



Wilson Workforce and Rehabilitation Center

Comprehensive Vocational Rehabilitation
for Virginians with Disabilities



PATH TO THE WORKFORCE 2015

MESSAGE FROM WWRC DIRECTOR

Throughout the year, WWRC focused on creating hope and a path forward to employment so individuals with disabilities can become employed. Employment leads these individuals to more productive lives, enhances the Commonwealth's workforce, and moves the new Virginia economy forward. The watchwords for 2015 were "workforce" and "jobs driven." Across the spectrum of WWRC's comprehensive medical and vocational services, the Center has continued to concentrate on assessment, transition and workforce-driven training.

Legislation changing the Woodrow Wilson Rehabilitation Center name passed the Virginia General Assembly in early 2015, positioning WWRC to enter State Fiscal Year 2016 as Wilson Workforce and Rehabilitation Center. This name better reflects our mission of helping individuals with disabilities attain the skills needed to walk through employers' doors with credentials to be successful in the new Virginia economy. Throughout the legislative process, WWRC was recognized for its exceptional performance and service to individuals with disabilities in areas such as the Career Pathways Award, the outstanding performance of WWRC students in completion of the Career Readiness Certification, and the degree to which WWRC has become a leader in offering training that is "business driven." The Hershey Co.'s H.E.R.O.S. program (Hershey Extends Real Opportunities to Succeed) is just one example of WWRC's collaboration between workforce development and Virginia business/industry.

New and exciting relationships evolved through our Division of Rehabilitative Services partners this year. WWRC has maximized its relationships with DRS Business Development Managers (BDMs) to ensure our programs prepare consumers to enter Virginia's workforce. With their assistance, WWRC has been fortunate to work with major companies such as CVS Health, whose decision to film a promotional video about disability awareness featuring WWRC's campus and clients led to a remarkable new partnership for training and employment. WWRC has worked with The Hershey Co. to see consumers successfully employed and advancing in that corporation. These are just two examples of how WWRC plans its programs with the end goal of employment: meeting not only our consumers' needs but assisting employers as well.

In addition, numerous individuals returned to work after recovering from serious physical injuries that required specialized rehabilitation, driving and assistive technology along with worksite accommodations. They found employment with international employers represented in Virginia such as Daikin Applied. Through WWRC's partnership with DRS' outreach to regional medical centers, many consumers resumed working after overcoming serious obstacles to employment.

In the words of one of our parents, "I am so thrilled to see my son graduate; so often people with disabilities fall between the cracks." It has truly been an exciting year of opportunity and change as we move forward with consumers, families and the business industry to help our consumers go to work.

- Rick Sizemore



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Business Information Training

Mary Katherine first began services at WWRC in April 2014 when she received an [Assistive Computer Technology Evaluation](#). This evaluation and recommendation proved beneficial as she returned to the Center the following month for a [Vocational Evaluation](#). After the vocational evaluation she returned for the [Life Skills Transition Program](#). This opportunity allowed her to focus on daily planning and living and organizational skills, money management, self-advocacy and work readiness skills. She succeeded in the program and earned a bronze-level [Career Readiness Certificate](#) before she began her formal [Vocational Training](#) program in the [Business and Information Technology](#) area. Mary Katherine received high praise from her [Student Internship](#) site.

In May 2015, Mary Katherine and three other WWRC consumers, Morgan Freeman, Megan Prescott and Kaitlyn Taylor, attended the Greater Augusta Regional Chamber of Commerce's Academic Achievers Scholarship Banquet. This annual event honors outstanding academic achievers from 13 area public, private, vocational and technical schools. All received a letter of commendation from Sen. Mark Warner and a certificate from the Chamber. Twenty consumers were awarded a \$1,000 scholarship. Because of her success in her training program, Mary Katherine received the scholarship presented by the manager of The Hershey Co.'s Stuarts Draft plant, Mark Hannon. It was gratifying to see WWRC consumers acknowledged among the other top performers in Augusta County.

Mary Katherine was a consumer of the [Department for the Blind and Vision Impaired](#). Karen Stevens was her WWRC counselor.

Health Occupations

Jacinda Grady was enrolled from September 2013 to October 2014 in WWRC's [Health Occupations Training Area](#). Prior to Vocational Training, she attended WWRC's PERT during high school transition age. Jacinda completed the Personal Care Attendant and Nurse Aide Assistant Trainings and then participated in a two-week Certified Nurse Aide Exam preparation offered at WWRC. She passed her CNA exam and became a CNA in October 2014. While at the Center, Jacinda was an excellent student with the ability to learn new tasks quickly and showed a great deal of care and kindness to the residents she worked with during her student internship. Jacinda was hired as a CNA at The Laurels of Charlottesville, a skilled nursing and rehabilitation center, on Oct. 27, 2014. She works 53 hours every two weeks and earns \$10.50/hour. She works whenever called in with hopes to gain a full-time position. Laurie Cooke, DRS Counselor, and Emily Huffman, WWRC Counselor, contributed to her success.



External Training Option

Leslie Vinson originally came to WWRC in April 2014 for the [Postsecondary Education Rehabilitation Transition Program](#). He received a Vocational Evaluation and was recommended for the plumbing career area. He started training at WWRC in August 2014 in the [External Training Option Program](#), with the goal of becoming a plumber's assistant. He worked on campus with Dan Rocco, Plumbing Technician, for a few weeks and then trained with E & E Plumbing and Heating in Stuarts Draft. Leslie successfully worked through some early challenges to become a reliable, productive worker who picked up new tasks quickly. As he neared the end of his program, he began exploring possible employment opportunities near his home. He returned home for a few days, lined up some interviews and was very fortunate to be hired by Smith & Keene, an air conditioning, heating and plumbing contractor for the Naval Weapons Station Yorktown. He started work in June, earning \$38 an hour. Leslie's Field Counselor was Ami Williams in the Warsaw Office and Tom Blosser was his WWRC Counselor.

Driving Services

In October 2014, WWRC received an Innovation and Expansion Grant to increase the Center's driving services for Vocational Rehabilitation (VR) consumers. This grant, managed through the [Occupational Therapy Department \(OT\)](#), allowed the addition of a certified Driving Instructor/Occupational Therapist to provide additional driving evaluations, adaptive driver's training and screening evaluations. The goal was to increase driving services by 20 percent to improve employment opportunities through increased mobility for VR consumers who otherwise would not be served. In State Fiscal Year 2014, 630 individuals received at least one driving service at WWRC. That number increased to 816 in State Fiscal Year 2015. The services offered include driving evaluations, learner's permit classes, behind-the-wheel driver's training and various other disability-specific services. The program continues to partner with the Department of Motor Vehicles to coordinate testing and services. Nearly 100 people in each of the past two years obtained their driver's permit after receiving the behind-the-wheel training at WWRC.





Workforce Development

In April 2014, WWRC hosted the [Virginia Board of Workforce Development](#) meeting. A panel from The Hershey Co. discussed how DARS and WWRC enabled the successful startup of the H.E.R.O.S. program. WWRC continues to work with BDMs to identify employment opportunities so programming at WWRC can fill a pipeline of qualified and credentialed candidates to employers.

Medical Success Story

D.S. is a 53-year-old man who became weak in late November 2014 and was initially misdiagnosed as having a stroke. With further symptoms and additional testing, he was diagnosed in January 2015 with multiple sclerosis. After receiving initial treatment at the University of Virginia Health System, he transferred to Augusta Health for rehabilitation. When he first met with a DARS counselor, D.S. was significantly weak and used a wheelchair for mobility. He had impairments in short-term memory. Other areas of deficit included diplopia, cerebellar ataxia, generalized anxiety disorder and persistent dizziness. D.S. owns and runs a campground with his family in Mount Jackson, where he is the primary cook (barbeque master) and maintains the bathhouses and grounds. He and his wife live on a farm where he cares for the cattle.

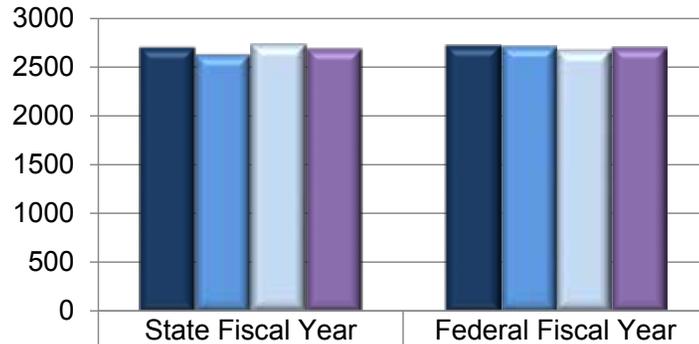
D.S. participated for seven weeks in the [Medical Rehabilitation Program](#) at WWRC for intensive [medical therapies](#). He learned and practiced energy conservation techniques as taught in Occupational Therapy and learned about different types of [assistive technology/adaptive equipment](#) to assist or speed his ability to complete tasks. He worked on memory strategies in [Speech/Cognitive Services](#) and in four weeks, his memory scores improved from the mildly impaired range to average. [Physical therapy \(PT\)](#) addressed ambulation; gait; desensitization; stretching; advanced transfers; preparation for getting onto his tractors and mower; and work re-entry. At his discharge, D.S. said he had significantly improved his physical abilities since receiving OT and PT programming at WWRC. He now manages his personal hygiene and walks with a cane. Noting that he was unable to walk when he arrived at WWRC, he said: "I have made a lot of progress since coming to WWRC. I am doing things at home and work which I did not think I would be able to achieve. I know I need to recognize my level of fatigue and rest or pace myself, but that is so new to me."

After returning home, Rehab Engineers and his WWRC Occupational Therapist performed a [worksite visit](#). Items to prevent overheating (cooling vest and shade for his tractor) were provided and his farm and lawn equipment were modified for easier accessibility. Several suggestions were provided regarding strategies for pacing himself, use of a golf cart for traveling about his farm and campground, and easier ways to fuel his equipment. He now manages the lawn care for his business and provides general cleaning and maintenance to the buildings. D.S. noted that with this help, he can contribute to his business. His case closed Dec. 31, 2015, and his DARS counselor was Tracy Topolosky.



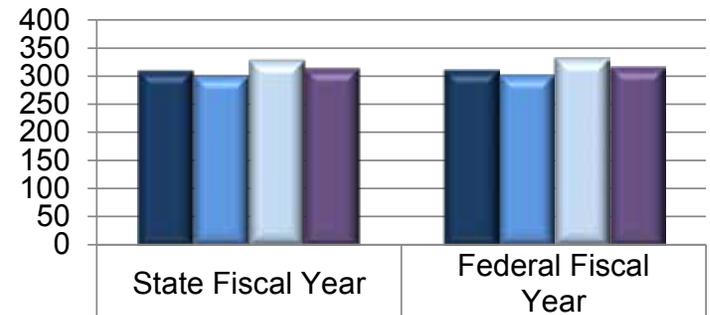
REPORT OF TRENDING DATA

Figure 1- Cases Served 2013-2015



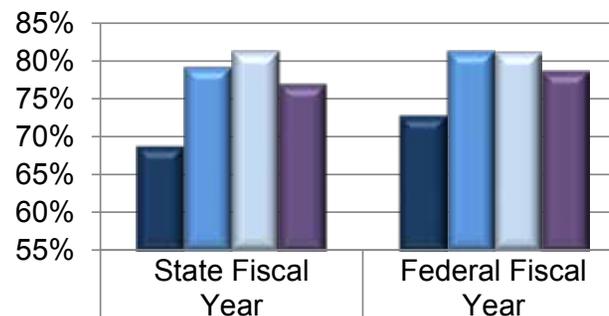
	State Fiscal Year	Federal Fiscal Year
2013	2706	2727
2014	2629	2714
2015	2734	2674
2013-2015 Avg	2690	2705

Figure 2- Average Daily Census 2013-2015



	State Fiscal Year	Federal Fiscal Year
2013	311	312
2014	302	303
2015	329	333
2013-2015 Avg	314	316

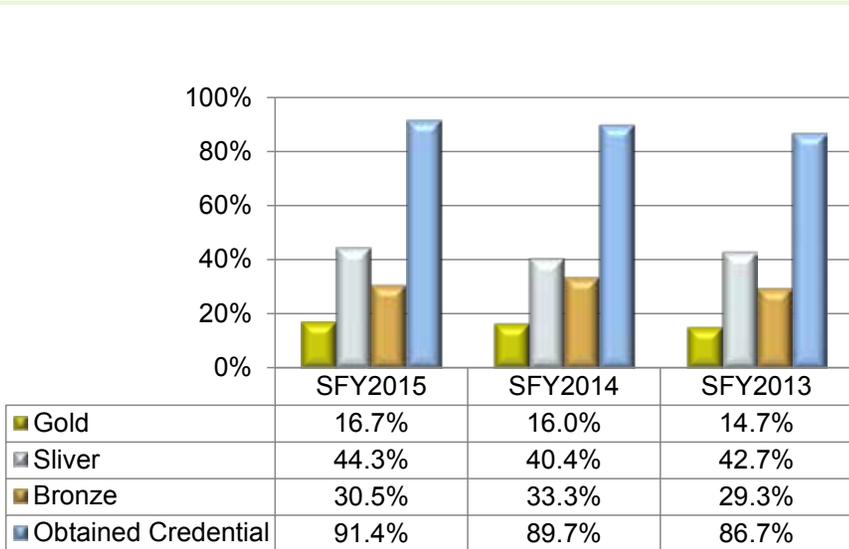
Figure 3- Training Graduate Rehabilitation (Success) Rate



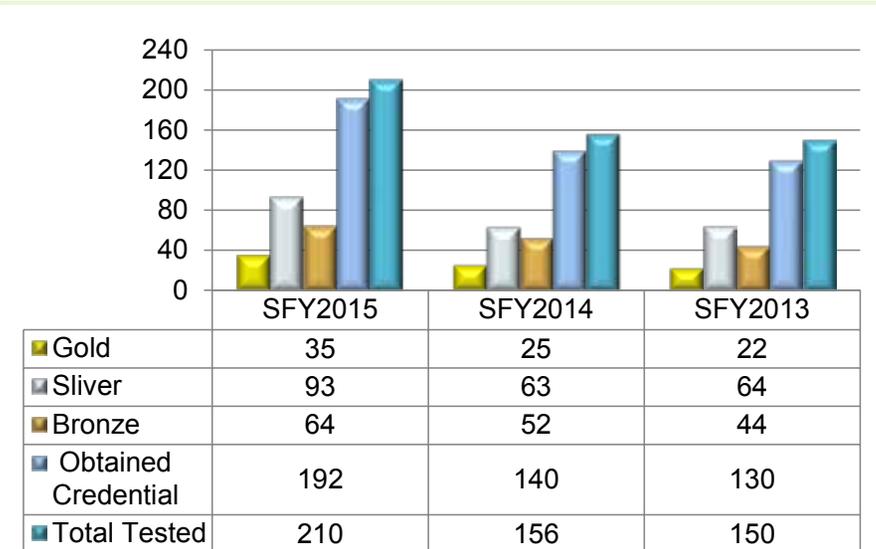
	State Fiscal Year	Federal Fiscal Year
2013	68.8%	72.8%
2014	79.3%	81.4%
2015	81.3%	81.2%
2013-2015 Avg	77.0%	78.7%

Career Readiness Certificate (CRC)

CRC - Percent Obtaining Credential



CRC - Number Obtaining Credential



Notes about the data

- State Fiscal Year (SFY) runs July 1–June 30; Federal Fiscal Year (FFY) runs Oct. 1–Sept. 30.
- PERT = Postsecondary Rehabilitation Transition Program
- LSTP = Life Skills Transition Program
- Numbers for Medical Rehabilitative Services are based on the number of consumers who received a medical rehab service and include vocational consumers who received an ancillary service.
- Numbers for Primary Medical Rehabilitative 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 July 1, 2009, who is closed by the Division of Rehabilitation Services during a given State Fiscal Year.
- Vocational Evaluation has three classifications of clients: adults (or Non-PERT); PERT clients; and PERT clients attending a three-day Transition Academy.
- Data is available in text format upon request.

Number of Clients Served By WWRC Service Area

Number of Clients Served By WWRC Service Area	State Fiscal Year				Federal Fiscal Year			
	SFY15	SFY14	SFY13	SFY 2013-2015 Avg.	FFY15	FFY14	FFY13	FFY 2013-2015 Avg.
Vocational Evaluation (VE) Total	1146	1076	1061	1094	1112	1149	1079	1113
VE (Non-PERT)	651	595	588	611	616	648	577	614
PERT	456	445	452	451	468	464	476	469
PERT Transition Academy	39	36	21	32	28	37	26	30
Vocational Training - Fully Enrolled	408	418	420	415	406	384	420	403
LSTP (9-week program)	455	389	415	420	482	451	414	449
Medical Rehab Services	1528	1335	1415	1426	1508	1379	1420	1436
Primary Medical Rehab Services	843	771	911	842	807	790	896	831

WWRC Vocational Training Data by Training Service Area (SFY 2012 - 2014)

Vocational Training Data	Auto Mechanics	Building Trades	External Training Option	Food Service	Health Occupations	Materials Handling	Business & Information Technology	Total
Training Graduates	36	36	153	105	44	164	116	654
Training Program Success Rate	66.7%	65.5%	68.9%	82.0%	95.7%	81.2%	85.9%	77.7%
Graduate Rehabilitation (Success) Rate	85.3%	73.3%	78.8%	87.8%	93.0%	82.9%	71.6%	81.4%
Graduates Successfully Closed in Employment	29	22	104	86	40	121	63	465
Average Hourly Wage (Graduates)	\$9.11	\$10.34	\$9.00	\$8.69	\$9.43	\$8.85	\$9.54	\$9.08
Percent Graduates Employed in Position related to Training	69.0%	50.0%	73.4%	78.2%	90.0%	83.1%	44.6%	72.9%

WWRC ACCREDITATIONS

CORF – On Sept. 17, 2015, WWRC’s Medical Division received full Comprehensive Outpatient Rehabilitation Facility recertification for three years. This certification will allow WWRC to treat clients and bill health insurance for medically necessary therapy services related to their disabilities.

ACHC – In November 2015, WWRC’s Durable Medical Equipment department received full accreditation from the Accreditation Commission for Health Care for three years. This accreditation will allow WWRC to evaluate clients for medical equipment needs and bill health insurance for medically necessary therapy services and purchase of equipment.

COE – The Vocational Training Department is accredited by the Council on Occupational Education, an internationally recognized body. The Commission of the Council on Occupational Education met in February 2012 to take action on the reaccreditation of WWRC. The Training Department was granted a six-year accreditation with the next review due in 2017. This reaffirmation denotes that our institution underwent an extensive self-study and team review process, maintains quality programs, and meets the Standards and Conditions for accreditation.

Dear Friends,

It is my great honor to serve as the Director of the WWRC Foundation, alongside Martha Brooks and a tremendous Board of Directors. Since 1947, WWRC has provided an extraordinary level of care and commitment through rehabilitation and vocational training to prepare more than 80,000 Virginians with disabilities for employment and independence.

The mission of the WWRC Foundation is to raise funds and secure resources to support vocational rehabilitation at WWRC, thus helping to create a path forward for people with disabilities. 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, “The WWRC Foundation is essential to supporting equipment, services and other growth initiatives that might not otherwise be available to fulfill WWRC’s mission.”

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 nearly 3,000 individuals receiving services 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 self-sufficiency.

Thank you for all you continue to do to support our mission.

Very gratefully,

Anne Hudlow
Executive Director, WWRC Foundation



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Senate of Virginia, 7th District

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2014-2015 GRANT SUPPORT

Aladdin Food Management Services

Augusta Health

Augusta-Staunton Veterans of Foreign War and
Ladies Auxiliary Post 2216

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

Dominion Virginia Power

The Hershey Co.

McKee Foods

Shenandoah Valley Kiwanis Club

Staunton Rotary Club

Target Field Trips

Wal-Mart

Wells Fargo

VR Workforce Podcasts

The WWRC Foundation supports the Center through numerous efforts designed to enhance and enrich the work performed by WWRC. This year, the Foundation launched a disability employment podcast hosted by WWRC Director Sizemore with co-host Anne Hudlow. The Vocational Rehabilitation Workforce Studio is one of the Internet's most popular podcasts on vocational rehabilitation. The podcasts focus on the success stories of individuals with disabilities, employers and the vocational rehabilitation professionals who create hope and a path forward to employment so individuals with disabilities can work, lead more fulfilling lives and move the new Virginia economy forward. This year, the VR Workforce Studio debuted in iTunes on its "New and Noteworthy Feature Page" for podcasts and continued to be listed throughout the performance cycle. Feedback has been positive about using podcasts to share WWRC's success stories through smart-



phones, computers and the Foundation's website. The podcasts are available at [VR Workforce Studio \(vrworkforcestudio.com\)](http://VRWorkforceStudio(vrworkforcestudio.com)) or by subscribing through iTunes.