

NORTH CAROLINA
**State
Rehabilitation
Council**

2022 REPORT



MISSION OF THE COUNCIL

To enhance the employment, independent living and equality of individuals with disabilities in the state of North Carolina.

PURPOSE OF THE COUNCIL

- **To advise and work in partnership with the NC Division of Vocational Rehabilitation Services.**
- **To assist the division in accomplishing its mission to promote employment and independence for people with disabilities through customer partnerships and community leadership.**
- **To provide guidance, input and recommendations relative to the development and expansion of vocational rehabilitation services and programs in an effort to maximize employment opportunities and independence for individuals with disabilities.**
- **To advocate for legislation that supports individuals with disabilities in making successful transitions into the workforce and the community.**
- **To provide customers and stakeholders of vocational rehabilitation services with a formal mechanism to influence policy and the direction of the division at the highest administrative level of the state.**

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2022 HIGHLIGHTS



DVRS helped **3,474 individuals** with disabilities achieve **competitive integrated employment (CIE)**



DVRS Employment average hourly wage \$13.15 and 28 average hours worked per week



37% of DVRS' successful employment outcomes were achieved by **transition-age youth**



The North Carolina Independent Living Rehabilitation Program (NCILRP) helped **676 North Carolinians** achieve their goals for independence



The North Carolina Assistive Technology Program (NCATP) made **638 no-cost, short-term device loans. A total of 16,588 people received** loans, demos, training, technical services, information and assistance, and assistive technology reuse



The North Carolina Client Assistance Program (NCCAP) helped **1,006 clients** and provided mediation, negotiation and advocacy for **278 cases**

CHAIR'S MESSAGE



Peter Murphy, Chair
North Carolina State
Rehabilitation Council

It is an honor to serve as chair of the North Carolina State Rehabilitation Council and to be part of a council with such dedicated professionals and advocates.

Once again, we faced another challenging year in 2022 as the North Carolina State Rehabilitation Council continued our role to help the agency look at its goals and assess the effectiveness of its services in reaching those goals. As we continue to live with the pandemic, the agency continues to be flexible in providing services to people with disabilities throughout the state, while ensuring the personal safety of our staff and consumers.

We continue to passionately support the goal of public rehabilitation programs which is to assist individuals with disabling conditions to become employed and independent. We look at report data and consumer satisfaction surveys and I am pleased to report that many indicators are moving very close to pre-pandemic levels.

We continue to conduct public forums reaching consumers, agencies, and advocates throughout the state via our virtual platform. Participation continues to increase.

While the last three years have presented unprecedented challenges and changes, I am confident we will continue our good work as an active council in our complementary relationship with the agency.



OBJECTIVES

1

Consulting with North Carolina workforce development board to review, analyze and advise the Designated State Agency (DSA) regarding the performance of the Designated State Unit (DSU), particularly with responsibilities related to:

- eligibility, including order of selection
- the extent, scope and effectiveness of services provided
- functions performed by state agencies that affect or potentially affect the ability of individuals with disabilities to achieve competitive integrated employment outcomes

2

Partnering with the Division of Vocational Rehabilitation Services (DSU) to:

- develop, review and agree to state goals in accordance with section 101(a)(15)(C) of the Rehabilitation Act of 1973 (the Act);
- evaluate the effectiveness of the vocational rehabilitation program
- submit progress reports to the Commissioner of the Rehabilitation Services Administration (RSA) of the U.S. Department of Education in accordance with section 101(a) (15) (E) of the Act

3

Advising the NC Department of Health and Human Services (DSA) and the DSU regarding:

- authorized activities to be carried out under this the Act
- development of and amendments to the Unified State Plan, applications, reports, needs assessments, and evaluations required by the Act

4

Conducting reviews and analysis of the effectiveness of consumer satisfaction of:

- functions of the DSA provided by the DSU and other public and private entities responsible for providing services to individuals with disabilities
- employment outcomes achieved by eligible individuals receiving services, including the availability of health and other employment benefits in connection with such employment outcomes



OBJECTIVES

5

Preparing and submitting an annual report to the Governor and the Commissioner of the Rehabilitation Services Administration on the status of the vocational rehabilitation programs operating within the state and to make this report available to the public

6

Coordinating with other state councils to avoid duplication of efforts and enhance the number of individuals served through participation in:

- the Statewide Independent Living Council
 - the advisory panel established under section 612(a)(20) of the Individuals with Disabilities Education Act
 - the NC Council on Developmental Disabilities
 - the NC Mental Health Planning and Advisory Council established under section 1914(a) of the Public Health Service Act
 - the Workforce Development Planning Council, other public and private organizations, groups and functions
-

7

Supporting the coordination and establishment of working relationships among the DSA, the Statewide Independent Living Council, and centers for independent living within NC

8

Performing other functions consistent with the purposes of the council and comparable to other functions performed by the council.

STRATEGIC PLAN 2020-2022

To guide the work of the State Rehabilitation Council (SRC), the Council develops a strategic plan. The 2020-2022 Strategic Plan has three overarching strategies with corresponding objectives, which are reflected in quarterly meeting agendas and SRC committee goals.

| | STRATEGIES | OBJECTIVES |
|----------|--|--|
| 1 | Increase marketing and outreach to individuals with disabilities, employers, and potential partners, including colleges and universities | <ul style="list-style-type: none"> a. Develop proposal for outreach, including leveraging social media and sharing success stories b. Identify strategies that can be achieved within the timeframe of the strategic plan c. Promote and/or implement the outreach strategies identified by the SRC |
| 2 | Honor people’s life choices by assuring that the Individualized Plan for Employment (IPE) goals and service provision are consumer-driven/ consumer-focused | <ul style="list-style-type: none"> a. Review how VR is measuring casework quality and recommend new measures as the SRC finds appropriate b. Identify measures of consumer satisfaction with their involvement in their IPE to establish baseline data c. Monitor and evaluate performance on consumer satisfaction with their involvement in their IPE |
| 3 | Facilitate the development of the VR program’s capacity to improve service delivery capacity and staff and leadership training | <ul style="list-style-type: none"> a. Evaluate continuously the VR program’s service delivery capacity and staff and leadership training b. Review available documents, data, and dialogue with division staff c. Offer input and make recommendations for improvement |

During every quarterly full council meeting, the chair reviewed the three goals and corresponding strategies to highlight progress and guide the Council’s priorities. In September, the Council voted to forfeit the standard subcommittee meetings, virtual listening session and public forum, and to postpone Central Regional updates until 2023. Instead, members held a brainstorming session to establish new goals and/or modify existing goals in advance of the SRC Strategic Plan 2023-2025 and to develop strategies to achieve these goals over the next three-year cycle.



COMMUNITY OUTREACH

To fulfill its statutory obligations and mission, the SRC designates members as liaisons to seven state councils, as well as additional interest and advocacy groups.

STATE COUNCILS

Council on Education Services for Exceptional Children

NC Mental Health Planning and Advisory Council

NC Substance Use Disorder Federation

NC Council on Developmental Disabilities

NC Statewide Independent Living Council

NCWorks Commission

Commission for Mental Health, Developmental Disabilities,
and Substance Abuse

ACTIONS

1

Identify candidates who can effectively liaise with the state councils to connect with key partners and facilitate strategic paths for community outreach, advocacy, and member development.

2

Exchange information to educate members about advocacy efforts within each sector.

3

Enable more stakeholders to participate in statewide and regional events by hosting on accessible virtual platforms.



COMMITTEES



Executive Committee

Acts on behalf of the Council consistent with its purpose as outlined in its bylaws being responsible for compiling the Council's response to the Unified State Plan and triennial Comprehensive Needs Assessment, preparing the annual report, establishing meeting agendas and setting the general direction of the council and its committees.

1. To expand SRC participation in the development and implementation of the United State Plan, the committee addresses state plan development, implementation and progress towards plan goals and SRC goals within the "Goals, Priorities and Strategies" section of the plan during meetings with the Division director. At each quarterly meeting for their input and approval.
2. Advocated for strong leadership roles on the council and carefully reviews the membership terms. New members are encouraged to serve on designated committees to provide a more balanced representation.
3. Members were informed of the cycle year updates to the Unified State Plan and its submittal to the Rehabilitation Services Administration (RSA). The division leaders received a final notification letter from RSA of pre-employment transitional services (Pre-ETS) which permits program directors more flexibility with funds and clarifies the use of those designated funds. Pre-ETS presents a unique challenge due to its complexity with dealing with multiple milestones that can occur simultaneously.
4. Post-Employment and Case Management Services will have implications for ENCORE, the new case management system that is being developed and implemented. Portals are one of the considerations for consumers in a secured environment and incorporating electronic signatures. During the fall, there was a national level cyber-attack to Geographical Information Systems, the vendor for ENCORE. This security breach affected NCWorks, delayed user testing, administrative site testing and the internal ticketing system. The main priority was being able to operate with the ability to pay bills and file timely reports. Prior to the event, the department hired a dedicated information security officer (ISO) for the Information Technology Division and DVRS. The ENCORE implementation date was postponed until the end of June 2023.

5. DVRS had been working closely with RSA advisors as part of a corrective action plan for improving timeliness for 60-day eligibility determinations and 90-day IPE development. It was later discovered that information was being entered in the wrong field in the case management system and was not picking up the data for reporting purposes. DVRS is back on track and meeting these reporting deadlines and closing out the corrective action plan.

6. Peter Murphy, SRC Chair, recommended that the Executive Committee form two ad-hoc committees; one to address ongoing salary and retention concerns (a nationwide issue), and how the SRC could assist the department in advocating legislative efforts to improve these areas in the long session. The increase in salaries for rehabilitation counselors has been a lasting challenge impeding the state's ability to attract and retain qualified staff as an essential part of providing services to individuals with disabilities. The second ad-hoc committee was formed as a result of active campaign strategies by Disability Rights of North Carolina to segregate the Protection and Advocacy Program referred to as the Client Assistance Program (CAP) from being housed within the designated unit agency in North Carolina. The ad-hoc committee drafted a letter of support for the North Carolina Client Assistance Program (NCCAP). NCCAP has been considered a model program and other CAP programs on the national level often refer to North Carolina for guidance and resources. The relationship between NCCAP, DVRS and Division of Services for the Blind (DSB) has been an integral collaboration in honoring clients' due process rights with emphasis on achieving positive resolutions prior to escalating to the formal hearing level. The ad-hoc committees gave compelling presentations to the full council. The Council voted unanimously in support of these endeavors.

7. Produced an electronic media annual report to post to the public website. The report summarized the work of the Council and highlights essential components of its mission such as consumer satisfaction. Photos of members were included in the publication in alignment with other states.



Consumer Input and Public Outreach Committee

Reviews, analyzes and makes recommendations to the council regarding the effectiveness of vocational rehabilitation services delivered by the division and other public and private agencies in the state.

ACTIONS

1. Reviewed the current methods and strategies for monitoring consumer input and public outreach. The contract with NC State University permits 1,600+ telephone surveys of agency consumers to be conducted. The feedback has provided improved data results to track trends and themes. Advocated for strong leadership roles on the council and carefully reviews the membership terms. New members are encouraged to serve on designated committees to provide a more balanced representation.

2. The CIPO Forum Planning Subcommittee met on a frequent basis to make continuing improvements based on feedback received after each event. Alternative strategies were discussed, for example, how to attract more participants using the virtual platform. The plan included early notifications and reminders by posting details of the forum on the department's social media sites, email outreach to community stakeholder groups with subsequent requests to post on their social media sites, and by electronic distribution of flyers to consumers and providers. Outreach efforts were expanded by increasing the number of statewide electronic invites from the agency's internal database. NC State University's McKimmon Center was utilized for technical support both in the registration process and in hosting the forums. The focus was to make each of these events a free-flowing conversation. Changes were made to the PowerPoint presentation to include polling questions to engage participants. The Question and Answer (Q&A) feature ensured that participants could voice concerns, share experiences, or obtain information. Resource materials were sent to each registrant proceeding the forum. CIPO forums continue to excel with each event.



Policy and Rules Review Committee

Reviews and makes recommendations relating to division policies and procedures that affect the public, and that are subject to public rule-making hearings under the state's Administrative Procedures Act and required for compliance with the Workforce Innovation and Opportunity Act (WIOA).

ACTIONS

1. Draft policies reviewed and feedback provided on the following topics:

02-2022 Procedures for Client Interns in VR Offices

03-2022 In-Person in Service Delivery for Transition Services

04-2022 ADVP Outreach Counseling for Competitive Integrated Employment Pathway

06-2022 Internships Affected by COVID-19

10-2022 Purchasing Reusable Face Coverings for Clients FAQs

22-03 Post Employment Services (published 3/11/22)

Section 1-21 Client Informed Choice

TAC 22-03 Prohibition Against Applying Financial Needs Tests or Requiring Cost Participation as a Condition for the Receipt of VR Services for SSI and SSDI Recipients, (published 4/22/22)

Private and Out-of-State Training Approval

Section 3-10: Financial Need

IL Counselor Workbook Supervisor Guide

VR Counselor Workbook

VR Transition Counselor Workbook

Policy Power Hour Series

2. The downward trajectory in the declining number of COVID-19 cases resulted in related policies being retired. Committee members were pleased with the various workbook options available for staff for training purposes in a uniformed method. The lack of standardized training among unit offices had been a common theme voiced in the virtual listening sessions and public forum platforms. Improvements in this area were one of the goals in the SRC's current strategic plan.



CONSUMER SATISFACTION SURVEY

The consumer satisfaction survey is mandated by the Rehabilitation Act of 1973, as amended (the Act), which states that the SRC shall conduct a review and analyze the effectiveness of client satisfaction with:

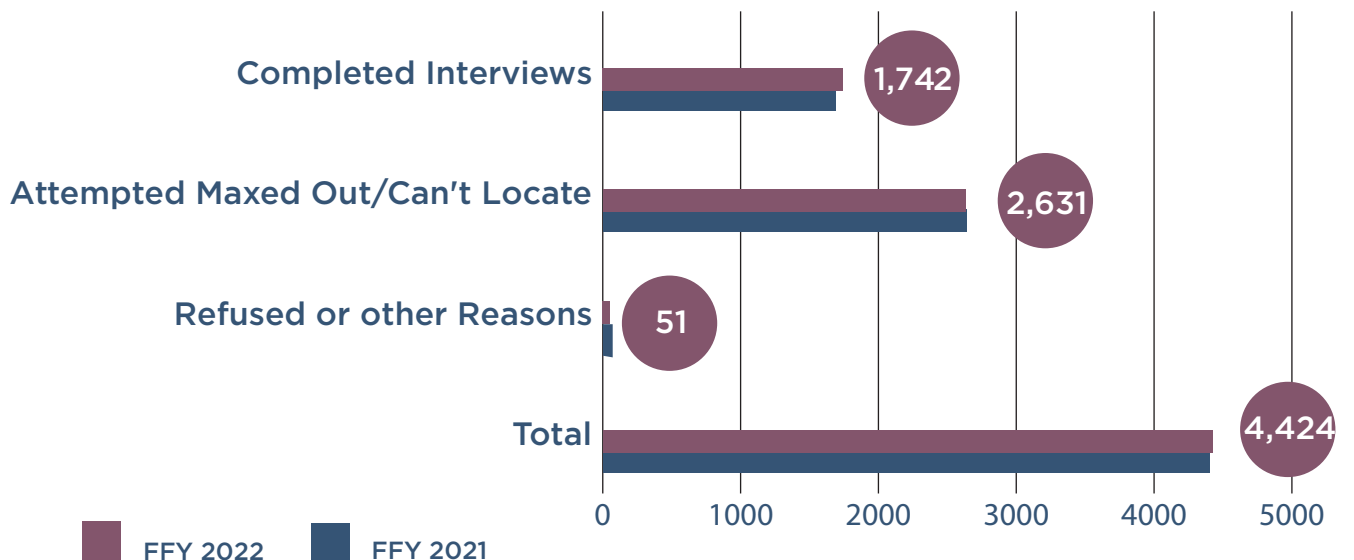
- The functions performed by the designated state agency
- Vocational rehabilitation services provided by state agencies, and other public and private entities responsible for providing vocational rehabilitation services to individuals with disabilities under the Act
- Employment outcomes achieved by eligible individuals receiving services under Title I of the Act including the availability of health and other employment benefits in connection with those employment outcomes

SURVEY PROCESS

The survey is conducted by the SRC in cooperation with division staff. Council and staff share responsibility for analyzing and reporting the results.

In FFY, interviews were completed for 39.3% of the 4,424 VR clients sampled for the survey. This was consistent with the prior year in the proportion of completed interviews. The adjusted completion rate of 98.8% includes only clients that were contacted.

Survey Completion Results





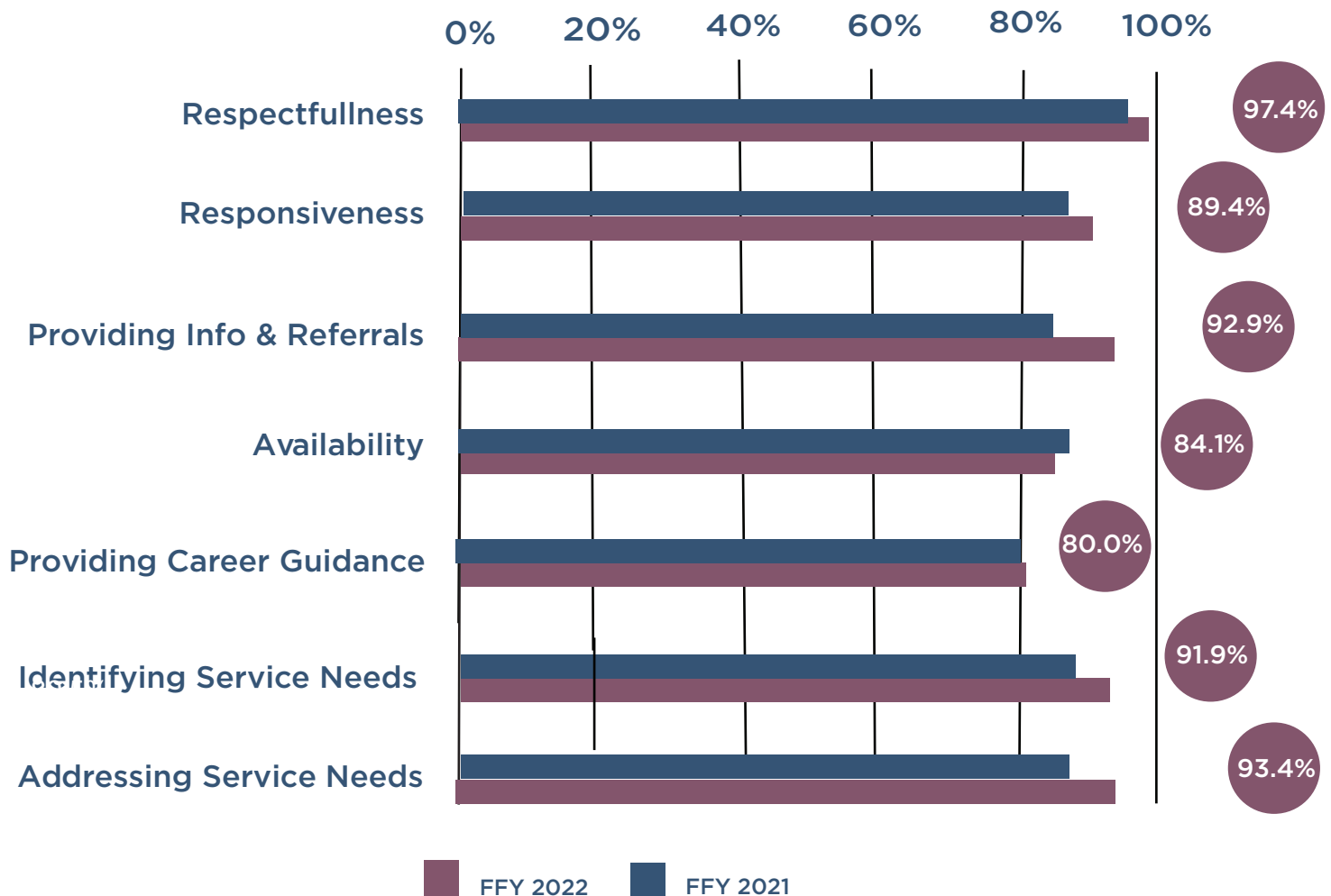
CONSUMER SATISFACTION SURVEY



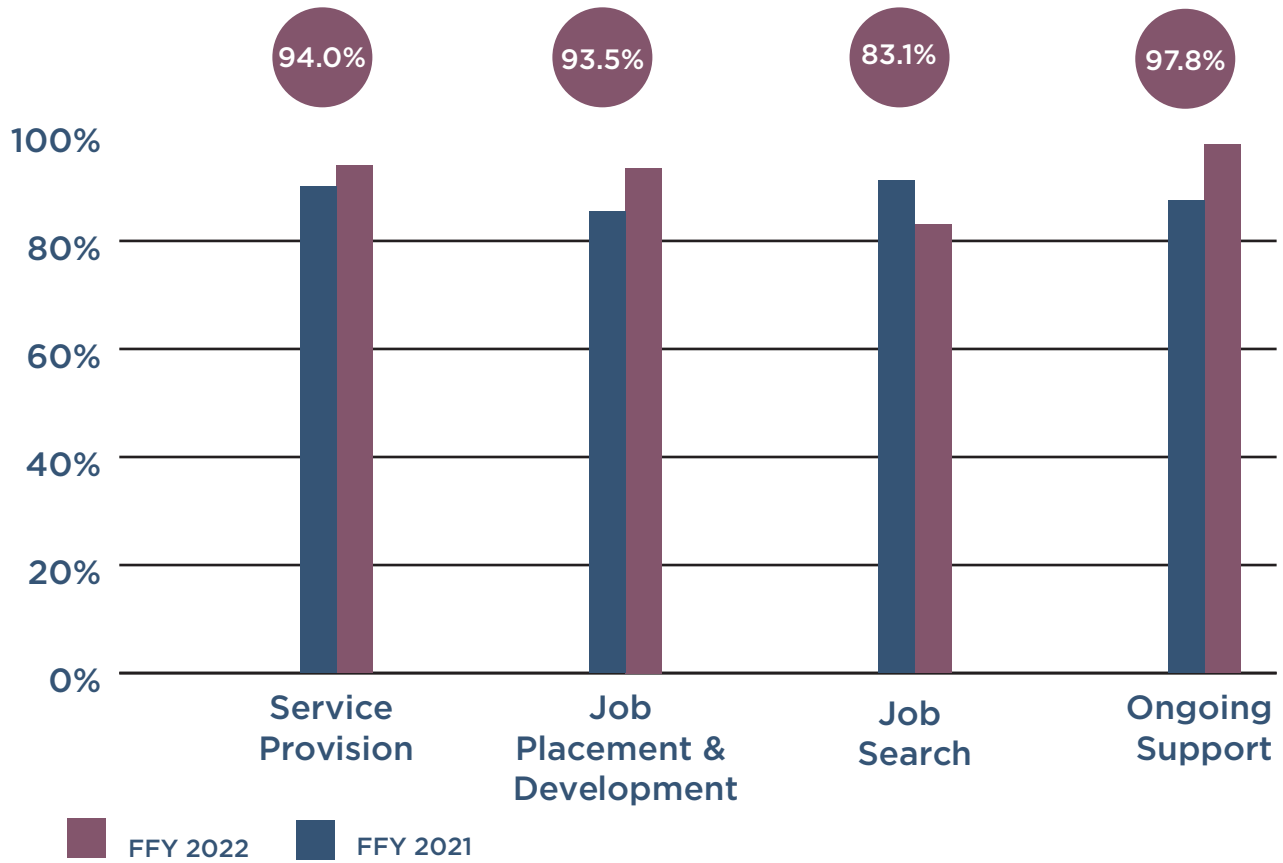
SECTION I

Compared with the prior year, client satisfaction with VR counselors and other team members in FFY 2022 improved across all areas except with help finding a job, which had a decrease of less than 1%. The area with the most statistically significant improvement was with helping clients learn about services provided by other programs or agencies (+9.1%). The satisfaction rate for (g) working with clients to select services and providers; (i) the time it took to develop a plan for employment; and (j) the timeliness of services each improved over 7%. The overall satisfaction rate was 89.5% and improved

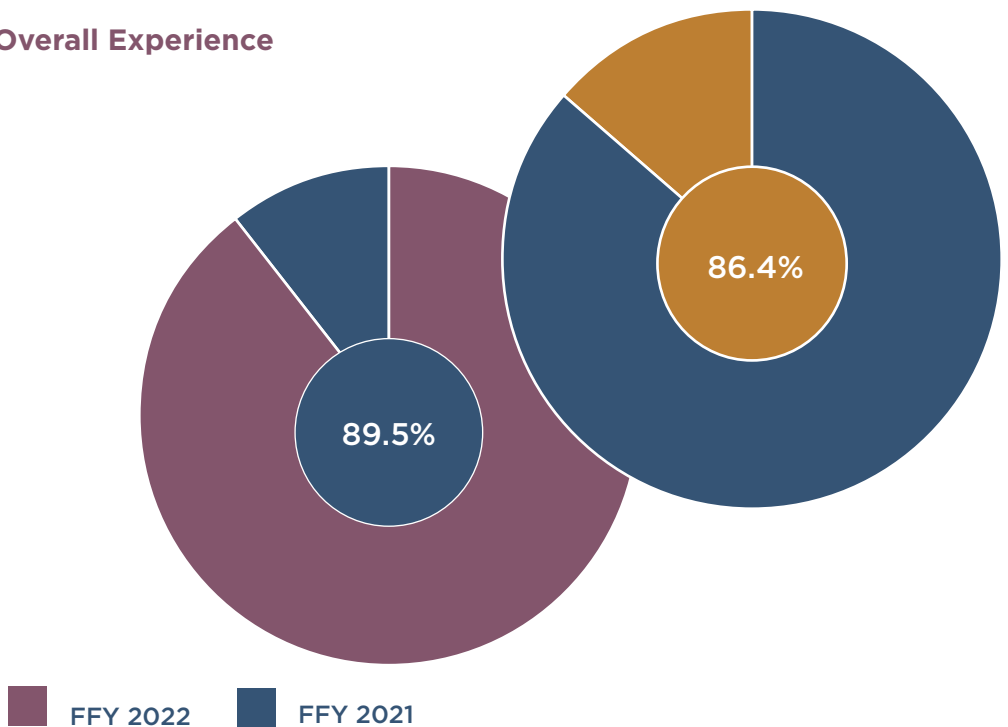
Satisfaction with Counselor and Staff



Satisfaction with Timeliness of Services



Satisfaction with Overall Experience

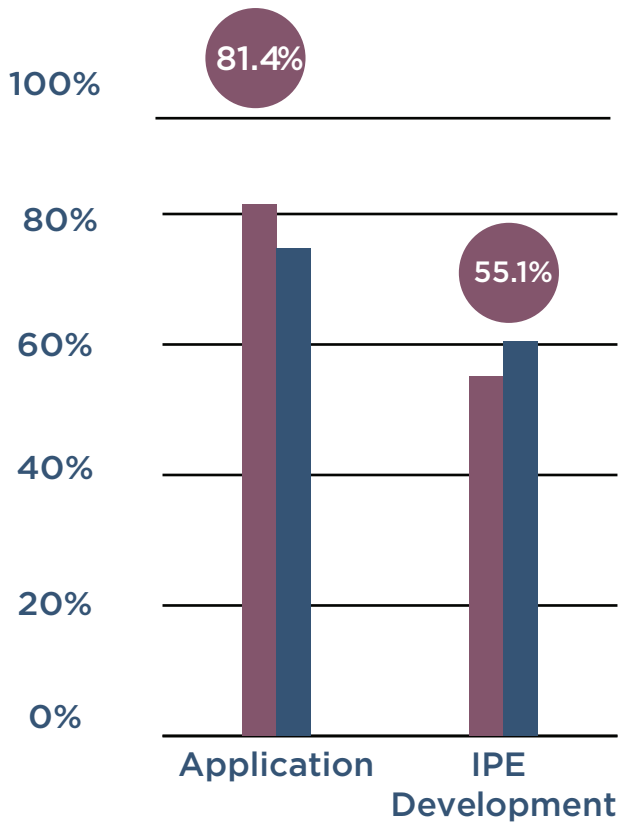




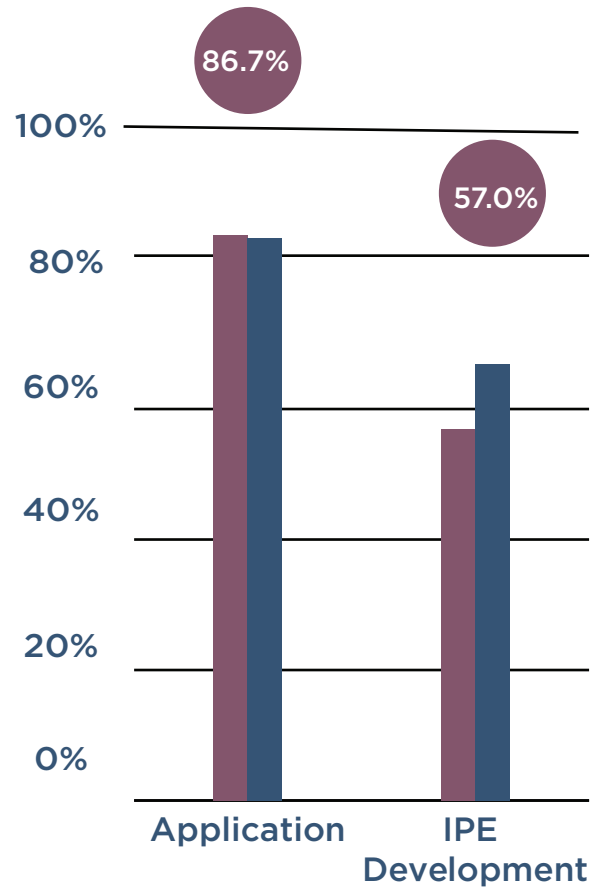
SECTION II

This section asks clients whether they were informed about the Client Assistance Program and their right to appeal agency decisions with which they disagree. Sub-items were added to determine if clients received information about NCCAP’s services when they applied for services and when completing an individualized plan for employment (IPE).

About Program



About Right to Appeal



■ FFY 2022 ■ FFY 2021

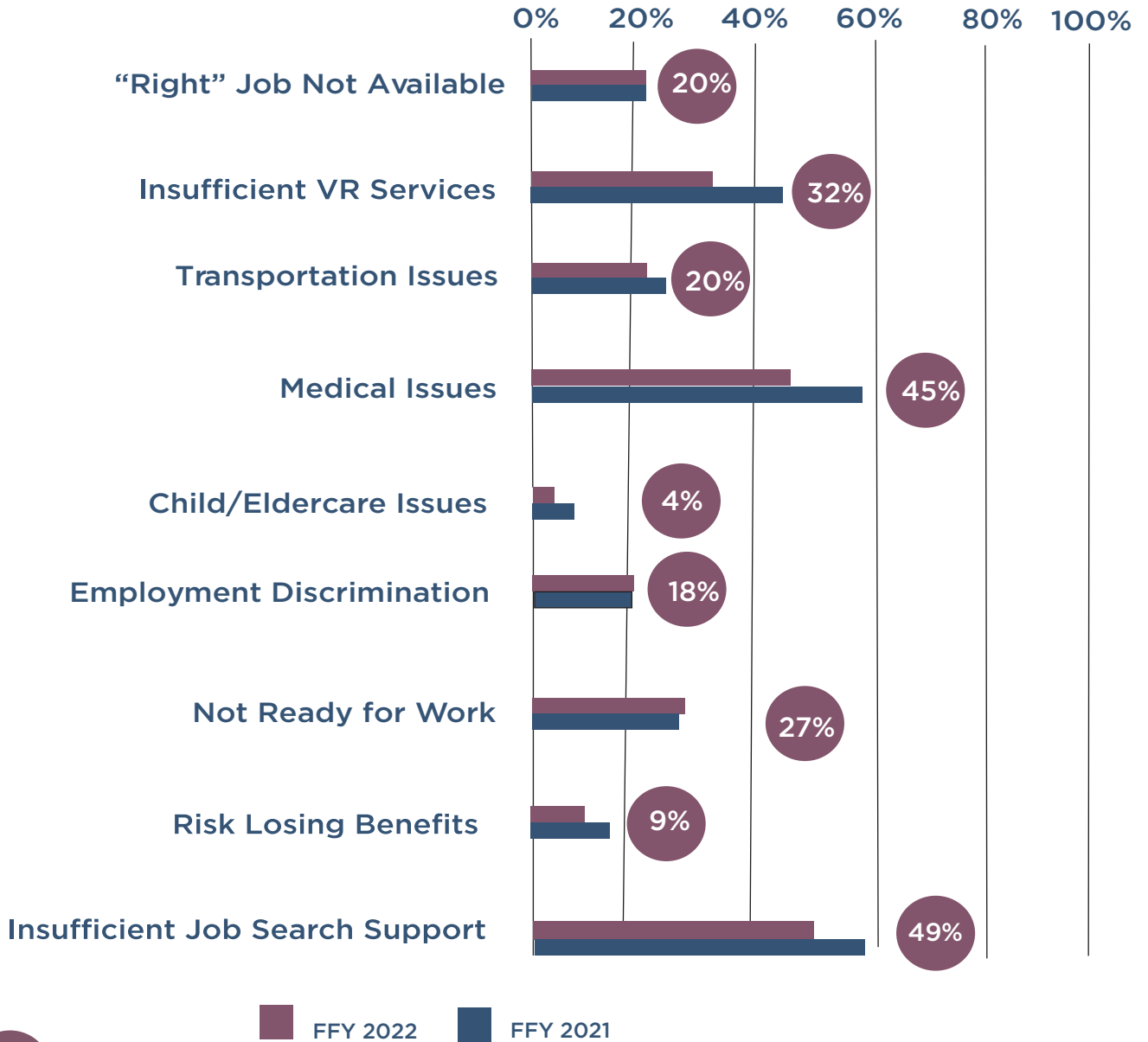
■ FFY 2022 ■ FFY 2021



SECTION III

This section contained nine items that were promoted if the client was not working at the time the survey was conducted. Some items were revised from previous versions of the survey and an addition “N/A” response was added.

Barriers to employment



SECTION IV

This section included open-ended questions for clients, which asked about service improvement and two prompts about the vocational rehabilitation process exit without a successful employment outcome. The clients were asked (a) why they felt their case was closed before they achieved employment and (b) whether VR could have done more to help them start working.



VIRTUAL PUBLIC FORUMS

The SRC's Community Input and Public Outreach Committee (CIPO) hosted two virtual listening sessions and public forums in 2022 through a Zoom platform. Expertise was received from NC State University's McKimmon Center to assist with the framework for each event. The CIPO Forum Planning Subcommittee held after-forum meetings to discuss what worked and what areas to improve upon for the next forum. Previous feedback recommendations were incorporated in determining key activities and identifying panelists. Information about the forums was shared through social media sites, flyers electronically distributed to consumers, staff, and community stakeholders. Those unable to attend were asked to share their questions or concerns through an email link to the SRC Chair. The forums were recorded and posted on the division's website under the Council page.

June 23

1

First virtual public forum was held on June 23, 2022, and rich in the content and staff, employers, and consumers from the Eastern Region. There were approximately 102 attendees. Slides and video presentations highlighted the significant rise in the number of request for Windmills Training both within state government and employers; Employment First program expanded with the significant increase of internships within state government agencies including individual VR unit offices.

September 20

2

Second virtual form was held on September 20, 2022. There were over 250 registered and 78 in attendance. SRC members took a more interactive approach as part of the forum presentation for the audience to learn about the state Rehabilitation Council, its members and how the SRC works in collaboration with the agency. Round-table panelists were compromised of the regional director, unit managers, business relationship representatives and policy staff in addition to employers from the western region. The audience was encouraged to ask questions about what was happening in their locations, the challenges, and barriers. Questions asked were about what was being done to address counselor vacancies; what kinds of work from home postions were available; how to prep for interviews and tips for networking. The SRC works with NC DVRS to help ensure individuals receive the services needed to become successful and live independently.



RECOMMENDATIONS

The Executive Committee provided the following recommendations to the Division regarding goals, priorities or strategies.

1

In support of their strategic plan pertaining to increased marketing and outreach to individuals with disabilities, employers, and potential partners, including colleges and universities, the Council recommended to conduct stakeholder listening sessions remotely with increased measures of outreach including mailed out invitations, email invites, and social media blasts to invite stakeholders to attend professionally coordinated virtual listening sessions to be held a minimum of three times per year.

The Division has supported all recommended adjustments and expansions to the methods of outreach, including increased frequency and expansion of outreach venues to potential clients and partners.

2

The council recommends improving the efficiency of the vocational rehabilitation process through the exploration of ways to expedite the provision of consumer services, including client purchases; conduct reviews of process for increased efficiencies, explore ways to involve staff in identifying and addressing inefficiencies, and, in general, increase capacity to serve consumers who use English as a second language

DVRS supports all components of this recommendation and are currently addressing them. The procedures for purchasing prosthetics and orthotics have been improved and ongoing work is being done to simplify the self-employment evaluation process to a feasible extent.

3

The council recommended for the quarterly full council meetings to contain a standing item for the Client Assistance Program to give an activity update. Further, the council recommended for a standardized set of questions and topic areas to be provided as a standard guideline to be used for regional director and/or regional unit manager reports during quarterly meetings to allow managers to provide updates for local activities, developments and to express any concerns to the council.

DVRS has incorporated the recommended changes and will continue with these standing topics until the council recommends further adjustments.



RECOMMENDATIONS

4

The council recommended to continue to jointly conduct consumer input sessions to be held a minimum of three times annually collecting input from various communities across the state and to strongly encourage staff attendance at such sessions whenever possible.

DVRS will continue to actively support jointly conducted input sessions three times annually canvassing various communities across the state focusing on how the VR program is addressing consumers' VR needs through its service provision. This has been accomplished virtually since June 2020, and the Consumer Input and Public Outreach Committee meets with Division staff regularly to steadily improve and expand the means of accomplishing this.

5

Whereas the council is concerned about providing responsive services to consumers and realizes the division's abilities in this area are impeded when high vacancy rates occur within the division, the council recommends that DVRS provide regular updates regarding key vacancies, including direct service positions such as counseling positions, so that the council may advocate appropriately as included within the council's current strategic plan.

DVRS supports this recommendation and will continue to work with council members to regularly provide updates through statewide and regional vacancy reports.

6

Where as the SRC Consumer input and Public Outreach Committee acknowledged decreasing response rates on client satisfaction self-administered written questionnaires, the council recommends that DVRS continue the use of the telephonic client satisfaction survey. Further, the Council recommends continuing the practice of surveying clients in active status to continue employing a weighted sampling method to maintain costs and ensure representation across disability types, minority status, age and gender.

The division supports this recommendation and will continue its adjusted sampling practices, contracts, and purchase orders accordingly.

MEMBERS TRAINING

In March 2022, five new members received New Member Orientation. Members were given an overview of the roles and responsibilities of the SRC; how members are chosen; the historical timeline; the different kinds of caseloads; the unit office locations, and resource materials from the National Coalition of State Rehabilitation Councils. Four new members were appointed towards the later part of 2022 and earmarked for a New Member Orientation in the spring of 2023.

NCDVRS Director Kathie Trotter reported at each meeting, joined by representatives from the Human Resources Section. Unit managers hosted monthly meetings to strategize in hiring potential candidates. The Competitive Integrated Employment (CIE) Strategic Plan and the Memorandums of Understanding were under negotiation with NCDHHS, NC General Assembly and DRNC. NC was one of fourteen states awarded the Subminimum Wage to CIE (SWTCIE) five-year grant totaling \$13.8 million. Pilot sites offering supported employment services can pursue funds for additional services, including intensive job search for the most significantly disabled (MSD), wraparounds, long-term job coaching, transportation, meaningful employment for individuals who are unable to work a full day, benefits counseling, and peer mentoring. Members were also informed of the Real Work for Real Pay grant with innovative demo projects for individuals with the most Significantly Persistent Mental Illness (SPMI).

The Office of State Human Resources (OSHR) did a Mercer Study with the goal of aligning pay plans with the labor market. The Statewide Compensation System issued personalized statements to staff that identified their new pay grades and where their compensation aligned within the new salary ranges. There were some staff who learned that their salary ranges for their positions fell below the minimum standard. The Division took immediate action to address the concerns of staff negatively impacted by the study. The Executive Leadership Team and departmental upper management were notified of the impact and worked to increase salaries to the minimum standard or above.

On September 1, 2022, there was a one-time change made for positions that fell within the designated classifications. The change to the base salary affected current and future positions within these job classifications. The staff in these classifications that were paid below the base salary received an increase in salary to bring them into alignment with some consideration for their related years of experience. Staff compensated at or above the salary ranges did not receive an increase. There was a 5 percent increase awarded to rehabilitation counselors who achieved independent counselor status. In addition, OSHR expanded the list of comparable Human Service majors in the hopes of filling counselor vacancies.

During the June full council meeting, Carl Thompson, Eastern Regional Director provided an update to the Council. Project SEARCH in Brunswick County is in its third year at Novant Health. Four interns in the Eastern Region and one intern attained state government employment. Robbie Benton, Wilmington Unit Manager shared that Fenner Drives is a manufacturing employer in that area that makes control panels, 3-D printing, and climate controllers.

Allison Pugh, HR Project Lead for Lowe's technology organization, participated in the listening session. Allison has been recognized for her commitment to workplace diversity and her ongoing partnership with DVRS.

In September, Donna Sobotkin, Western Assistant Regional Director shared that unit managers were keeping things moving, hiring temporary employees, and utilizing retirees who are coming back to help fill the gap in vacancies. There are partnerships with school systems with forty cooperative agreements in their region and a new one in development within Polk County. Within the area, the provision of Pre-Employment Transition Services (Pre-ETS) is going strong, and they have good relationships with their teams. Pilot projects are taking place in Forest City with the Jackie Godlock, Business Relationship Representative (BRR) and Community Rehabilitation Providers (CRPs).

Stephanie Hanes, DVRS Program Specialist for Transition Services gave a detailed presentation on Pre-ETS and Transitional Services. The efforts of the Transition Services Team is to provide extensive resources, dedicated and specialized training. Working with Local Management Entities (LME) with Memorandums of Understanding (MOUs), school districts, students, and providers of these services. Transitional Age Youth work on the local level with the local population. Pre-ETS is an introductory program which is federally funded by RSA (78.7%) and state funded (21.3%). The MOUs help to contribute to VR's state match. Fifteen percent of the grant is reserved for Transitional Services. The required criteria of Pre-ETS services are job exploration, workplace resources, workplace learning, instructions, and career counseling. VR's program criteria are for students with a disability enrolled in secondary or post-secondary recognized educational program for ages 14-21 years old. Pre-ETS can be provided up to age 22 provided that they are still in school. There is a Transitional Readiness Toolkit to follow. Students and Youth (SAY) receive out loud monthly training. NC Collaborative on Secondary Transition for Transition Teams was held in November.

The Division has been working with the Communications Department in changing the name of vocational rehabilitation services and gather feedback from various focus groups. Jeanna Cullinan, Communications and Strategic Initiatives Manager presented on CLEAN Campaign Overview and Media Strategy. SRC members provided feedback about specific language used in the demos that could be problematic for individuals with cognitive or intellectual disabilities to comprehend the concept. Recommendations also included using photos of real people and scenes from North Carolina in ads rather than standard stock images. People identify with people that look like them.

WorkSource East in Goldsboro and WorkSource West in Morganton both completed and passed certification from the Council on Quality Leadership Certification (CQLC). Commission on Accreditation (CARF) was the certification program that was used for the past thirty years. CQL puts emphasis on the individual working through Work Adjustment Training with the focus on their IPE.

2022 SRC MEMBERS



Peter Murphy
SRC Chair
Salisbury, NC
Representing
Disability
Advocacy
Groups



Tracey Craven
Graham, NC
Representing
Community
Rehabilitaion
Services
Providers



Dorreen Byrd
Davidson, NC
Representing
Parent Training
and Information
Centers



Cindy Harrell
Wilson, NC
Representing
Business and
Industry
(Termed 6/21)



James Jones
Fayetteville, NC
Representing
Regional
Rehabilitation
Centers for the
Physically
Disabled



Glacia Ethridge
Greensboro, NC
Representing
Non-Divisional
Rehabilitation
Counselors



Alicia Coleman
Durham, NC
Representing
Business and
Industry
(Termed 9/21)



Clare Miller
Gary, NC
Representing
NC Chamber
of Commerce



David Tedrow
Durham, NC
Representing
VR Consumers



Tania Bowers
Raleigh, NC
Representing
NC Client Assistant
Program



Kathie
Non-Voting Member
Director, DVRS

2022 SRC MEMBERS



Sandy Pendergraft
Goldsboro, NC
Representing
Disability
Advocacy Groups



Emma Friesen
Durham, NC
Representing
Disability
Advocacy Groups
(Appointed 11/22)



Derek Burress
Snow Hill, NC
Representing
Disability
Advocacy Groups



Sharon Nellenbach
Hickory, NC
Representing
Business and
Industry



Agreta Limerick
Raleigh, NC
Representing
NCWorks
Commissions



Berlina German
Raleigh, NC
NCWorks
Commission
(Appointed 7/22)



Gerald Higgins
Raleigh, NC
Representing
Disability
Advocacy Groups



Michael Maybe
Boone, NC
Representing
Labor



Celeste Hunt
Maxton, NC
Representing
Lumbee Tribal VR



John Marens
Raleigh, NC
Immediate
Post SRC Chair



Anne Monterosso
Raleigh, NC
Representing
State IDEA
Agency



Gloria Garton
Wilmington, NC
Representing NC
State Wide
Independent
Living Council

2023 MEETING SCHEDULE

March 24-25 (Videoconference)

June 23-24 (Videoconference)

September 29-30 (Videoconference)

December 8-9 (Videoconference)