

12-1-1997

# 1997 Annual Report, October 1, 1996 - September 30, 1997

Maine State Rehabilitation Advisory Council

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**1997  
ANNUAL REPORT**

**October 1, 1996 - September 30, 1997**

MAINE STATE  
REHABILITATION  
ADVISORY COUNCIL

JUL 02 1998





**MAINE STATE  
REHABILITATION ADVISORY COUNCIL**

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MAINE STATE REHABILITATION ADVISORY COUNCIL  
126 Western Ave., Suite 162  
Augusta, Maine 04330  
Tel. (207) 622-2773

December 1997

To Maine Citizens:

On behalf of the Maine State Rehabilitation Advisory Council I am pleased to present the Council's Annual Report for 1997.

A lot has been accomplished this year which we believe implements the intent of the Council as established by the Rehabilitation Act of 1992. The details of our work are discussed in the body of this report.

With an expanded Council representing an array of rehabilitation stakeholders, we look forward to carrying forward our workplan for 1998.

If you wish to communicate with us about this plan or other matters, you may call (207) 622-2773 (TTY and voice), or write to the Maine State Rehabilitation Advisory Council, 126 Western Avenue, Suite 162, Augusta, Maine 04330.

Yours truly,



Kevin C. Baack, PhD, Chair





STATE OF MAINE  
DEPARTMENT OF LABOR  
DIVISION OF VOCATIONAL REHABILITATION  
35 ANTHONY AVENUE  
150 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0150

ANGUS S. KING, JR.  
GOVERNOR

VALERIE R. LANDRY  
COMMISSIONER

December 30, 1997

To Maine Citizens:

The Division of Vocational Rehabilitation is pleased to participate in the presentation of the third annual report of the Statewide Rehabilitation Advisory Council.

The input from the Council has been extremely helpful to the Agency in addressing new challenges and new opportunities. We are very appreciative of the strong support from the Council that enabled us to jointly conduct a comprehensive statewide customer satisfaction survey for the first time. The results of this survey provide us with valuable data which will assist us to jointly target areas needing improvement. We look forward to further collaboration with the Council in continuing the development of the survey and the process to obtain ongoing feedback from consumers, employers, and other partners.

We are pleased with the time and energy the Council invested in responding to our State and Strategic Plans. The new process and timeframe that the Council proposed and agreed to by the Division will increase Council and public participation in the development of and revisions to future State Plans.

We sincerely appreciate the time and commitment of the Council and its members and their involvement in innumerable committees and task forces as we jointly develop strategies to increase the cost effectiveness of the Program in meeting the vocational needs of individuals with the most severe disabilities. We eagerly look forward to further refining the effectiveness of this partnership.

Sincerely

Arthur P. Jacobson, Acting Director  
Division of Vocational Rehabilitation



MAINE STATE REHABILITATION  
ADVISORY COUNCIL

MISSION

*The Mission of the State Rehabilitation  
Advisory Council is to provide guidance,  
advice, and diverse viewpoints to the  
State of Maine Division of Vocational  
Rehabilitation in support of developing  
independence, increasing opportunities  
and broadening access to the workplace  
for citizens with vocational disabilities.*



# MAINE STATE REHABILITATION ADVISORY COUNCIL

## **PURPOSE**

In complying with the Rehabilitation Act of 1973, as amended in 1992, the Maine State Rehabilitation Advisory Council was established in accordance to federal regulations governing the Rehabilitation Act. Under these regulations, (Title I of the Rehabilitation Act), the Council works with the Division of Vocational Rehabilitation to review, analyze and evaluate the Maine State Rehabilitation Program. Specifically the Maine State Rehabilitation Advisory Council is to:

- Advise the State agency and designated State units and assist in the preparation of the state plan, the strategic plan and amendments to the plans, reports, needs assessments and evaluation.
- Conduct a review and analysis of the effectiveness of, and consumer satisfaction with the state agency.
- Prepare and submit an Annual Report to the Governor and Commissioner of Labor.
- Work with other Councils within the state.

Council members are appointed by the Governor and serve terms not exceeding three years, and no more than two consecutive full terms. As required in the Act, the Council is composed of individuals from the following categories:

- State Independent Living Council;
- Parent Training and Information Center;
- Client Assistance Program;
- Community Rehabilitation Program Service Provider;
- Business, Industry and Labor;
- Disability, Advocacy Groups, Current or Former Applicants, People with Disabilities;
- Vocational Rehabilitation Counselors; and
- Director of Vocational Rehabilitation.

In addition to performing the requirements outlined above, the Council may perform other functions it deems appropriate that remain consistent with Title I of the Rehabilitation Act.

MAINE STATE REHABILITATION  
ADVISORY COUNCIL  
COUNCIL MEMBERS  
1996-1997

Peter Dyer, Chair 10/96 - 2/97  
Central Maine Power Company  
Edison Drive  
Augusta, ME 04330  
Category: Business, Industry & Labor  
Resigned 2/97

Margaret Squires, Chair 2/97 - 10/97  
Maine Parent Federation/SPIN  
PO Box 2067  
Augusta, ME 04338-2067  
Category: Disability Advocacy Group  
Term Expires: 12/97

Kevin Baack, Vice Chair  
Goodwill Industries of No. New England  
PO Box 8600  
Portland, ME 04104  
Category: Community Rehab. Program  
Service Provider  
Term Expires: 12/98

Steve Beam, Treasurer  
C.A.R.E.S.  
4c Winter Street  
Augusta, ME 04330  
Category: Client Assistance Program  
Term Expires: 12/98

Margaret Brewster, Director, Division of  
Vocational Rehabilitation (non-voting)  
35 Anthony Avenue  
Augusta, ME 04330  
Category: Director of vocational Rehabilitation

Pat Bowman  
137 Northern Ave., Apt. 25  
Auburn, ME 04210  
Category: Disability Advocacy Group  
Term Expires: 12/99

Helen Corriveau (non-voting)  
100 Main Street, Suite 1106  
Saco, ME 04072  
Category: Vocational Rehabilitation Counselor  
Term Expires: 12/96

Denise Delorie  
PO Box 307  
Norridgewock, ME 04957  
Category: Disability Advocacy Group  
Term Expires: 12/99

Therese Richardson  
RFD #1, Box 367  
Windsor, ME 04363  
Category: Disability Advocacy Group  
Term Expires: 12/96

Janice LaChance  
Maine Parent Federation/SPIN  
PO Box 2067  
Augusta, ME 04338  
Category: Disability Advocacy Group  
Term Expires: 12/99

Cynthia Sudheimer  
195 Griffin Road, Apt. 301  
Bangor, ME 04401  
Category: Disability Advocacy Group  
Term Expires: 12/99

Normand Duphily  
54 Lake Street  
Auburn, ME 04210  
Category: Business/Industry/Labor  
1st Term Expires: 12/00

Willie Tarr  
RR 1, Box 3278  
Carmel, ME 04419  
Category: Disability Advocacy Group  
Resigned: 12/97

David Nadeau (non-voting)  
Division of Vocational Rehabilitation  
14 Access Highway  
Caribou, ME 04736  
Category: Vocational Rehabilitation Counselor  
1st Term Expires: 12/00



J. Richard Willauer  
16 Darrah Street  
Richmond, ME 04357  
Category: Community Rehabilitation Provider  
1st Term Expires: 12/00

Stephen Murphy  
University of Southern Maine  
400 Bailey Hall  
Gorham, ME 04038  
Category: Business, Industry & Labor  
1st Term Expires: 12/00

Mel Clarrage (non-voting)  
Division of Vocational Rehabilitation  
105 Elm Street  
Portland, ME 04102  
Category: Vocational Rehabilitation Counseling  
1st Term Expires: 12/00

Art Jacobson (non-voting)  
Division of Vocational Rehabilitation  
35 Anthony Avenue  
Augusta, Maine 04333  
Category: Vocational Rehabilitation Director

## MAINE STATE REHABILITATION

### ADVISORY COUNCIL

### GOALS FOR 1996 - 1997

The Maine State Rehabilitation Advisory Council met at the Summit Inn in Bethel, Maine on October 16-18, 1996 to review the past year's accomplishments and to develop an Action Plan for the 1996 - 1997 Goals. Listed below is a summary of the activities:

#### *Improve the Effectiveness Of The Maine State Rehabilitation Advisory Council*

1. Increase Council Membership
2. Improve communication and understanding between the Division of Vocational Rehabilitation and the Council
3. Increase "Public Awareness" of the State Rehabilitation Advisory Council and what it does
4. Participate in Coalition Building
5. Report results

Survey Results  
Annual Report

#### *Develop Recommendations For Vocational Rehabilitation To Improve Services To Individuals With Disabilities*

1. Public Forums
2. Survey #2 - Open/Active Cases
3. Employer Survey
4. Review and Comment on the State Plan.



## MAINE STATE REHABILITATION ADVISORY COUNCIL

### 1996-97 Council Accomplishments

At the 1996 SRAC Retreat, Council members developed a Plan of Action for FY 1996-97. This ambitious agenda focused on four broad areas: *Council membership, customer satisfaction with Vocational Rehabilitation services, Council outreach and Council input into policy and systemic issues.*

A summary of the SRAC's activities in accomplishing this agenda follows:

#### COUNCIL MEMBERSHIP:

- Six new members joined the Council, broadening both geographic and disability representation.
- New members to the Council received an orientation, including an overview of history, purpose, goals and activities.
- Ongoing Council training continued to be an important part of Council meetings.
- Our direct staff was upgraded with the hiring of an administrative assistant.
- A smooth transition occurred when the Council Chair found it necessary to step down and was replaced by the previous Chair.

#### COUNCIL OUTREACH

- Purchased a new telephone and TTY system to increase phone accessibility by consumers to the Council.

- Increased Council exposure through the development and distribution of a SRAC brochure. Brochures were mailed with each customer satisfaction survey and have been distributed at the public forums and at various conferences.

#### CUSTOMER SATISFACTION:

- Conducted public forums in Bangor, Portland and Augusta as a means of gaining knowledge about consumer's perceptions of VR services.
- Customer satisfaction survey developed and conducted on a statewide basis. This was a collaborative effort between the Council and the Division of Vocational Rehabilitation.

#### COUNCIL INPUT:

- Provided input into the VR State and Strategic Plan. Developed a timeline for future years' recommendations on both of these plans.
- Fine tuned what information the Council needs in the monthly reports from the VR Director.
- Increased involvement in Division of Vocational Rehabilitation committees including: regulations, policy and financial needs.
- Provided input into reducing the wait list for VR services
- Took a more proactive stance in responding to issues at both the state and federal levels.
- As a means of information sharing and increasing awareness of Council activities, a stronger linkage was established with the Department of Labor and Commissioner Landry.

## ADVISORY COUNCIL

1997-98  
Council Goals

### **Continue to improve opportunities for customer input into the delivery of Vocational Rehabilitation services through:**

- Public forums
- Public relations outreach
- Customer satisfaction surveys
- Employer survey

### **Continue to impact on the delivery of Vocational Rehabilitation services through:**

- Input into State and Strategic Plans
- Serve on Division of Vocational Rehabilitation committees
- Offer recommendations and suggestions for ways to improve employment opportunities for people with disabilities in Maine
- Respond to legislative proposals at the state and federal levels
- Respond to other issues that impact people with disabilities
- Continue to ensure broad based representation on the Council
- Continue to recruit new members from diverse disability and geographic areas
- Ensure opportunities for full Council participation
- Provide orientation for all new Council members

- Continue to ensure broad based representation on the Council
- Continue to recruit new members from diverse disability and geographic areas
- Ensure opportunities for full Council participation
- Provide orientation for all new Council members
- Ensure full participation of Council membership by establishing working committees to perform the majority of Council work.

### MSRAC/DVR Client Survey

	<i>Thinking about your Vocational Rehabilitation services, how would you rate the following? (Please circle one choice for each question)</i>	Excellent	Very Good	Good	Fair	Poor
OS1	Overall, how would you rate your Vocational Rehabilitation Services?	5	4	3	2	1
OS2	Being able to reach your VR counselor if you need her/him?	5	4	3	2	1
OS3	Thoroughness of your Vocational Rehabilitation assessment	5	4	3	2	1
OS4	Thoroughness of your Individual Written Rehab Plan (IWRP)?	5	4	3	2	1
OS5	Ease of seeing your VR counselor?	5	4	3	2	1
OS6	The outcomes of your Vocational Rehabilitation Services; how much VR services have helped or will help you get a job?	5	4	3	2	1
OS7	Overall quality of your Vocational Rehabilitation Services?	5	4	3	2	1
	<b><i>Now I would like to ask you some questions about your VR counselor. (Please circle one choice for each question)</i></b>					
OC1	How satisfied are you with the amount of help you receive from your VR counselor to get a job?	Very Satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
OC2	If a friend were in need of similar help would you recommend your VR counselor to her/him?	Definitely yes	Yes	Maybe	No, don't think so	Definitely not
OC3	How do you feel your VR counselor does in treating you as an individual?	Excellent	Very good	Good	Fair	Poor
OC4	After your VR counselor assessed your employment needs, did you get the kind of VR Services you needed?	Definitely yes	Yes	Maybe	No, don't think so	Definitely not.
OC5	Did you get these services in a timely manner?	Definitely yes	Yes	Maybe	No, don't think so	Definitely not
OC6	Overall, how satisfied are you with your VR counselor?	Very Satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
OC7	How would you rate the overall quality of the job your VR counselor is doing?	Excellent	Very good	Good	Fair	Poor



<b><i>Now I am going to ask you how strongly you AGREE or DISAGREE with some statements about your VR counselor. We are interested in your feelings, both good and bad (Please circle one choice)</i></b>						
		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
R1	My VR counselor treats me with dignity and respect.	5	4	3	2	1
R2	My VR counselor asks me what I need to get a job.	5	4	3	2	1
R3	My VR counselor asks me what I need to keep a job.	5	4	3	2	1
R4	My VR counselor does not talk down to me.	5	4	3	2	1
R5	My VR counselor shows interest in me and my problems	5	4	3	2	1
R6	My VR counselor gives me reassurance and support	5	4	3	2	1
R7	My VR counselor listens to me and my concerns	5	4	3	2	1
R8	My VR counselor takes my concerns seriously	5	4	3	2	1
<b><i>Please circle one choice for each question</i></b>		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
I1	My VR counselor is friendly and courteous	5	4	3	2	1
I2	My VR counselor relates well to me.	5	4	3	2	1
I3	My VR counselor is caring and compassionate.	5	4	3	2	1
I4	My VR counselor is committed to helping me.	5	4	3	2	1
I5	My VR counselor seems to enjoy his/her work	5	4	3	2	1
<b><i>Please circle one choice for each question</i></b>		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
T1	My VR counselor explained how the VR program could assist me in meeting my individual employment goals.	5	4	3	2	1
T2	My counselor gave me enough information to understand VR and how it works	5	4	3	2	1
T3	My VR counselor did a good job evaluating my vocational needs	5	4	3	2	1
T4	My VR counselor understands my vocational needs	5	4	3	2	1

	<i>Please circle one choice for each question</i>	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
T5	My VR counselor is helpful in getting me the services I need	5	4	3	2	1
T6	My VR counselor responds adequately when I complain about services	5	4	3	2	1
T7	My VR counselor is informed about other resources that could help me	5	4	3	2	1
T8	My VR counselor gives answers to my questions about other resources that could help me	5	4	3	2	1
T9	My VR counselor assists me in coordinating and connecting between various agencies and services	5	4	3	2	1
T10	My VR counselor informed me of the services available through the Client Assistance Program	5	4	3	2	1
T11	My VR counselor follows through	5	4	3	2	1
	<i>Please circle one choice for each question</i>	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
C1	My VR counselor makes me feel like I can contribute to the process	5	4	3	2	1
C2	I feel like I have a say in the decisions about my VR goal	5	4	3	2	1
C3	I am allowed to say everything that I think is important	5	4	3	2	1
C4	I don't feel forced to do things I don't want to do.	5	4	3	2	1
C5	I am listened to by my VR counselor	5	4	3	2	1
C6	My employment goals are respected by my VR counselor	5	4	3	2	1
C7	I know I can change my VR counselor if there is not a good match between us	5	4	3	2	1
C8	I feel like I have some choice in what services I receive	5	4	3	2	1
C9	I have enough information to make good choices about the services I need to reach my goal	5	4	3	2	1

MSRAC/DVR Client Survey 7/97

	<i>Please circle one choice for each question</i>	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
A1	After my first contact with VR, it did not take long to meet with a VR staff person	5	4	3	2	1
A2	My time on the waiting list was not too long	5	4	3	2	1
A3	Being on the waiting list was not a hardship for me	5	4	3	2	1
A4	My VR counselor contacts me often enough to meet my needs	5	4	3	2	1
A5	It is easy for me to get hold of my VR counselor when I need to	5	4	3	2	1
A6	I am able to talk to a VR staff person when I call	5	4	3	2	1
A7	If my VR counselor is not available when I call, my call is returned in a timely manner	5	4	3	2	1
A8	My VR counselor tells me when he/she will not be available (for example if my counselor is going on vacation)	5	4	3	2	1
A9	My VR counselor arranges for someone else to help me when they will not be available	5	4	3	2	1
	<i>Please circle one choice for each question</i>	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
CN1	I have not changed VR counselors	5	4	3	2	1
CN2	During the past year I have had the same VR counselor	5	4	3	2	1
CN3	There has been ongoing evaluation to help me get and keep a job	5	4	3	2	1
	<i>Please circle one choice for each question</i>	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
O1	My Individualized Written Rehabilitation Plan (IWRP) reflects my employment goals	5	4	3	2	1
O2	My IWRP is referred to and revised as needed	5	4	3	2	1
O3	I have a copy of my current IWRP	5	4	3	2	1
O4	I was given an overview of the VR program before my IWRP was written	5	4	3	2	1

<i>Please circle one choice for each question</i>		Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
O5	My VR counselor understands my disability and its impact on me	5	4	3	2	1
O6	My VR counselor is helpful to me in making career choices	5	4	3	2	1
O7	VR services are helping me reach my employment goal	5	4	3	2	1
O8	My VR counselor is helping me get a job	5	4	3	2	1
O9	My VR counselor is helping me keep a job	5	4	3	2	1

Please complete the following statements:

L1 The thing I like most about VR Services is:

---

L2 The single most important thing that VR could do to improve its program is:

---

<i>Please circle one choice for each question</i>						
D1	Do you currently receive VR services?	Yes	No			
D2	How long have you been receiving or did you receive VR services?	0-3 mos.	3-6 mos	6-12 mos	1-2 years	2 years or more
D3	Are you in a school or training program supported by VR?	Yes	No			
D4	Do you have a job now?	Yes	No			
D5	If you have a job now, did VR help you get it?	Yes	No			
D6	Are you assigned to a single VR counselor?	Yes	No			
D7	Are you assigned to a team of VR counselors?	Yes	No			
D8	How old were you on your last birthday? (write in)					
D9	Are you male or female	Male	Female			

<b>Please circle one choice for each question</b>						
D10	Which of the following describes your racial or ethnic background	Black	White	Hispanic	Native American	Asian
D11	What is the highest grade you have completed in school? (Circle one number for the category that includes the highest grade)	Less than 8th grade	Some High School	High School graduate	Some college	College Graduate
D12	Are you still in school now?	Yes	No			
D13	Which of the following best describes your current marital status?	Never married	Married	Separated.	Divorced	Widowed
<b>Please check your primary disability</b>			<b>Check Here</b>			
D14A	Blindness					
D14B	Visual Impairment					
D14C	Deafness					
D14D	Hard of Hearing					
D14E	Orthopedic Impairment					
D14F	Absence of Extremities					
D14G	Mental Illness					
D14H	Substance Abuse					
D14I	Mental Retardation					
D14J	Specific Learning Disability					
D14K	Neurological Disability					
D14L	Respiratory Disability					
D14M	Heart/Circulatory					
D14N	Digestive Disorders					
D14O	Genitourinary Impairment					
D14P	Speech Impairment					
D14Q	AIDS/HIV positive					
D14R	Traumatic Brain Injury					
D14S	Other (Please Specify)					



During 1997 the Maine State Rehabilitation Advisory Council sponsored three public forums, in Portland, Augusta, and Bangor. The purpose of the forums was to give persons using or who used Vocational Rehabilitation services an opportunity to talk about their likes and dislikes of the services they received. We employed a consultant/facilitator to run the public forums. Council members were also in attendance.

The Council plans to hold additional forums in 1998, in other parts of the State, and probably to hold some of them after normal work hours to enable more people to attend.

Attached are the recommendations of our forum consultant. These have been made available to the Division of Vocational Rehabilitation for appropriate action.

## RECOMMENDATIONS FROM THE PUBLIC FORUM DATA

NOTE: These recommendations are based solely upon the comments and feedback received in the three public forums facilitated by the consultant, Stephen Pecukonis of HRD Associates. The accuracy and/or veracity of these comments is not known to the facilitator and must be considered and determined by those more knowledgeable of the VR process. Effort was made to discern the consistent and repeated themes in the feedback and base these recommendations on those themes, and not respond to each individual comment received. A listing of all comments documented during the forums is attached for your information.

**COUNSELOR-CONSUMER RELATIONS.** The personal and working relationship between the counselor and the consumer was clearly the source of both the greatest satisfaction and dissatisfaction in consumers.

- 1) Counselors should possess a very high skill level in interpersonal communications. They should be skilled at demonstrating listening, explaining policies, ideas, and suggestions clearly and succinctly, collaborative problem-solving with consumers by generating alternatives, selecting a preferred course of action, and creating a plan to achieve their desired outcomes, and resolving conflicts with consumers over disagreements in goals and plans. Counselors should use their communication skills constantly with consumers, especially the listening and understanding skills, in order to build and maintain trust, respect, and positive working relationships. VR should increase the amount and frequency of communication skills, problem-solving, and conflict resolution training for staff.
- 2) Counselors should be more knowledgeable in the details of the disorders and disabilities of the individuals with whom they work. They should know how the specific disability affects the individual's cognitive and motor skills, and the specific accommodations necessary for that client to be successful in the workplace. VR should increase training around understanding the details of specific disorders and disabilities.
- 3) Counselors should be skilled at setting clear and workable goals with consumers, and they require the ability to teach goal-setting skills and methodologies to their clients. VR should implement an effort to develop these skills in counselors.
- 4) The relationship between counselor and consumer seems to work best when the consumer feels that he or she has had significant input into his/her own goals and plans. Test, evaluation, and assessment results are important sources of information, but consumers seem to want them to be considered secondary to their personal goals and aspirations. Consumers have a strong negative reaction to the perception, real or imagined, that they are being coerced or cajoled into any available job in order to create closure in the case and a successful outcome for the counselor. Counselors must take the time necessary to explore the consumer's goals, respond to those goals,

and resolve any conflicts between the consumer and the counselor over a preferred course of action. These outcomes can be accomplished by implementing the above-listed recommendations.

**VR POLICIES:** Confusion and inconsistency in the dissemination and application of VR policy was another significant source of dissatisfaction among consumers participating in the forums.

5) Improved distribution of information about what services are available to individuals with disabilities. The forums generated frequent complaints about consumers not knowing or being informed about all the services available to them. Counselors should be knowledgeable about services for people with disabilities both inside and outside the VR system and should be resources for connecting clients with other agencies as well as VR. Written materials describing available services, consumer rights, and other policies should be clear, legible, and understandable to consumers. VR or the Council should undertake an effort to review, improve, and supplement all written communication with consumers. VR should ensure that counselors are familiar with all available services for individuals with disabilities.

6) There seemed to be some confusion about the availability of financial support for ancillary services necessary to enable successful employment, like transportation, computers and other equipment, assistive technology, clothing, food, rent, etc. Availability of these services needs to be clarified in writing and disseminated to consumers in the VR system.

7) Consistency between regions needs to be improved. There was discontent around differences in service availability, resource availability, and information-sharing from region to region. VR should undertake a review of internal consistency.

8) Clarify the VR policy in supporting higher education for consumers. Again there was some confusion from consumers regarding VR support for college education.

9) Increased education and outreach to potential consumers and their families, potential employers, and the general public in order to expand knowledge of disabilities and disability issues, generate more employer support and opportunities for employment, and to bring more consumers into the VR system. The Council and VR staff should explore opportunities for education and outreach.

MAINE STATE  
REHABILITATION  
ADVISORY COUNCIL

Committee Structure  
and  
Charge

**Regulations, Relations, Responsibilities and Reports**

- Produce the Annual Report
- Respond to the State and Strategic Plans
- Provide feedback on VR performance
- Get involved in the VR retreat
- Advise the Commissioner on the selection of the Division Director
- Continue involvement in DVR Committees
- Notify RSA of newly elected Council Officers

**Communications, Outreach and Public Relations**

- Network with other professional organizations
- Coordinate with other councils
- Conduct outreach and PR activities to let people know what we do
- Investigate regional and national council gatherings, including the possibility of hosting a regional meeting

- Investigate regional and national council gatherings, including the possibility of hosting a regional meeting
- Distribute forum data to attendees
- Respond to other issues that impact people with disabilities

### **Quality Assurance and VR Performance**

- Conduct ongoing customer satisfaction surveys, including three additional forums in non-traditional locations.
- Consider including closed cases in future satisfaction surveys
- Look at establishing sub-councils around specific disabilities
- Survey counselors, providers and employers
- Look into specific issues of teens and seniors
- Define what should be done with the existing survey and forum data.

### **Internal Operations and Infrastructure**

- Recruit new members
- Provide an orientation for new members
- Oversee Council training
- Prepare the Council budget
- Plan the Retreat
- Revisit our intent to achieve full Council participation
- Work to enable the success of the Council and evaluate how the Council is doing
- Conduct Annual Meeting and election of Officers



**S.R.A.C.**

It's *Your* Chance  
To Be Heard!



The Maine State Rehabilitation Advisory Council  
wants to make sure that we hear from consumers  
and others who support individuals with disabili-  
ties. You may contact the Council by calling:

(207) 622-2773

or by writing:

Maine State Rehabilitation Advisory  
Council  
126 Western Avenue  
Suite 162  
Augusta, Maine  
04330

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126 Western Avenue, Suite 162  
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**CONSUMER  
VOICE  
MEANS...  
CONSUMER  
CHOICE**

Maine State Rehabilitation  
Advisory Council



**S. R. A. C.**

