

# Georgia Vocational Rehabilitation Services (GVRS) Board Meeting

*Wednesday, July 13<sup>th</sup>, 2022*



GVRA





# Chairman's Welcome

- Welcome and Remarks
- Roll Call and Agenda
- Previous Board Meeting Minutes Approval

# Executive Director's Report

Chris Wells, Executive Director

[Chris.wells@gvs.ga.gov](mailto:Chris.wells@gvs.ga.gov)



GVRA





Georgia Vocational  
Rehabilitation Agency

# Employee of the Month



Mr. Ronald Jones  
Counselor, VR Dallas  
April 2022



Mrs. Angela Jones  
GIB, Bainbridge  
May 2022



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# Program Highlights

## Client Services

- Effective July 1, 2022, ALL priority categories are open.
- Interviews are ongoing for Counselor, PES, and OA positions (as of July 1, 2022 – 17 candidates have been selected statewide)
- Ten (10) interns from local post-secondary institutions are being hired as Part Time Counselors and will work in GVRA Field offices statewide this Fall semester. This will bring the total number of interns to 13 as there are currently three (3) on staff.
- Four (4) retirees continue with special projects and providing support to clients and the field staff. Seeking to hire additional retirees.



# Program Highlights

## Client Services (cont.)

- Training was conducted for the Pre-Employment Transitions Specialists at RWS and included the release of the new Pre-ETS curriculum. Training will be on going as new PESs come on board.
- Employment Services staff will be trained at RWS this month to ensure job roles and responsibilities are understood and effectively put into practice.
- RWS Field office has been created as a department. The three (3) counselors assigned there will work to provide transitions services to the surrounding counties to increase VR service delivery in the schools effective this upcoming school year.



# Program Highlights

## Disability Adjudication Services (DAS)

- Closed **71,434** total cases through June 2022– on target to meet budgeted workload goal for FFY22
- 3-Month Rolling Quarter Initial Case Accuracy Rate through May 2022 – 94.3% (June rates are not yet available)
- Hired 37 new employees Federal Fiscal Year to Date – next Adjudicator Trainee Class is scheduled for August 2022



# Program Highlights

## Georgia Industries for the Blind (GIB)

- ISO Certification – completed virtual ISO audit at the end of June 2022 with one minor discrepancy
- GIB submitted for price increases – production items (34) submitted for process increases were approved by NIB; they now go to GSA for final approval; no price increases submitted in over five years
- GVRA/GIB Hosted Catalog to go live July 1, 2022
- GIB Production – OT and Temps helped increase overall production the last three (3) months; backorders the last two weeks of June are back over a one (1) million in sales due to the breakdown of machines





# Program Highlights

## Business Enterprise Program (BEP)

- BEPro – Plan to start the implementation process in September;
- MOU with the City of Atlanta – working on MOU to provide food service in Café 55 initially, and possibly the Newstand and Health & Fitness Center
- Inter-Agency agreement with the Dept of Revenue (DOR) – providing café and vending services for past two months
- Finalizing the layout, and purchase of equipment of the RWS Café – trying for a soft opening in September



# Program Highlights

## Provider Management

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### First in-person Provider Information Forum (June 1, 2022)



Overall Feedback	Comments for Consideration
Networking was useful and great to meet GVRA Leadership	Next Forum location consider Macon or Metro Atlanta
Suggests more in-person forums	Option for virtual attendance
Suggest more VR staff attendance	



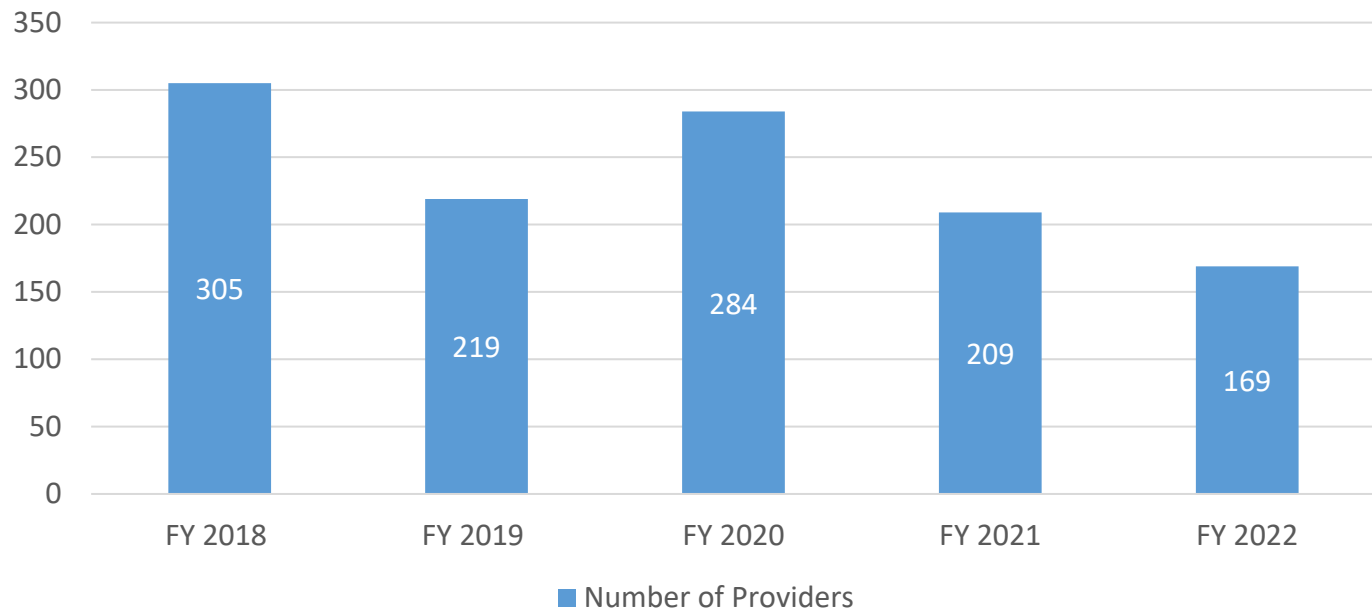
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# Program Highlights

## Provider Management

- Completed enrollment of VR Providers in AWARE Portal
  - VR can issue authorizations in the portal
  - Providers can submit invoices for processing in the portal
  - Providers can submit client progress reports in the portal

Number of Providers





# Program Highlights

## Transition Services

- Hosting Bi-Weekly Transition forum every other Tuesday from 6:00pm - 7:00pm.

We have had around 74 families or educators attend

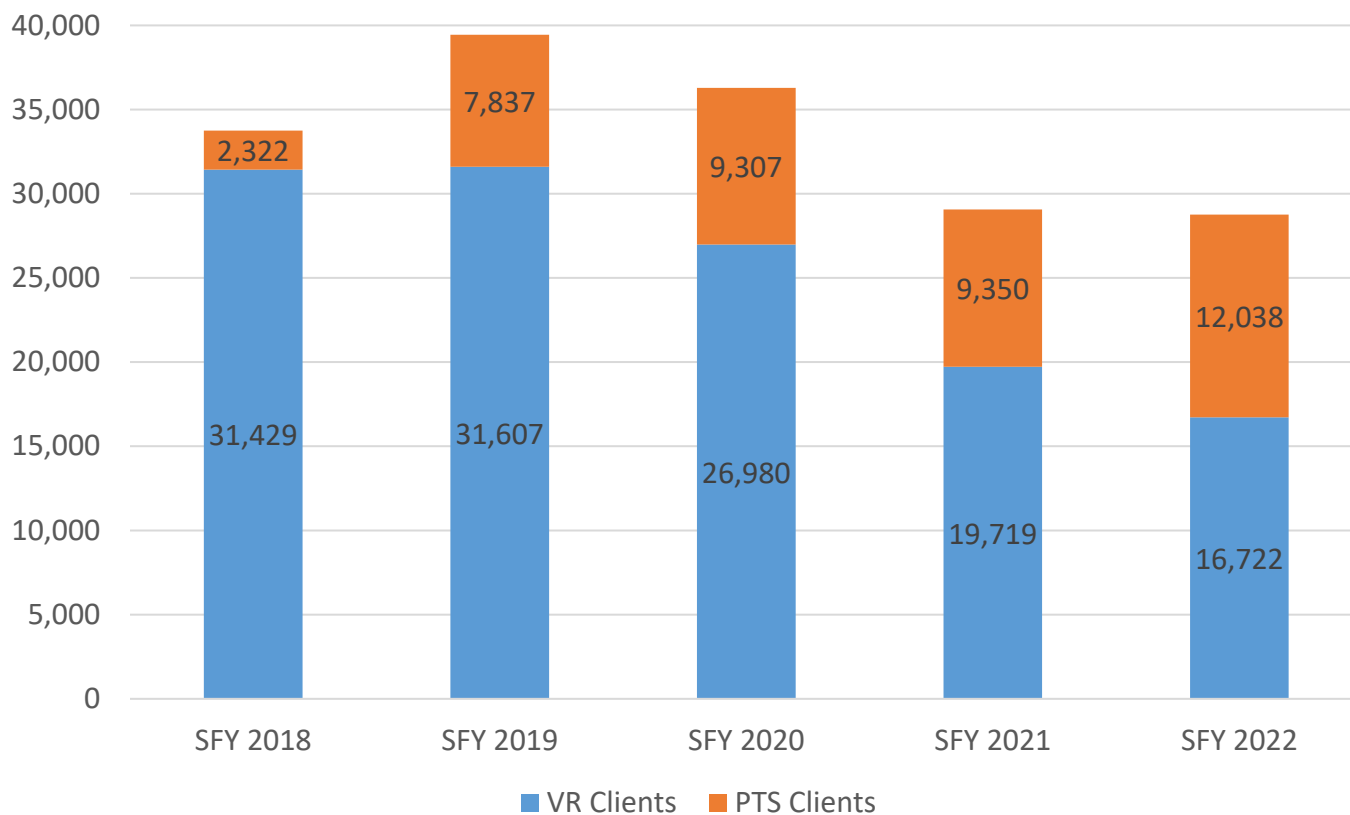
- Working with State Rehabilitation Council to conduct Transition Stakeholder across the state beginning in September of 2022
- Worked with GaDOE to do a targeted roll out of Virtual Job Shadow program to 9<sup>th</sup> graders.
  - This was an effort to increase referrals for that age range, and to give us a four year cohort to follow to track usage and trends in utilizing the software.



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# Program Highlights

## Transition Services



SFY 2018	SFY 2019	SFY 2020	SFY 2021	SFY 2022
38.6%	24%	34.1%	30.3%	33.5%



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# Program Highlights

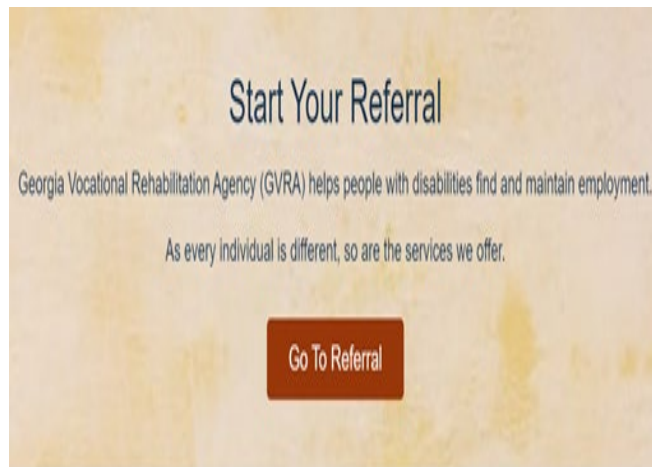
## Program Support

**Matthew Salmon, MRC, CRC**

- District 1 Supervisor- Lafayette Unit & Rome A Unit

## Updates

- Web Based Referral Portal - soft opening was launched 7/1/2022
- <https://referral.gvs.ga.gov/>



GEORGIA VOCATIONAL REHABILITATION AGENCY

1 About You 2 Education Details 3 Work Information 4 Request for Services 5 Document Upload 6 Office Assignment 7 Submit

Information About You

First Name \*

Middle Name

Last Name \*

Birth Date \*

Race & Ethnicity \*

Select Another Race & Ethnicity (if applicable)

Marital Status \*

Gender \*



# Program Highlights

## Program Support

**Tracy Stepney, Rehabilitation Technologist**

**Marica Viera, Customer Care Supervisor**

### Updates

- Call Center - soft opening was launched in May 2022
- All Agency Calls routed to (844) FOR-GVRA (844-367-4872) by October 2022
- Seven Customer Service Agents (Agency historically operated with 3-4)
- Agency call tree or IVR to direct individuals to their point of contact

# Departmental Administration

Jonathon Buxton, Director of Administration

[Jonathon.Buxton@gvs.ga.gov](mailto:Jonathon.Buxton@gvs.ga.gov)







# Administrative Highlights

- Information Technology
  - Network Infrastructure Upgrades
- Facilities
  - Office Relocations
  - Fleet Updates
  - GIB HVAC
  - Roosevelt Warm Springs Campus Upgrades
- Communication and Outreach
  - Website Updates – Target Date of 09/01/2022
  - Updating Contact Information on 3<sup>rd</sup> Party Sites
- Fiscal and Budget
  - Year End Closeout
  - Budgetary Compliance
  - Contractor Monitoring



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# Administrative Highlights

## FY 2022 Current Budget as of May 31, 2022

<b>GVRA</b>	<b>Total Expenditures</b>	<b>Current Budget</b>	<b>Percent of Budget</b>
300-Personal Services	\$65,301,497	\$90,100,266	72%
301-Operating Expenses	5,857,727	7,451,265	79%
303-Vehicle Purchases	521,175	1,325,826	39%
304-Equipment	872,502	991,356	88%
305-Computer Charges	4,978,608	6,216,462	80%
306-Real Estate Rentals	6,399,199	10,157,126	63%
307-Telecommunications	2,161,113	3,096,305	70%
309-Capital Outlay	6,555,043	6,547,759	100%
312-Contractual Services	13,908,148	13,414,295	104%
314-Transfers	0	155,000	0%
315-Grants and Benefits	3,922,241	4,727,872	83%
319-Other	714,375	1,504,664	47%
320-DAS CE/ME	19,557,875	21,103,021	93%
321-VR Case Services	14,587,764	25,824,220	56%
<b>Total Expenditures</b>	<b>\$145,337,266</b>	<b>\$192,615,437</b>	<b>75%</b>

# Residential Services

Dr. Lee Brinkley Bryan, Director of Residential Services

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# Program Highlights

## Residential Services

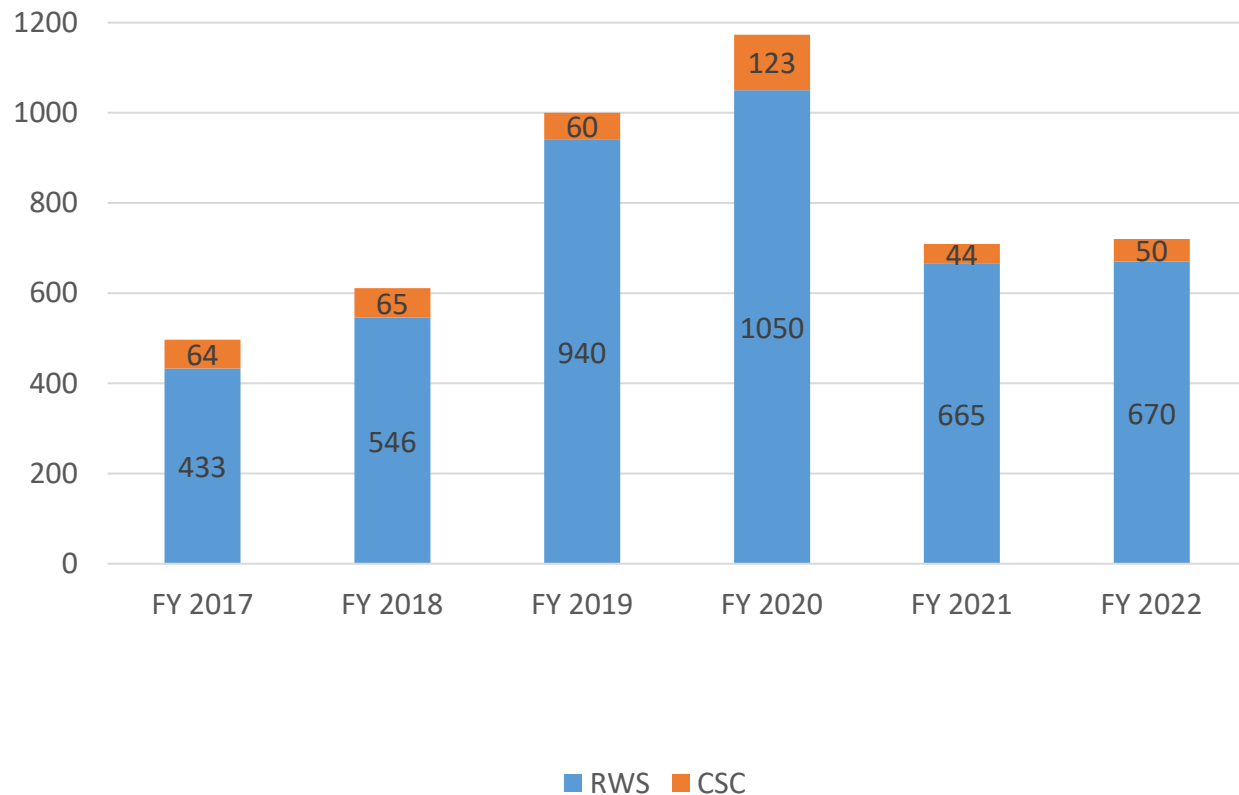
- Numbers Served SFY 22:
  - Roosevelt Warm Springs (RWS) - 670
  - Cave Spring Center (CSC) - 50
- FY 23 New Student Admissions:
  - RWS – July 11 & July 12
  - CSC – TBD
- CSC Alignment with RWS Curriculum – July 2022
- RWS Semester System Conversion – January 2023



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# Program Highlights

## Residential Services





# Program Highlights

## Residential Services

### Georgia Department of Education Report – Quarters 1 – 3

- Academic Education – Numbers Served: 123
- Transition Education – Numbers Served: 103
- Vocational Training Certifications: 225
- Remedial Study -
  - Numbers Served: 113 (Reading)
    - 73% experienced reading grade level gains
    - 41% increased reading skills from two grade levels up to five or more grade levels
  - Numbers Served: 102 (Math)
    - 83% experienced math grade level gains
    - 53% increased math skills by two grade levels up to five of more grade levels

# Georgia Inclusive Postsecondary Education Consortium

Mark Crenshaw

[mcrenshaw@gsu.edu](mailto:mcrenshaw@gsu.edu)



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# Georgia Inclusive Postsecondary Education Consortium

## An Alumni Story

Darren Tzou

## Destination Dawgs Graduate

About Me: Darren is from Lawrenceville, GA and his area of interest is Food Management and Hospitality. He enjoys cooking, and spending time with friends and family. Darren has had a variety of experiences in the Food Industry and enjoys trying new cuisines.



**Destination Dawgs**

*Institute on Human Development and Disability*

**UNIVERSITY OF GEORGIA**





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# Georgia Inclusive Postsecondary Education Consortium

## An Alumni Story

Darren Tzou

### Destination Dawgs Graduate

Internship: Darren completed his internship at Alumni Cookie Dough in Athens, GA. He was responsible for making different doughs, assisting with catering, wholesale orders, and managing the cash register. He also earned his ServSafe Certificate in food handler management.



# Georgia Inclusive Postsecondary Education Consortium

## An Alumni Story

Darren Tzou

## Destination Dawgs Graduate

- Course Work:
  - Intro to Hospitality & Food Management
  - Human Nutrition and Food
  - Food Principal
  - Quantity Foods
  - Quantity Foods Lab
  - Chopped: Nutrition Education Methods



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# Georgia Inclusive Postsecondary Education Consortium

## An Alumni Story

Darren Tzou

### Destination Dawgs Graduate

**Career Exploration:** Darren had a paid work experiential learning at Bolton Dining Hall. He worked with various students, managed the pasta station, ramen station, and learned how to prep and prepare food stations. He enjoyed practicing his knife skills, preparing food first-hand, and learning management skills.

**Future Plans:** Darren plans to move back to Lawrenceville, GA and work with Chick-Fil-A. He will continue to build his skills and earn more job experience within the food industry. He values their customer service and benefits.



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# Georgia Inclusive Postsecondary Education Consortium

## Georgia Inclusive Postsecondary Education Programs

Coming Fall 2022!

1. [Albany Technical College](#) - LEAP
2. [Columbus State University](#) - GOALS
3. [East Georgia State College](#) - CHOICE
4. [Georgia Institute of Technology](#) - EXCEL
5. [Georgia Southern](#) - EAGLE Academy
6. [Georgia State University](#) - IDEAL
7. [Kennesaw State University](#) - Academy for Inclusive Learning & Social Growth
8. [University of Georgia](#) - Destination Dawgs
9. [Georgia College & State University](#)



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# Georgia Inclusive Postsecondary Education Consortium

## School Year 2021-2022 Data

Data From GAIPSEC Programs	2021-2022	2020-2021
Fall 2021 Students	129	128
Spring 2022 Students	125	124
Fall 2021 students with paid internships or apprenticeships	57	41
Spring 2022 students with paid internships or apprenticeships	57	68
Fall 2021 graduates	3	23
Spring 2022 graduates	47	60
SY 2021-2022 graduates	50	83
Fall 2021 graduates with jobs	3	13
Spring 2022 graduates with jobs	26	27
VR funding for SY 2021-2022	\$688,452	\$808,790
Percent of graduates employed	58%	48%

# Leveraging Education for Advancement Program (L.E.A.P)

Regina Watts, Director of Special Needs & L.E.A.P.  
Program

[Rwatts@albanytech.edu](mailto:Rwatts@albanytech.edu)





# Leveraging Education for Advancement Program (L.E.A.P)

## GVRA & Albany Technical College Contract

- Supported Education Services
  - Academic
  - Employment
  - Career Skills





# Leveraging Education for Advancement Program (L.E.A.P)

About the Leveraging  
Education for  
Advancement  
Program (LEAP)







# Leveraging Education for Advancement Program (L.E.A.P)



## Offers

- Choice of 15 certificates
- One course per semester
- Inclusive college level courses
- Completion in 12 to 24 months or less
  - Success Terms, 7 + 7 semester
- One on one instructional aid



## Leveraging Education for Advancement Program (L.E.A.P)

### The Credential Evolution-Business Office Assistant Certificate New Program Approval Process

- Business Technology Department
  - Stand-alone certificate
  
- Academic Affairs Council
  
- ATC Board approval
  
- TCSG approved- Technical Certificate of Credit
  - Meets industry requirements



## Leveraging Education for Advancement Program (L.E.A.P)



### Credential Description

- *This Technical Certificate of Credit Business Office Assistant Certificate is designed to provide inclusive higher education experiences that supports positive employment outcomes for individuals with intellectual and/or cognitive disabilities in preparation for a career in any business office. Graduates with this certificate are prepared to perform a variety of duties in any office clerical occupation that requires knowledge of office systems and procedures. Along with taking credit classes, the participants will be required to participate in human resource development workshops, social community integration, job shadowing and internships.*



## Leveraging Education for Advancement Program (L.E.A.P)

Course Title	Pre-Requisite	Credits
Introduction to Computer Literacy	Provisional Admission	3
Interpersonal Relations		2
Introduction to Keyboarding	Program Admission	3
Document Production	Ability to type 25wpm, Comp 1000	4
Office Procedures	COMP 1000	3
Personal Effectiveness	ONLY OFFERED SPRING SEMESTER	3
Electronic Mail	COMP 1000	2

- **Business Office Assistant Credential Content**
- These college level courses are required for all ATC students enrolled in any of the Business Technology programs.



## Leveraging Education for Advancement Program (L.E.A.P)

### Course Description:

#### OFFICE PROCEDURES BUSN 1240

- Prerequisite: COMP 1000
  - 3 Credits
- 
- Emphasizes essential skills required for the business office.
  - Topics include: office protocol, time management, telecommunications and telephone techniques, office equipment, workplace mail, records management, travel/meeting arrangements, electronic mail, and workplace documents.



## Leveraging Education for Advancement Program (L.E.A.P)

### Course Description:

#### DOCUMENT PRODUCTION

- 4 credits
  - Prerequisite: COMP 1000
- 
- Reinforces the touch system of keyboarding placing emphasis on correct techniques with adequate speed and accuracy and producing properly formatted business documents.
  - Topics include: reinforcing correct keyboarding technique, building speed and accuracy, formatting business documents, language arts, proofreading, and work area management.



## Leveraging Education for Advancement Program (L.E.A.P)

### How are we Doing in Preparing our Students for a Brighter Future?

- Number of Graduates = 8
  - 4 will complete requirements Summer semester
- Number competitively employed = 5
- Number employed in their field = 3
- 100% of the 5 are still employed years after graduating
- Minimum rate of pay among the graduates is \$7.25
- The highest rate of pay among the graduates is \$15 per hour





## Leveraging Education for Advancement Program (L.E.A.P)

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## Leveraging Education for Advancement Program (L.E.A.P)

How are we doing in preparing our students for a brighter future?

- 100% are prepared to live increasingly independent lives, advocate for themselves, pursue careers of their choice and provide the potential for increased earnings long-term.
- The percent of people who are better able to say what they want or say what services and supports they want or say what is important to them is 100%.
- The number of people with developmental disabilities who participated in supported activities designed to increase their knowledge of how to take part in decisions that affect their lives, the lives of others, and/or systems is 100%





# Leveraging Education for Advancement Program (L.E.A.P)

## Challenges

- Overcoming below-average reading comprehension levels
- The effects of students' lack of self-confidence
- Gaps in skills
- Pandemic



# Leveraging Education for Advancement Program (L.E.A.P)

## *Contact Information*

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- **<https://www.albanytech.edu/student-affairs/leap>**

**Questions?**



# Board Announcements

- Old Business
- New Business

# Public Comment and Adjournalment



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