Have a wonderful day." (Client)

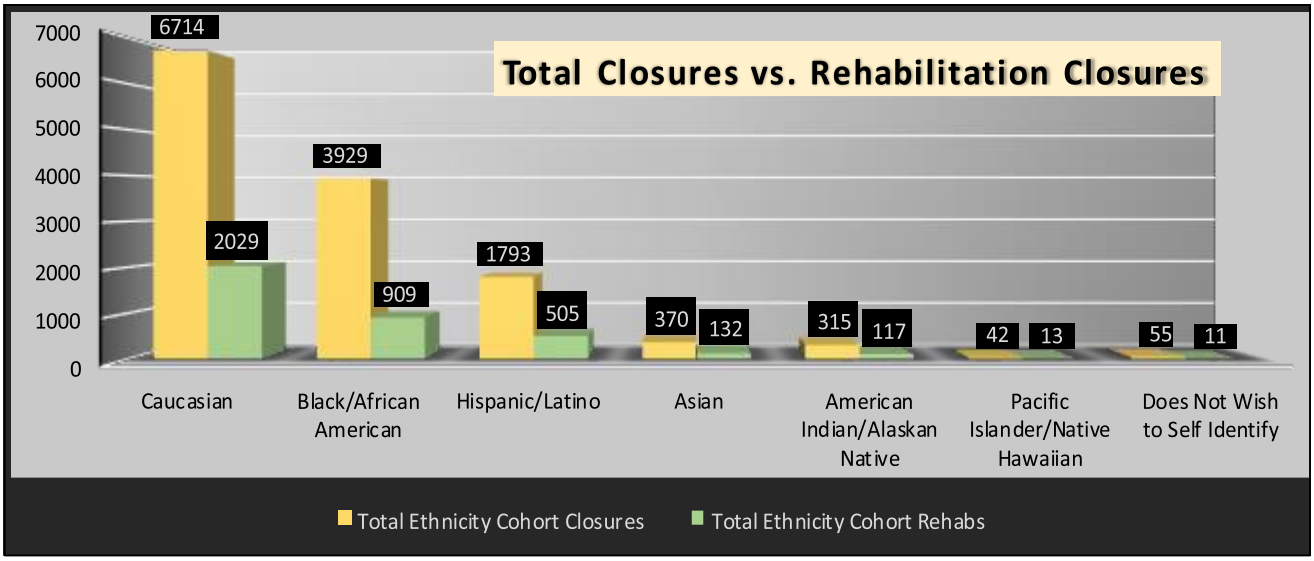
YAMINAH POLANCO MARGARET FERRAO (ELIZABETH):
On May 28 & 29, Yaminah Polanco and Margaret Ferrao from the Union County office attended the Construction Industry Career Day at the NJ Convention & Expo Center. Here, high school students, and others interested in this field, were able to learn about the many professions that make up the construction industry. There were dozens of hands on experiences and exhibits which were both educational and fun.

Minority Identification

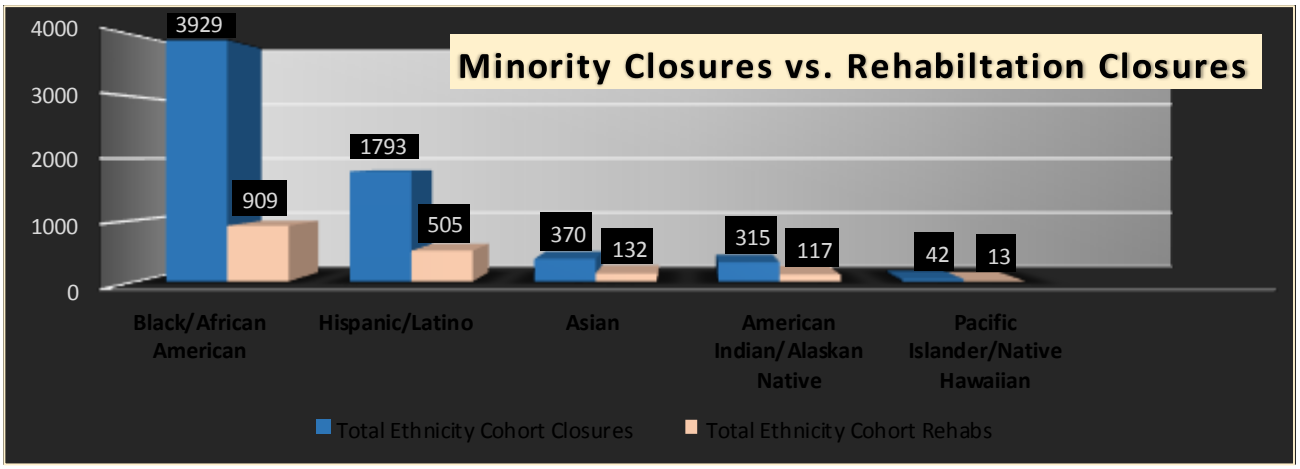
There were 11,224** closed cases in FFY'19. DVRS served all these individuals and closed their cases for other reasons or were successful rehabilitations. 35% of all the closures are rehabilitations and 53% of the total rehab closures are from minority groups.

****Please note: Consumers can choose 2 or more minority identifiers on their applications or wish to not identify.**

Minority Identification



Total Closed and Other Closures by Ethnicity Identification for FFY' 2019



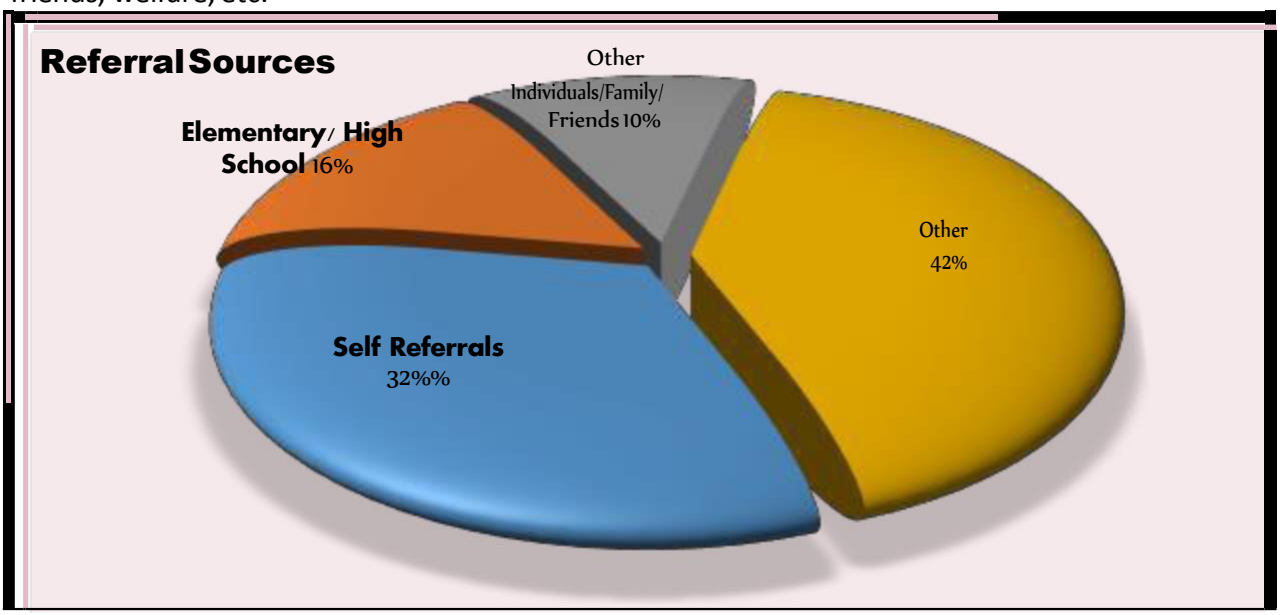
Total minority closures in FFY'19 are 1,687 out of all rehabilitated closures.

Jamie Chrzan (New Brunswick)

"I would like to take a moment to thank you very much for your professionalism, as well as your hospitality! This is not new to you, you are always very supportive and very helpful! You came to Yousif's IEPs, provided your knowledge about different avenues ahead of Yousif. To me as a mother, who is very anxious regarding my son's next step in life, you offered your help in a way that was very comforting! I know Yousif will do well because of kind people like you, who are willing to walk the extra mile, and go above and beyond the requirements of their jobs! You are a great human being! Thank you so very much!" (Client's mother)

Referral Sources

The DVRS received a total of 22,783 referrals during FFY'19. Of the 3,163 total rehabilitations, the following referral sources were the highest; Self Referrals, Elementary/High School, Other Individuals and Other. Some of the other referral sources include: CRPs, medical professionals, One-Stop Career Centers, Social Security Administration, employers, family and friends, welfare, etc.



Referrals by Region

Northern Region

Office	Caseloads	Referrals
Paterson	7	1168
Randolph	6	704
Phillipsburg	5	789
Hackensack	10	1,425
Jersey City	11	1301
Total	39	5387

SHARI STENGEL (HACKENSACK):
Hello Shari, everything is going ok at the Y.M.C.A. I am working three days a week from 5:15 AM to 10:00 AM. I wanted to thank you for all of your assistance and for following-up. Thank You Again! (Client)

"Hi Ms. Shari! I'm so sorry I haven't responded until now. I have not been able to check my emails. I am doing great! I enjoy my job at Supercuts, I still need to get comfortable to work on the salon floor and there are some cuts I still need to work on, but otherwise I love it! My coworkers are awesome! And treat me like family and my manager Michelle Never gives up on me! So I feel right at home right now. Thank you so much for always being in on me and believing in my dream, none of this would have happen without your help, so thank you so much! Ms. Shari!!" (Client)

Central Region

Office	Caseloads	Referrals
Newark	10	2970
New Brunswick	9	2125
Elizabeth	8	1471
Somerville	7	1108
Trenton	8	1046
Neptune	6	1112
Total	48	9,832

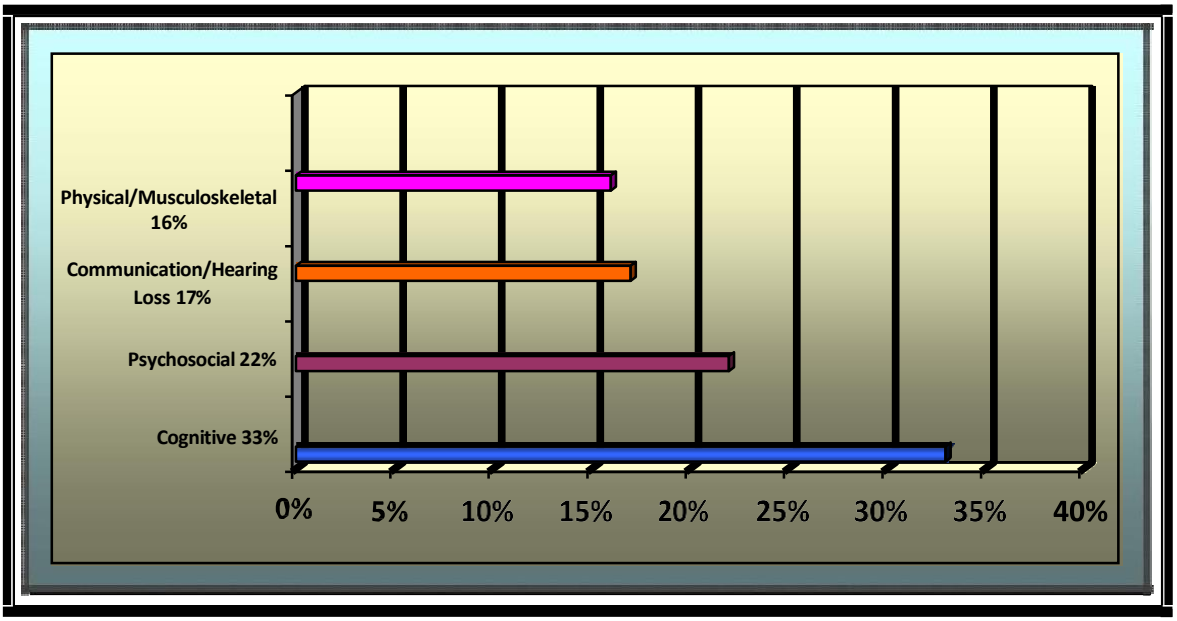
Southern Region

Office	Caseloads	Referrals
Toms River	9	1,807
Camden	9	1,480
Thorofare	5	854
Westampton	6	1,214
Pleasantville	7	848
Bridgeton	8	1,078
Wildwood	2	283
Total	46	7,564

ELAINE SOTO-ORTIZ (TRENTON): DVRS Counselor attended a Recognition Event hosted by Community Options on Tuesday, April 30, 2019 at Robert Wood Johnson Hospital, Hamilton, NJ. The recognition event was for Jovani Rodríguez, client. The Hamilton Township Council awarded a certificate to the client for excellence in work ethic and achieving employment in a competitive integrated setting. DVRS, DDD, Community Options along with RWJ Hospital-Hamilton staff had been working in collaboration and partnership to support client's needs in the food service industry.

Disabilities Served

DVRS serves a wide spectrum of disabilities; in 2019 DVRS assisted 17,116 clients with a wide range of disabilities, out of those cases individuals who had Cognitive and Psychosocial disabilities were the largest group served. Individuals with Communication and Hearing Loss were the next largest group served. These groups made up 73% of all disabilities served. 27% made up the "other" consumers and they had a range of disabilities.



Supported Employment Assists Consumers with Significant Disabilities:

The DVRS successfully rehabilitated 1,409 individuals who received Supported Employment services in FFY'19; the following represent the most significant disabilities:

- Cognitive Impairment 46%
- PsychosocialImpairments:27%

In each of these disability groups the division worked with Community Rehabilitation Programs with specific expertise in the provision ofservices.
Individuals receiving Supported Employment Services in FFY'19 accounted for 45% or almost half of all successful rehab closures.

Rose Rudderow (Neptune)
"I wanted you to know that everything is going great. Sherwin Williams has been an amazing change of pace compared to past work, and my co-workers are very pleasant to be around. Work has been busy this summer as it should be for the auto body business, and I've been working hard. Thank you again for your help in finding this job. Here is my last pay stub. Thank you again and again, and I look forward to hearing back from you." (Client)

Shari Stengel (Hackensack)
"Dear Ms. Stengel, Thank you so much for your kindness and professional work with our son this morning 8/14/2019. You were gentle and informative. Respectfully" (Client's parents)

WIOA and LWD/SETC Combined State Plan

Title IV of the Workforce Innovation and Opportunity Act (WIOA) amended the Rehabilitation Act of 1973. WIOA was created to provide state and local areas the flexibility to collaborate across systems in an effort to better address the employment and skills needs of current employees, jobseekers, and employers. WIOA requires a single, unified state plan that includes all of the core programs under it. It established core measures for all four titles that are designed to measure the effectiveness and continuous improvement of the One-Stop and Youth service delivery systems.

Title IV of WIOA included many key changes for the vocational rehabilitation program. Employer engagement is a focus and the DVRS plan now includes a section that describes how we will coordinate with employers. DVRS established its business outreach team (BOT) in FFY 2017.

The Act also included an emphasis for services to students with disabilities. Pre-employment transition services are another new requirement in the Act, and DVRS has identified 21 dedicated counselors to take the role of providing pre-employment transition services throughout the New Jersey. In FFY2017DVRS developed pre-employment transition services through a fee-for-service model as well as posted a notice of grant opportunity specifically for these services.

The WIOA amendments added section 511 to the Act that pertains to individuals working under a special wage certificate issued to an employer under section 14(c) of the Fair Labor Standards Act of 1938 (FLSA) that authorizes payment of subminimum wages under certain conditions. The new section 511 applies to all entities holding a certificate under section 14(c)that employer are interested in employing individuals with disabilities at subminimum wage.

To meet the requirements under section 511, DVRS developed a strategy to work with the providers who employ individuals with disabilities in subminimum wages who are known to the division. Counselors from local offices provided counseling services to individuals in all of the extended employment facilities funded in LWD, and also provided counseling services to other providers as requested. In total, over 4,000 counseling sessions were done by DVRS.

PETER RUFFINI (WESTAMPTON):
I appreciate all of the resources and equipment DVR has provided for me to help me get this job. I'm continuing to use the equipment to perform well at my work! I will be sure to reach out to the office if I need to re-open my case. (Client)

EMMA GORDON (BRIDGETON):
Thank you for helping me get hearing aids. They have helped me very much at my job. I can now hear the cars coming from behind me. I can clearly understand what people are saying now. The hearing aids have made a wonderful difference in my job. My supervisors have noticed I hear them much better and don't ask what? All the time. Again, thank you very much and I hope that you have a wonderful holiday. (Client)

It is important to note that there is a new obligation in WIOA that requires an annual accessibility review of all one-stops. This includes an examination of the physical layout as well as programmatic accessibility to ensure individuals with disabilities have equal access to all services provided to jobseekers without disabilities. DVRS has been a leader in helping to develop an appropriate template to ensure that all local one-stop offices follow this requirement.

Pre-Employment Transition Services (Pre-ETS)

The implementation of the Workforce Innovation and Opportunity Act in 2014, as amended by the Rehabilitation Act of 1973, made significant changes to the DVRS responsibility for transition services. Specifically, the law requires that the public VR program provide pre-employment transition services (Pre-ETS) to all students with disabilities. DVRS identified strategies to ensure that all transition students with disabilities have the opportunity to receive these services. DVRS has allowed for students seeking Pre-Employment Transition Services to obtain these services without undue delay by allowing an "expedited" method of service delivery for Pre-Employment Transition Services.

In addition to the Fee for Service vendor program initiated in 2018 to provide Pre-Employment Transition Services in all counties, DVRS awarded 22 contracts to vendors to provide a paid summer internship experience in 2019. Students were paid $10.00 per hour over a period of 6 weeks and selected from a variety of employer host sites throughout the state. Additionally, DVRS renewed contracts for a second year to 14 vendors to provide Pre-Employment Transition Services in FY 2020.

DVRS has dedicated Pre-Employment Transition Counselors in each of the 18 DVRS Offices. Counselors have planned and organized Transition Fairs throughout the state. These transition events allow stakeholders to collaborate with each other and provide information to the public on DVRS services.

DVRS Counselors work alongside state education representatives to initiate and organize the most appropriate services for students with disabilities in order that the students' transition from secondary to post- secondary life is centered around choice and the ability to engage in meaningful competitive integrated employment.

Yigal Falk (Trenton)

"We came in to meet with you this past week. I just wanted to say it was great meeting and thank you for taking time with us. It's been a really tough few years and it was great seeing that Alex has a potential path forward to working and some type of life. I told Alex that we were lucky to have someone with your experience and genuine interest who can work with him. You gave us some hope which is amazing. Thanks in advance and look forward to talking with you again." (Client's father)

Al Cain (Pleasantville)

"Thanks to your help I have received my new Resound hearing aids and they are working great. As I told you, I wear them at work especially on the phone and they have really improved my reception. I am very grateful for your efforts and I especially appreciate your kind attention during our interview." (Client)

Changes with Master's Degree Programs for DVRS

With the passage of recent federal legislation, the US Department of Education's mandatory requirement of a Master's degree standard for the VRC counselor has been lifted. Under the new W.I.O.A legislation DVRS can accept the Bachelor's degree as the minimum education requirement. In 2018, DVRS collaborated with LWD's HR department and the Civil Service Commission to change the education requirements in compliance with this change. These changes meet all the recruitment and promotional needs.

The SRC continues to recommend that DVRS maintain its requirement for counselors to have Master's degrees in vocational rehabilitation or a closely related field.

Master's Degree Programs Collaborate with the DVRS

The School of Health Related Professions at Rutgers University has a Master's degree program in Rehabilitation Counseling, and DVRS reports the following collaborative activities:

- The DVRS regularly provides practicum and internship placements in all local offices.
- The DVRS and the SRC members have provided letters of support for grant applications for rehabilitation education program students at both the graduate and undergraduate level. The school has an excellent record for receiving these grants.
- The DVRS staff and the SRC members provide classroom lectures, mentor students, assist with case conferences and provide knowledge of current practices in the field.
- The SRC members take part in focus group activities of this program that helps forge new initiatives for the program. Several members of the DSU and the SRC are active members of the Rutgers University, School of Health Related Professions Rehabilitation Counseling Program Advisory Council.

In additional to supporting staff to attend Rutgers University the agency has also offered programs in the George Washington University, The University of Wisconsin at Stout and several other universities offering on-line support.

Staff Development and Training

Although DVR no longer has specified training funding dollars, staff continue to pursue professional development and CRC credits. Staff attend rehabilitation specific presentations, vocational rehabilitation conferences, such as APSE and GSETA, take advantage of department internal Human Resource trainings, participate in the department's tuition assistant program for credit specific continuing education course work and attend state government trainings such as supervisory and public management opportunities.

CLIFFORD JACOB (RANDOLPH):

I hope all is well! Your contact information popped up in my phone so, I wanted to reach out to you to say hello. I also wanted to take the time to say thank you again for what you have done for me: help figure out my career path, giving useful advice and support. I am currently working at a law firm as a Project Assistant and also a part-time student at Fairleigh Dickinson University's Paralegal Program and should receive a Paralegal Certificate in October 2019. It is funny how things fall into place.
If the NJ Department Labor and Workforce need volunteers, speakers or any assistance, please let me know. I want to thank you and the Department in some way. (Client)

Project SEARCH and NJDVRS - making a difference in New Jersey

Project SEARCH is a unique, business led, school-to-work vocational training and internship program that takes place entirely at a workplace. The program typically serves high school students over the course of their last year of school who have an Individualized Education Program (IEP) but has also been adapted for out of school youth and young adults.

Project SEARCH originated in 1996 at Cincinnati Children's Hospital as a program to assist young adults with developmental and intellectual disabilities reach the goal of competitive integrated employment. Since its inception it has grown in leaps and bounds into an internationally recognized program.
New Jersey's Project SEARCH program is sponsored by the New Jersey Division of Vocational Rehabilitation Services (NJDVRS), local school districts and community partners. The Division of Developmental Disabilities (DDD) has become a recent partner as well for select sites that include young adults. Project SEARCH staff provide technical consultation and assistance.

Project SEARCH sites typically takes place in a Healthcare or Business setting where a group of up to 12 participants have a total immersion in the workplace. The program includes three targeted internships that allow the participant to explore a variety of career paths. Participants work with an onsite team that includes the Host Business, Special Education Teacher (Instructor) and skills trainers. One recent success story of a Project SEARCH graduate is that of Ben Riddell. Ben is a 19-year old from Shamong, New Jersey. When asked about his experience with Project SEARCH, Ben candidly shared the following:

"I had no idea what I was going to do for most of high school then I found my interests in video editing. Once I was in Project SEARCH, I was asked what kind of career I wanted to do. I told Jaimi McWilliams (Special Education teacher from Camden County Educational Services) that I wanted to do film editing and I stuck with that goal the entire year. I knew that was what I wanted to do. As soon as I was in the marketing department, I had to hit the ground running to make a serious impact with the department and show them the skills that I had. I think the work that I did as an intern helped me get this job with TD Bank. It showed them that I am capable of doing this and if they would hire me then I could do this work all the time."

Ben was accepted into the 2018-2019 TD Bank Project SEARCH cohort and was quickly a shining star. Ben's strong work ethic, dependability, and continuous growth assisted in his success within his internship rotations. During his internship, he was exposed to work-based learning in the TD Bank mailroom, marketing and video production.

Ben is a Project SEARCH alumni as well as a consumer of the Division of Vocational Rehabilitation Services' Burlington County office. He has been assisted by Senior Counselor, Toni Scott (DVRS) and Marilena Von Rohr who is a Skills Trainer from the Employment Network Team.
Ben was given the opportunity to attend a TD Bank Conference in Miami, Florida, where he presented his creative works to over 700 employees from TD Bank. The amazing video of Ben's speech spread like wildfire on various social media outlets and landed in the hands of Founder and CEO of Project SEARCH, Erin Riehle. Ben was offered the opportunity to present again as well as host a break out session at the International Project SEARCH Conference in Anaheim, CA this past summer.

In October, 2019 Ben interviewed and was offered employment with TD Bank in Mt. Laurel as a Junior Associate in the Studio 361 Department. His job duties include video and photography production and editing. Ben has been the first Project SEARCH alumni that was offered employment at TD Bank. Since being hired as a full- time employee, he has traveled to Philadelphia, New York and Toronto with TD Bank's marketing department. The New Jersey Project SEARCH program currently operates in nine (9) business sites throughout the State of New Jersey – Overlook Medical Center in Summit; Jefferson Health Project in Cherry Hill; Holy Name Medical Center in Teaneck; New Bridges Medical Center Adult Project SEARCH in Paramus; TD Bank in Mt. Laurel; Jersey City Medical Center; Double Tree by Hilton and Embassy Suites, Jersey City; Newton Medical Center in Newton; and Monmouth Medical Center in Long Branch.

BETZAIDA PLAZA (NEW BRUNSWICK):

"Good morning!!! I want to thank you very, very much for visiting New Road Parlin and spending the time with me in order to explain what you can offer our students. Your enthusiasm and obvious commitment to individuals with special needs are most evident. I look forward to working with you. Thank you again." (NRSNJ)

HELENE SIMMS (PATERSON):

I am still so excited about our meeting yesterday. I called my daughter as soon as I left your office and gave her the great news about the programs and services DVR offers. She is super excited and grateful! She was moved to tears when I told her all about how amazing you and your staff are. Thank you in advance for all your help. (Parent)

Business Outreach Team (BOT)

The Business Outreach Team was at the forefront of the hiring initiative with the Amazon Sortation Centers in New Jersey. Fedcap/Enable, the designated vendor for Amazon in NJ, requested assistance from the BOT to supply workers at their facilities in NJ. Hiring events were scheduled and coordinated on a regular basis.

Fedcap's association with Amazon, ended this year so additional vendors were found to assist with LTFA support for individuals who were hired.

The Business Outreach Team sponsored a hiring event with Century 21 clothiers in Paramus, NJ. Applicants were pre-screened before the event before the targeted hiring event at the employer's location. Century 21 hired 7 clients with disabilities and was nominated and chosen as an Employer of the Year at the Bergen County Breakfast of Champions.

The BOT sponsored, Career Pathways Training at the Westampton Dept. of Human Services Building. Three Talent Networks gave presentations: Financial Services, I.T. and Food and 60 people attended. A presentation was made at the NJ APSE Facing the Future Conference entitled Making Good Career Decisions. It was well attended with over 50 people in the audience.

A number of Disability Etiquette Presentations were made at numerous employer sites during the year.

Employer Engagement

Connections have been made with the following businesses and various services have been offered or provided to each of them:

Sholabs of California, TD Bank, HMS Host, Jefferson Health, Carnegie Business Center employer group, AtlantiCare, WAWA, Goodwill Stores, Lamatek, Comcast, Kids' Choice, Holman Automotive, Emerson Group, Paverart, Gloucester Township Public Schools, Green Chef, Citizen's Bank, BLUSA, Ott's Bar and Grill, NJ Casino Redevelopment Authority, McDonald's Corporation, Century 21, Unilever, ASA Medical, Suez Water. This list provides a sampling of employers contacted statewide representing a number of different business sectors. Members of the BOT have been very helpful to DVRS local offices by assisting with making needed connections to facilitate employment for individuals serviced by NJDVRS local offices

BOT members have been attending Workforce Development Board and Disability Committee Meetings throughout the state. Team members have also been attending Talent Network TIPS meetings in the numerous industry sectors and continue to participate as the Talent Networks transitioned to Industry Partnerships.

LORI SCHAFER (THOROFARE):
Lori, you have been there since the beginning of his journey at Rowan and now Ben is starting his last year of school. You and DVR have been such a great support system throughout this process and journey. Ben will be doing an internship at Rowan this fall and is also working with a coach at Rowan to help prepare him for employment after graduation next spring. Again, we are amazed by how far he has come. Thank you again for everything. (Parent)

SUSAN BALLANTYNE (TOMS RIVER):
"Thank you for all that you've done for me and my family. Without your help, I could have never have afforded 3 years of education. Thanks to you, just a month after graduation I'm already employed as a vet assistance full-time. I couldn't have done this without the express support given to me. Thank you for everything." (Client)

Regional Career Centers for People with Hearing Loss

DVRS funds three Regional Centers for People with Hearing Loss who serve individuals who are Deaf, hard of hearing, late deafened, or have cochlear implants. The purpose of the Regional Career Centers (RCC) for People with Hearing Loss grant is to provide comprehensive vocational rehabilitation services to consumers of the Division of Vocational Rehabilitation Services (DVRS).

Each center offers a variety of services which are listed below:

- Vocational Assessments to identify career options and goals based on the consumer's interests, capabilities and abilities as well as the job market trends
- Job Readiness Services to prepare the consumers for employment by providing such things as resume assistance, mock job interviews as well as training in self-advocacy, communication needs and work place general rules and culture
- Job Placement Assistance that will offer help in finding job openings and securing job placement
- Job Coaching Assistance that will offer training on the job
- Assistive Technology Center houses various assistive technology devices for individuals with hearing loss on display and to be demonstrated by staff. This will provide awareness that may benefit the individual in the workplace.
- Pre-Employment Transition Services

These services are provided statewide by:

1. Career Pathway Connections (operated by Easterseals NJ in Northern New Jersey)
2. Career Pathway Connections (operated by Easterseals NJ in Southern New Jersey)
3. Career Development Center (operated by Bridges to Employment in Edison)

All staff are knowledge on the needs of people with hearing loss and are fluent in American Sign Language(ASL).

MARC SCHWEITZER (CENTRAL OFFICE)/MAXINE BECKER (HACKENSACK):

We greatly appreciate you coming in and taking the time to provide us with the sensitivity training. We are looking forward to working with Dominic on Monday. Thank you and hope you have a great day!

I want to thank you both for taking time out of your busy day to come in and speak with us regarding individuals with disabilities. Your presentation was not only very informative but also presented very well. I look forward to working with you both in the future as we expand our hiring to be more inclusive and diverse. I hope you both have a great weekend! (SUEZ Recruiter)

Significant Issues

Appointments

The DVRS and the SRC continue to work with the Governor's Appointment office to provide all the paperwork necessary so appointments can be made on a timely basis. The SRC chair must maintain communication with the Governor's office on a regular basis to ensure compliance with the WIOA requirements for appointments. There were a number of appointments made this past fiscal year with additional outreach being made to continue to fill vacancies.

Comprehensive Statewide Needs Assessment (CSNA)

This year was a very busy one since NJDVRS is completing information gathering for the CSNA and will provide a report detailing information gathered in early 2020.
Data gathering activities this year included the following activities:

1. A review of the following sources of data:
    a. National statistics from the US Department of Labor's Bureau of Labor Statistics, 2017, 2018 Annual Disability Compendium, 2017, 2018 American Community Survey.
    b. State statistics from the NJ Department of Labor: LMI, County demographics, disability unemployment, industry trends, gender/population/growth/ethnicity, poverty, SSI, employment and economic growth.
    c. NJ DVRS data including 2018 RSA 911 reports-number of individuals with disabilities/ category and percent of disability served, services provided.
    d. Research articles gathered on specific areas identified by survey responses as justification for assessment goals i.e.: Autism, ID/DD, Focus groups, MH and Addiction, HR hiring concerns and practices re: individuals with MI. Youth: foster, Juvenile Justice, Foster, homelessness.
2. Public Forums: Completed in March/April/May 2019
3. Surveys
    a. NJ DVRS Agency Survey 4/8-5/24/19 sent to 283 staff: 75% return rate.
    b. NJ Employer Survey 8/1-8/23/19 sent to 8000 sales force contacts: 3% return rate (even sampling throughout state).
4. Consumer Satisfaction Focus Groups:
    a. People First, NJ 9/5
    b. JVS Job Club-East Orange 9/17
    c. JVS Job Club, Somerville 9/24

Gary Mitchell (Paterson)

"Gary, thank you so much for your help!!! You have been an answer to my prayers. I can never say enough about how your help will improve the quality of my life, my ability to hear during interviews and function at a higher level when I get back to work. Please enjoy your vacation!!! Thank you again" (Client)

JOHN TKACZ (CENTRAL OFFICE):

On behalf of the Creative Employment Center at Greystone Park Psychiatric Hospital, we want to thank you for coming and presenting valuable information in our Employment Symposium. We look forward to partnering with you again in the future. (NJ Dept. of Health)

5. Workforce Development Board Directors Key Informant Interviews April 2019
   Bergen, Morris/Sussex/Warren, Somerset/Hunterdon, Middlesex, Camden (Abilities Committee), Gloucester
6. Key Informant Interviews:
   a. State Independent Living Council 8/1
   b. Center for Independent Living Directors 8/22
   c. Department of Special Education 9/10
   d. NJ APSE Board 9/23
   e. NJ SPAN 9/25
7. Upcoming Key Informant interviews
   a. Division of Deaf and Hard of Hearing 10/7
   b. Disability Rights NJ 10/8
   c. Rutgers Center for Adults with Autism 10/16
   d. Mental Health and Addiction Services 10/23
   e. Employment Work Group of Developmental Disabilities Advocacy Network (DDAN)11/18
   f. NJ Council of Developmental Disabilities 11/21

EMMA GORDON (BRIGETON):
I'm writing to express my gratitude for the excellent services provided by your office in helping me to acquire a new hearing aid. Each person I spoke to was friendly and professional in explaining the steps needed to get coverage for the hearing aid. I have never had such a pleasant and smooth experience with a state agency. I expected delays and unnecessary paperwork and instead was given honest advice and concise direction. I am particularly grateful for our personal interactions and your sincere concern for my case. I wanted to thank everyone in your office for treating me with respect and helping me with the process in such a professional way.

Alicia Torres (Thorofare)
"Thank you for all your help Alicia. It was a pleasure to work with you." (Client)

Centers for Independent Living

Centers for Independent Living (CIL's) are community-based, cross-disability, non-profit organizations that are designed and operated by people with disabilities. CILs are unique in that they operate according to a strict philosophy of consumer control, wherein people with all types of disabilities directly govern and staff the organization.
The CIL centers help their clients to lead fulfilling lives, make decisions that lead to self-determination and integrate into mainstream American society.
Each of New Jersey's CIL's for Independent Living provides the following five core services:

- Peer Support
- Transition Services
- Information and Referral
- individual and Systems Advocacy
- Independent Living Skills Training

DVRS continues to be the designated state entity (DSE) for the centers for independent living and assigns a Planning Program Development Specialist (PPDS) as the official liaison for the program. DVRS collaborated with the CIL centers to increase their ability to provide services under a fee-for-service opportunity. DVRS also continues to work with them to develop opportunities for Pre- ETS services.

The CIL Centers and DVRS have worked collaboratively and partners in the following:

- Several CIL centers were awarded Pre-ETS Grants to address services in underserved schools.
- Conducted and completed Moceans Center for Independent Living Audit - Atlantic Center for Independent Living Audit is scheduled for November, 2019.
- Worked in completing 704 Report.
- Participated in drafting SILC Policy Manual.
- Will continue to monitor SPIL (State Plan for Independent Living)

Implementation of Section 511

The NJDVRS provided counseling to over 3,000 individuals currently receiving subminimum wages under a 14(c) certificate in 2019. Entities not known to the DVRS who reached out to them were also provided with this services. Counselors provide monthly contacts with these entities to make sure that all individuals have the opportunity to receive this required counseling outlined in WIOA.

DANIELLE KWAN (SOMERVILLE):
Hope you are well. Sorry this message took so long. I have been crazy busy with work and my parents. So the new hearing aids are awesome and all is well. I love the ability to adjust them to different sound environments. I am again hearing things better than the first set. Thank you for all you have done for me and all of your other clients. You're the best. (Client)

Thank you so much for all you did to make this happen for me I never thought I would drive again or be able to do the things I can and this just gives me back the final little piece of my freedom. (Client)

We want to thank you for all your help. Throughout our time spent with DVR, you have been so supportive and encouraging. We have really appreciated working with you. Take care and thanks again. (Client)

Planned Activities for FY 2020

Meetings:

- Continue quarterly Council meetings;
  Conduct an annual planning summit as a one-day event;
  Conduct public forums in geographically diverse areas to obtain input regarding specific topics identified by the SRC. Topics identified include:
  - Order of Selection;
  - Pre-employment transition services/family engagement;
  - Services to the individuals with Autism; and
  - Substance Use/Mental Health Disabilities.
- Support the agency's efforts to meet on a regularly scheduled basis with service providers and/or other agencies for planning, problem solving, grant development and other purposes as needed; and
- Keep abreast of the goals in the New Jersey combined state plan and support the outcomes identified in the new comprehensive statewide needs assessment.

Committees:

- Enhance and support the sub-committee structure itself;
- Enhance and support the recommendations of the sub-committees by full disclosure of sub-committee recommendations in advance of meetings where possible and follow up by the full SRC;
- Continue consumer satisfaction activities, analysis and follow up recommendations to ensure the DVRS is meeting the changing needs of its consumers. Utilize Survey Monkey for electronic delivery, response and analysis of satisfaction feedback; and
- Assist DVRS staff in completing the Comprehensive Statewide Needs Assessment

SRC Membership:

- Develop screening guidelines for recruitment and membership and review membership activities/status at each Executive Committee meeting, including resignations/expiration of appointments;
- Provide guidance re: issues relating to recruitment and approval of members; and
- Conduct new SRC member orientation/training, including consideration of joint efforts with the CBVI

DonnaLee Snyder (Toms River)

I would like to thank you for presenting yesterday. You are always kind and approachable, always available to answer questions clients may have. You are extremely knowledgeable in your field and a great resource/asset to those who are struggling to get their life back on track. Also, I think it's wonderful the working relationship we have built over the years knowing I can call you when services are needed for clients. Thank you again for your kindness, knowledge and help. (Substance Use Counselor, Preferred Behavioral Health Group)

"Thanks so much for the update! Lauren seems to really be happy with her job! I know it's been a long road, but Lauren over all seems like a much more confident person, and has opened up a lot. I'm so glad she found a job that has a good pace and a friendly environment that suits her well. Thank you again for your help and understanding through this whole process, it's really made a world of difference for my sister. I hope your enjoying your summer! Warm regards" (Client's sister)

Educational Efforts:

- Continue leadership in providing training, support and access to the One-Stop systems regarding persons with disabilities and the workforce; and
- Develop educational information regarding the services provided to, successes and outcomes of the DVRS constituents, including legislative district break down; and send the information to New Jersey representatives.

Advocacy:

- Continue to advocate for funding which will provide support to the DVRS for staffing, programs, staff development and vocational rehabilitation services as mandated by the RSA and the demands of NJ's population;
- Advocate for funding to support the DVRS' efforts to expand services through grants and other means as appropriate to support a full range of services to individuals, including those in transition;
- Advocate for funding to support the RSA's requirements for state match, including third- party cooperative agreements; and
- Provide support to the DVRS in applying for grants that enhance successful employment outcomes for persons with disabilities.

Collaboration:

- Support the DVRS' effort to develop opportunities for paid internships;
- Participate in development of goals and work plan to enhance services to consumers who are the most significantly disabled;
- Continue active involvement with the CSAVR National Employment Network (The NET); and Partner with the DVRS in the development of new goals.

Communication:

- Continue to look at opportunities and encourage the use of technology including, but not limited to conference calling, long distance learning, and/or a dedicated web site for purposes of information sharing, receiving input, training of members (including staff), emergency and routine notifications;
- Consider use of Go to Meeting and Go to Webinar software;

Cheryl Vail (Central Office)
I wanted to provide feedback about last night's signing event for Project Search. Cheryl V. attended the event last night with balloons & journals for each one of the students. Cheryl spoke about DVR and the role we play in the Project. It was so nice to have the support of Cheryl there at the event. I am looking forward to her being a part of the Project Search Team. (Jen Shaw-Knab, Thorofare DVRS)

Fred Genualdi (Phillipsburg)
"Dear Fred, yes I have received my hearing aids. They are just wonderful, more than I expected. I am able to hear things I've been missing for a long time. It's like being in the dark and suddenly there is light. I am so thankful to you for making this possible for me. You have my deepest and heartfelt gratitude. It's an answer to many prayers. Many thanks." (Client)

Summary

During FFY'19, the Rehabilitation Council continues to work cohesively and productively, partially as a result of renewed emphasis on the tools at hand, utilizing an updated committee structure, staff and member dedication and focus on staffing to achieve maximum employment outcomes. Members worked closely with each other, the DVRS, Department of Labor and Workforce Development personnel, other state agency directors, and most importantly with the constituency it is mandated to serve. It made recommendations on topics of importance to the Federal and State governments, and supported the participation of the DVRS in local initiatives.

The Rehabilitation Council has benefited from the support and cooperation of the New Jersey Division of Vocational Rehabilitation Services. The Council looks forward to another year of challenges and successful outcomes for persons with disabilities who seek employment and other services through the New Jersey DVRS.

Goodness Osuji (Jersey City)

"Hello Goodness, thank you for such good news about our daughter's award and being able to participate in the program. I can't tell you how much this helps her succeed in her dream to attend college and become a professional architect. While the first week has been hectic for her, she is settling in and ready for the challenge. We cannot be more proud of her overcoming her fears despite her diagnosis. We cannot express our gratitude enough. Thank you." (Client's parents)

DVRS Offices & Contact Information

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BRIDGETON (Cumberland, Salem) 40 E. Broad Street, Suite 204, 08302-2881 Marva Ferguson, Manager, Vacant, Supervisor 856-453-3888, 856-453-3909FAX 856-497-0075/VP DVR.Bridgeton@dol.nj.gov	PLEASANTVILLE (Atlantic) 2 S. Main St., 1st Fl. Suite 2, 08232 Candace Titanski, Manager J. Michael Margraf, Supervisor 609- 813-3933, 609-813-3959/FAX 608-813-3958/TTY, 609-224-1218/VP
CHERRY HILL (Camden) 101 Woodcrest Road, Suite 127, 08003-3620 Jeffrey Deitz, Manager Jeffrey Clark, Supervisor Valerie Kerrigan, Supervisor Elizabeth Guzman, Supervisor 856-549-0500, 856-975-4782/FAX 856-614-2504/TTY,856-831-7599/VP DVR.Camden@dol.state.nj.us	RANDOLPH (Morris, Sussex, Warren) 13 Emory Avenue, 2nd floor, 07869 Antoney Smith, ManagerScott McGill, Supervisor 862-397-5600 (4), 973-895-6420/FAX 973-607-2034/VP DVR.Randolph@dol.nj.gov
ELIZABETH (Union) 921 Elizabeth Ave., 3rd Floor 07201 Edward Faver, Manager Pat Williams, Supervisor 908-965-3940, 908-965-2976/FAX 908-242-3563/VP DVR.Elizabeth@dol.state.nj.us	SOMERVILLE (Somerset, Hunterdon) 75 Veterans Memorial Dr., Suite 101 08876-2952 Elizabeth Conte, ManagerVacant, Supervisor 908-704-3030, 908-704-3476/FAX
HACKENSACK (Bergen) 60 State Street, 2nd Floor, 07601-5471 Vacant, Manager Jorge Delgado, Supervisor 201-996-8970, 201-996-8880/FAX DVR.Hackensack@dol.nj.gov	THOROFARE (Gloucester) Gloucester Regional Service Ctr. 215 Crown Point Rd., Suite 200, 08086- 2153 Stacey Smith, Manager Krista Lope, Supervisor 856-384-3730, 856-384-3777/FAX 856-342-0342/VP
JERSEY CITY (Hudson) 438 Summit Avenue, 6th Floor, 07306-3187 William Schulz, Manager Gilda Escobar, Supervisor 201-217-7180, 201-217-7287/FAX 201-942-5363/VP DVR.JerseyCity@dol.nj.gov	TOMS RIVER (Ocean) 1027 Hooper Ave., Bldg. 6, 3rd Floor Suite 1, 08753- 2225Kathleen Space, Manager Tadd Maffucci, Supervisor 732-505-2310, 732-505-2317/FAX,

COLLEEN HENDRICKSON (WILDWOOD):

First off, I cannot thank you enough for all your assistance in helping me acquire new hearing aids. They have made my life so much easier. In addition to being able to communicate better, it is amazing to me how many sounds I had been missing out on . . . such as the birds chirping in the early morning, the clicking of my turn signal and the background music as I wander the mall.

Thanks again for all your help. (Client)

Big THANKS! Thanks so much for coming to speak to our parents last week. I know they found the information very helpful. I know you are very busy and I appreciate your willingness to take time out of your schedule for our district's parents. I look forward to our continued work together. (Guidance Counselor Cape May County Special Services)

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