

2014

Annual Report



**Woodrow Wilson
Rehabilitation Center**

Comprehensive Vocational Rehabilitation
for Virginians with Disabilities



Table of Contents



Woodrow Wilson Rehabilitation Center, Fishersville, VA

WWRC
Director's Message **3**

Success Stories **4, 5, 6**

WWRC &
The Hershey Co. **7**

WWRC Trending Data **8, 9, 10**

A Message from
the WWRC Foundation **11**

WWRC Foundation
Members & Support **12**

WWRC Director's Message

“This relentless focus on ‘where the jobs are’ and ‘what jobs our highly motivated clients are pursuing’ has defined the model at WWRC as a workforce driven curriculum.”



This year has been the year to celebrate and strengthen Woodrow Wilson Rehabilitation Center's partnerships with the statewide community of those who help people with disabilities become employed.

WWRC's collaborative relationship with the Division of Rehabilitative Services within the Department for Aging and Rehabilitative Center has positioned DARS and the Center as expert in understanding Virginia's workforce needs, as well as being acknowledged as the source of help and assistance for people with disabilities who wish to work. Throughout the year, the message of “hope

and a path forward to employment” emerged as a key theme among job seekers with disabilities receiving our services.

This sentiment was best captured at one of our graduations when a parent of a graduate said, “My daughter, now employed, has achieved a goal beyond anything I could have imagined before she attended WWRC.”

As we've pursued our vision of understanding where employment opportunities are in Virginia and helping our clients obtain meaningful careers, we've strengthened relationships with numerous economic development directors, workforce investment boards, employment networks, Chambers of Commerce, industrial roundtables and manufacturing associations. Our partnership in the employment arena through our business development managers has helped employers understand we are an exceptional resource to people with disabilities, as well as businesses and industries in Virginia.

This relentless focus on “where the jobs are” and “what jobs our highly motivated clients are pursuing” has defined the model at WWRC as a workforce driven curriculum. We have committed ourselves to connecting trained, motivated and reliable clients and graduates to employers such as The Hershey Co., which has filled numerous critical positions with DRS/WWRC clients. Our collaboration on a statewide level has helped us align WWRC's vocational programming to the known, yet constantly changing, workforce needs across the state. In addition to Hershey's, companies which have hired our clients include Lowe's, The Home Depot, Panera Bread, Walmart, Care Advantage Inc., College of William and Mary, Amazon, Walgreens, Newport News/Williamsburg International Airport, CVS Health, U.S. Department of Defense, Mid Continent Cabinetry ... and the list goes on and on.

The Center works with amazing people who are very focused on why they are here at our campus in Fishersville. For me, none stands out more than Ben Biegel. When Ben first arrived on campus, he told me that he wanted to be a craftsman. As his graduation date rolled around, Ben could not attend the ceremony because he was already working, using skills he learned at WWRC. His instructor knew how much he would miss participating in the day's events, so imagine Ben's delight when he received a video made just for him, with the graduation audience chanting, “Good job, Ben!”

This year, WWRC is fortunate to have helped almost 700 Virginians along the challenging path to employment and their hope for a more fulfilling life. Virginia's workforce benefits from their talents, abilities, motivation and dedication to the job.

Rick Sizemore
Director, Woodrow Wilson Rehabilitation Center



Success Stories

Building Trades

Ben Biegel came to WWRC in late 2012 and entered into the Building Trades Training program after undergoing a vocational evaluation. He worked extremely hard developing his skills to advance to the highest level of the program, cabinetmaker's assistant. Ben began a six-week student internship Sept. 10, 2013, at Mill Cabinet Shop in Bridgewater. Just three weeks into his internship, Ben had so impressed the business owner, Lee Stover, that he was offered a full-time position with the company. He gladly accepted and began full-time work Oct. 28, 2013. He was hired by one of the area's premier cabinet shops on the basis of his exceptional work ethic, attitude and woodworking abilities.

Although Ben came to WWRC from the Northern Virginia Regional Office, he decided to relocate after this job offer. He needed some post-employment guidance and counseling from DARS. In alignment with DARS' ICE (Intense Consumer Engagement) initiative, collaborative supports were provided by his home field counselor and the job placement counselor from the Fishersville office. Ben's case was successfully closed in April 2014.

Materials Handling and Forklift

Kody Cazares' case was opened for services with DARS in June 2012. He has cerebral palsy and limited use of his right hand. He suffered a stroke as an infant and this left him partially paralyzed in his right hand.

Kody came to WWRC in late 2012 for a vocational evaluation. In December 2012, a plan was developed for him to enter the Materials Handling program and trial training in Forklift Operating. He began the Life Skills Transition Program in April 2013. He successfully completed LSTP and earned a Bronze Level Career Readiness Certificate. He then entered the Stand Alone Learner's Permit Class. Kody completed the course

and was able to obtain his learner's permit from the Department of Motor Vehicles in July 2013.

He began the Materials Handling Training program in June 2013. His training included student internships at three separate locations, where he received praise for his work performance at each site. Kody was also recommended for participation in the Forklift Operator Training program, for which he received his Certificate of Completion. He went on to complete the Materials Handling program in February 2014. Training instructor Steve McGuffin was so impressed that he offered to serve as a reference, as he believed Kody was an exceptional candidate in the materials handling field.

Kody worked on his job seeking skills with Center staff, developing interviewing skills and his resume. An occupational therapy evaluation helped to identify accommodations he needed for independent living. Because of his positive behavior and success in and out of the classroom, Kody was recommended for residence in the Center's Transitional Living Cottages, which provide those who have never lived on their own experience in maintaining a home, shopping and meal preparation. This is a limited housing option, and Kody enjoyed the privilege he earned for the last three months of his time at WWRC.

After leaving WWRC, Kody began working with the job placement counselor at his home field office. After submitting several applications and diligent efforts from him and his placement counselor, he won an interview and then a full-time position with his local Walmart.

Business Information Training

Heather Munzner initially came to WWRC in October 2012 for a vocational evaluation. She received recommendations for several vocational training areas. Despite some barriers related to her disabilities,



Ben Biegel with Dwight Foster, Building Trades Lead Instructor and Mill Cabinet Shop staff.



Kody Cazares pictured with a manager at Walmart, Newport News.

Success Stories



Heather Munzner with her eye on the extended boom lift taking the annual staff-student group photo.



Dennis Harlow pictured with a wooden puzzle he assembled as part of his therapy.

she showed great persistence and initiative which would help her with vocational success.

She returned to the Center in early 2013 to begin the Life Skills Transition Program to develop employment skills, greater independence and self-determination. While in LSTP, Heather accepted an opportunity to volunteer on an inventory project in the Admissions and Marketing Office. She completed her LSTP program and earned a Silver Level Career Readiness Certificate. She immediately began training in the Business and Information Technology area.

During her training program, she received much recognition from her training instructors. Early in her training program, Amy Blalock, director of admissions and marketing at WWRC, offered an internship when Heather reached that point in her program. Eventually, she participated in a six-week student internship under the supervision of the director of admissions and marketing. Heather's assignments included administrative assistant training and she played a key role in the successful planning and coordination of an annual photo event at WWRC.

Heather was nominated by her instructors and intern site for a "Staff to Student" award. At the September 2013 quarterly graduation, she received a Certificate of Attainment in addition to the R.N. Anderson Award for her outstanding vocational achievements. Heather left WWRC with a letter of recommendation from Ms. Blalock to begin her job search. She decided to relocate from her home area and was offered a temporary, part-time position with Fire and Life Safety America in Richmond. She was offered a full-time position with benefits in December 2013, and was closed successfully in January 2014. Darlene Cooper of DARS' Harrisonburg office originally referred her to WWRC and maintained her case until closure.

Medical Success

Success stories from WWRC do not come only from the vocational areas. Dennis Harlow is a determined and hardworking man from Stuarts Draft. In February 2014, Dennis had a stroke and suffered from right arm weakness, decreased coordination and mild aphasia. Although he quickly regained ambulatory function, his overall endurance and balance were compromised. Prior to his stroke, Dennis worked as a wrapper operator at The Hershey Co. and he wanted to return to work. He also hoped to begin driving his car and Harley Davidson again, as well as regain responsibilities around his home.

Dennis initially met with Tracy Topolosky, a DARS field counselor who focuses on medical clients, in March 2014. He was opened for DARS services and immediately referred to WWRC for a physical medicine evaluation with the center's physiatrist. Dennis was admitted to WWRC for a four-week comprehensive intensive medical rehabilitation program and resided in Rothrock Hall. Dennis' occupational therapy program focused on increasing strength and coordination in his right arm and education on available adaptive equipment. His physical therapy program focused on improving his walking speed, endurance, balance and his tolerance for work-related activities. He improved his walking endurance to 1.5 miles non-stop over various outdoor terrains, including moderate hills. His functional walking speed increased to more than 3 mph, and his balance improved significantly as measured by standardized balance testing. He worked with Speech-Language Therapy Services to address his aphasia and improve his oral motor movements, articulation and language abilities. After Dennis took a driving evaluation through the Occupational Therapy Department, the Virginia DMV deemed him safe to drive and reinstated his driver's license. A worksite evaluation was performed and he soon returned to work

Success Stories

in his previous position. Dennis was successfully closed by DARS in September 2014. He continues to pursue his goal of driving his Harley again.

Life Skills Transition Program—Deaf and Hard of Hearing Program

The Life Skills Transition Program at WWRC piloted a specialized program option for clients who are deaf or hard of hearing, and who utilize American Sign Language as a means of communication. The pilot program followed the LSTP curriculum with a focus on deaf culture. Classes combined instruction with an ASL interpreter and an instructor who is deaf. Twenty-five clients were served through the course of five intakes during the year and the pilot reported a client completion rate of 89 percent. The pilot has been approved to become an official program for consumers at WWRC. This is just one example of the extensive resources at WWRC, as well as an exceptional example of how WWRC strives to respond to the needs of Virginians with disabilities.

Comments from LSTP DHH clients:

Rebecca: "I like WWRC because of the new things to do."

Keshon: "I've learned the importance of being on time, and dressing appropriately for work."

Ferney: "It's fun being around so many people."

Ibrahim: "I didn't realize how pretty the campus was, with the lake and the mountains – very nice."

Food Services

Stephen Johnson originally attended WWRC in June 2013 as a PERT (Postsecondary Education Rehabilitation Transition) student. He received a focused vocational

evaluation during the 10-day program that focuses on high school transition to work. Not only did he receive high recommendations to return to WWRC for vocational training, he was also acknowledged for his participation and leadership with peers and staff.

He returned in September 2013 for training in the Food Service Training Area. While there, he impressed both his WWRC rehabilitation counselor and his training instructor with his positive attitude, desire to learn and his leadership skills. One of his instructors, Matt Hooven, stated: "Steven is the type of student and employee that takes the time to think about what customers want and need. He also considers the needs of his coworkers and management and does all that he can to help everyone. His positive attitude and work ethic will bring him much success." This didn't change during his student internship at Augusta Health, in Fishersville. His supervisor at Augusta Health, Laura Bon Cash, sent rave reviews on Stephen. She said: "I can always count on Stephen to get the job done well – with little to no supervision. He is always willing to do any task, looks for more jobs to do when he has time, and is a pleasure to work with. I know Stephen will succeed in anything he does in the future."

A team meeting was held with Stephen near the end of his training program. The meeting included his WWRC rehabilitation counselor, his training instructors, and his DARS field and placement counselor. Along with his hands on training and internship, he received ServSafe training and certification. This is an opportunity afforded to all WWRC Food Service students. He completed his program in April 2014 and returned to his home community and shortly after he was employed by a local chain restaurant. Kris Allen, a DARS field counselor in Farmville, said, "As a result of Stephen's dedication and WWRC/DRS team collaboration, he became successfully employed."



The LSTP clients with instructors on the steps at WWRC.



WWRC Food Service student Stephen Johnson successfully completed his Student Internship at Augusta Health.

WWRC & The Hershey Co.



Members of the Hershey team from the Stuarts Draft plant and Hershey's corporate office took a tour of WWRC in May 2014, showing the work assessment process conducted there.

WWRC Works to Develop Sweet Business Relationships

In the summer of 2013, The Hershey Co. manufacturing plant in Stuarts Draft announced an initiative to offer apprenticeships to approximately six individuals with disabilities. The program was sponsored through a Hershey corporate initiative, "Hershey Extends Real Opportunities to Succeed," or H.E.R.O.S. The apprenticeship program offered individuals with disabilities a six-month work experience on the production line in the plant. During the apprenticeship, clients could access any needed supports from WWRC to help them complete the program as long as they were able to perform the required duties at the end of the six months.

DRS Business Development Manager Cindy Roberts created a strategic collaboration of the Fishersville DRS office and WWRC with H.E.R.O.S. when the program

was announced at the Stuarts Draft plant. Cindy and WWRC determined that it would be critical for candidates to have the physical strength and stamina to perform labor at a typical work station in the Hershey plant. As the agency began screening likely candidates for the program, a physical work performance evaluation was administered by a physical therapist at WWRC. It provided a reliable, valid, clinical assessment of an internship candidate's ability to complete physical labor. In addition, Vocational Instructor Steve Sweeney and WWRC Director of Physical Therapy Sharon Russo visited the Stuarts Draft plant and assessed the typical work station the clients would use during the internship. This collaboration of DARS, WWRC and our community business partners illustrates how strong business relationships will allow for successful paths to employment for the Center's clients.



WWRC Trending Data

Figure 1 - Cases Served 2011-2013

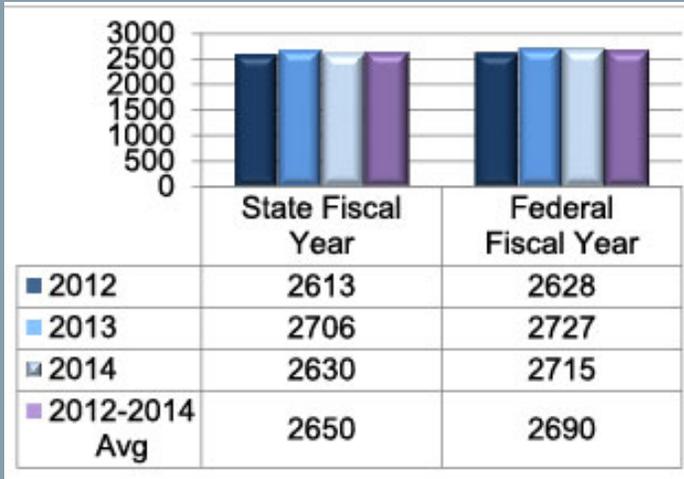


Figure 2 - Average Daily Census 2011-2013

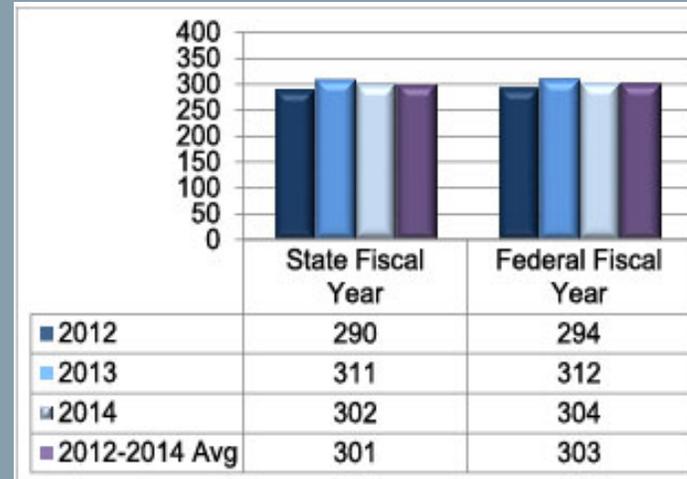
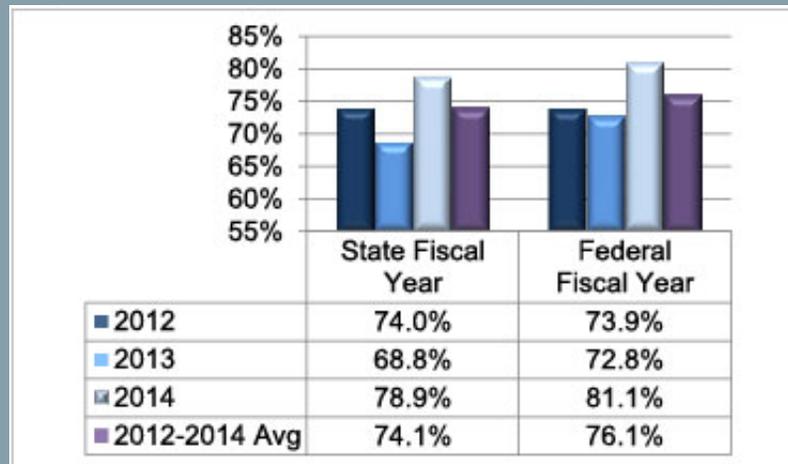


Figure 3 - Training Graduate Rehabilitation (Success) Rate



WWRC Trending Data

Number of Consumers Served by WWRC Service Area

Number of Clients Served By WWRC Service Area	State Fiscal Year				Federal Fiscal Year			
	SFY14	SFY13	SFY12	SFY 2012-2014 Avg.	FFY14	FFY13	FFY12	FFY 2012-2014 Avg.
Vocational Evaluation (VE) Total	1076	1061	1013	1050	1149	1079	1010	1079
VE (Non-PERT)	595	588	558	580	648	577	542	589
PERT	445	452	440	446	464	476	447	462
PERT Transition Academy	36	21	15	24	37	26	21	28
Vocational Training - Fully Enrolled	418	420	397	412	383	420	397	400
LSTP (9-week program)	389	415	399	401	451	414	398	421
Medical Rehab Services	1336	1415	1368	1373	1378	1420	1409	1402
Primary Medical Rehab Services	773	911	902	862	792	896	909	866

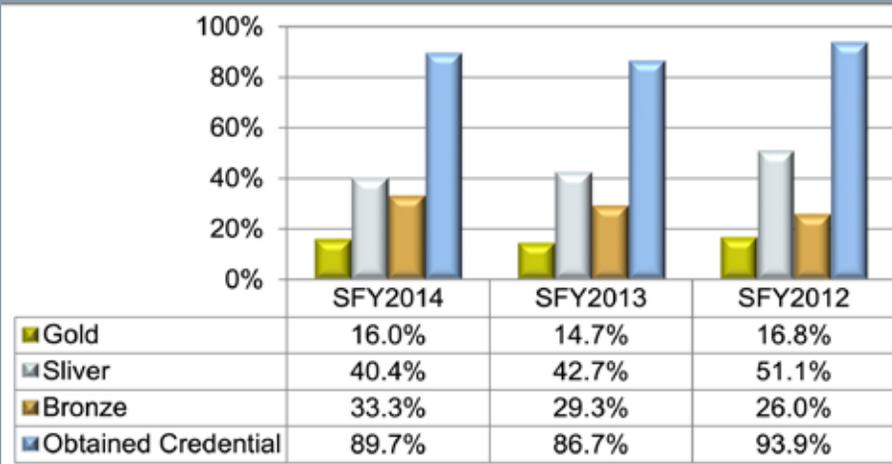
WWRC Vocational Training Data by Training Service Area (SFY 2011-2013)

Vocational Training Data	Auto Mechanics	Building Trades	External Training Option	Culinary Skills/Food Service	Health Occupations	Materials Handling	Business & Information Technology	Total
Training Graduates	27	40	162	89	61	148	106	633
Training Program Success Rate	57.4%	71.4%	66.4%	80.2%	95.3%	79.6%	82.8%	75.7%
Graduate Rehabilitation (Success) Rate	87.0%	66.7%	81.1%	82.9%	83.3%	83.3%	62.5%	78.6%
Graduate Successfully Closed in Employment	20	24	107	63	45	105	50	414
Average Hourly Wage (Graduates)	\$9.07	\$10.15	\$8.80	\$8.01	\$9.62	\$9.27	\$9.59	\$9.08
Percent Graduates Employed in Position related to Training	71.4%	42.3%	61.1%	77.3%	84.4%	73.1%	62.0%	68.8%

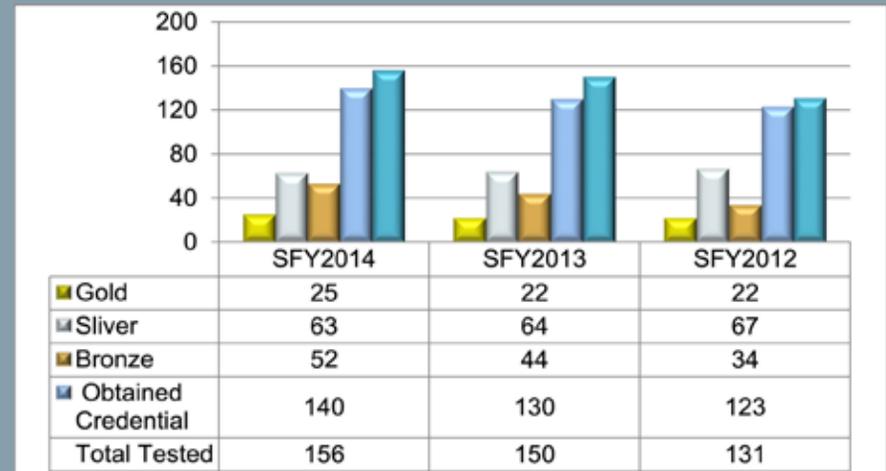
WWRC Trending Data

Career Readiness Certificate (CRC)

CRC - Percent Obtaining Credential



CRC - Number Obtaining Credential



Notes about the data:

- State Fiscal Year (SFY) is from July 1 – June 30; Federal Fiscal Year (FFY) is from October 1 – September 30.
- PERT = Postsecondary Rehabilitation Transition Program.
- LSTP = Life Skills Transition Program.
- Numbers for Medical Rehab Services are based on the number of consumers that received a medical rehab service and include vocational consumers that receive an ancillary service.
- Numbers for Primary Medical Rehab Services include consumers served in a medical rehabilitation program (Occupational Therapy, Physical Therapy, Speech-Language Therapy, Driving, Assistive Technology, Audiology, Rehabilitation Medicine, Neuropsychology and Behavioral Health).
- Rehabilitation Rate (also referred to as the “rehab rate”) represents the number of successful closures where a consumer obtained employment, divided by the total number of consumers closed. The training graduate rehabilitation rate (figure 3) is based on any training graduate since 7/1/05 that is closed by the Division of Rehabilitative Services during a given State Fiscal Year.
- Vocational Evaluation has three classifications of clients: 1) clients referred to as “adults” (or Non-PERT); 2) PERT clients; 3) PERT clients attending a three-day Transition Academy.
- Data is available in text format upon request.

A Message from the WWRC Foundation

“The Foundation plays a major role in helping WWRC to sustain its proven track record of service excellence.”



Dear Friends,

It is my great honor to serve as the Executive Director of the WWRC Foundation, alongside Martha Brooks and a tremendous Board of Directors. Since 1947, Woodrow Wilson Rehabilitation Center has provided an extraordinary level of care and commitment through assessment transition and vocational training to prepare more than 70,000 Virginians with disabilities for employment and independence.

The WWRC Foundation’s mission is to raise funds in support of the rehabilitative and vocational needs offered through the Center. Chartered in 1960, the Foundation was established to further assist with program enhancement for clients and staff. The Foundation plays a major role in helping WWRC to sustain its proven track record of service excellence.

According to WWRC Director Rick Sizemore, “As there are ever increasing pressures on state revenues combined with cost escalation, the value of Foundation and corporate funding cannot be overstated as it provides for supplies, equipment and support that would not otherwise be available in today’s climate of cost containment within governmental funding models.”

The Foundation staff and Board of Directors continue to connect private donors, local foundations and corporate entities to the great work that WWRC provides to over 3,000 Virginians in need each year. It is with heartfelt gratitude that we extend our deep appreciation to all those who share invaluable support and compassion for Virginians working towards their goal of employment and self-sufficiency.

With gratitude,

A handwritten signature in green ink that reads "Anne Hudlow".

Anne Hudlow
Executive Director, WWRC Foundation



WWRC Foundation Members & Support



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Ex-Officio

Wendell Coleman – Woodrow Wilson Rehabilitation
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Cindy Roberts – Department for Aging and
Rehabilitative Services

James Rothrock – Commissioner, Department for
Aging and Rehabilitative Services

Rick Sizemore – Center Director,
Woodrow Wilson Rehabilitation Center

Staff

Anne Hudlow, Director – WWRC Foundation

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2013-2014 Grant Support

Alladin Food Management Services, Inc.

Augusta Health

Christopher & Dana Reeve Foundation

Community Foundation of the
Central Blue Ridge
(Cadence Inc. Community Giving Program)

Craig H. Neilsen Foundation

Dominion Virginia Power

Guitar Center, Harrisburg, PA

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