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## August 2024 State Rehabilitation Council ATP Report

### **Marketing-Nancy Noha**



**November 1, 2024** will be a special day for ATP! Thanks to Nebraska VR for writing the grant that established the Assistive Technology Project, later named the Assistive Technology Partnership!

ATP was one of the first nine Tech Act states funded in 1989. The Partnership it formed continues to be a model for the country 35 years later.

ATP has been providing equipment reuse since 1992. The initial program REEL (Recycled Equipment Exchange Listing) was printed classified ads in ATP's newsletter. The listings transitioned into an on-line database and is known today as AT4All.com. In addition to reuse items (buy, sell, or donate) equipment listings include demonstration and loan items.



### Resource Coordination/Financial Programs - Angie Ransom

ATP has received approximately 68 new Service and Device Applications from 4/1/2024 to 6/30/2024. Majority of referrals were primarily from Lincoln (13), Omaha (26), Bellevue (3). Funding coordination continues to research resources to provide current information for individuals.

ATP will hold the next Advisory meeting on Friday, September 20, 2024. Agenda sent to members and posted on the NDE website soon.

#### **Enrichment Foundation Grant**

Enrichment Foundation Grant continues to work on projects for Fiscal Year 2024. We are on track to use all the funding in 2024.

### DHHS Program - May Faith [4/1/24 through 6/30/24]

During the second quarter of 2024, 179 projects were authorized, utilizing \$1,519,062.63 in AD Waiver funding, and 2 DD projects were authorized, utilizing \$22,305.00. These projects assisted 157 consumers with greater independence and accessibility in their homes and communities.

Referral numbers increased significantly during the second quarter of 2024 creating a slightly longer wait for assessment services. A note remains on the Service Coordinator referral webpage advising that the HHS/DD team continues to have a wait before being able to reach out to schedule assessments on new referrals. We are considering updates to the Service Coordinator referral form to help gather more information and gather repair information more accurately on the referral. As of June, no referrals have been received for the TBI waiver or the Family Supports Waiver.

#### **Education - Brian Wojcik**

The ATP-ED team is excited to introduce Kathy Hunter, the new ATP Education Equipment Manager. She started in June and is doing a terrific job learing her new position.

In the 2023-24 school year, the ATP Education Program

- 1. completed 134% of the total loans made in FY 23 (N=847).
- 2. loaned out \$461,830.11 worth of equipment to determine AT needs of students, short-term accommodations, or professional development (Non-ATP Education Staff Borrowed).
- 3. showcased/demonstrated/provided training on 825 items (value of \$284,900.35) for professional development purposes.
- 4. experienced 132% of the total education requests in FY 2023
- 5. had more than 200 educators, related service providers, VR staff, and parents sign up for the ATIA Learning Center impacting the services of more than 8300 children and individuals with disabilities in Nebraska!



### iCanConnect Program Update- Brooke Harrie

This is a nationwide program that provides telecommunication equipment and training to low-income individuals with significant hearing and vision loss. There are currently 3 active iCC cases in Nebraska and another individual is in the process of completing their application. Funding allocations for the 2024-2025 year were announced in May and Nebraska has a budget of \$89,748 for the program year which started July 1. This past year a pilot program for Support Service Providers, or SSPs, in Nebraska began. SSPs can assist individuals who are deaf blind with things such as guidance and safety, relay visual and environmental information, facilitate communication, provide transportation and provide information to help empower the person who is deaf blind to make their own decisions. The SSP pilot program in Nebraska was started thanks to funding through the Nebraska Commission for the Blind and Visually Impaired (NCBVI) and is currently being managed by a company called Vancro. Currently 15 individuals who are deaf blind in the state are being served through this program. For more information: <a href="https://ncbvi.nebraska.gov/services/omaha-ssp-program">https://ncbvi.nebraska.gov/services/omaha-ssp-program</a>

Nebraska VR Title 1 Program Update- Brooke Harrie ATP Technology Specialists for the VR Title 1 Program received 51 service requests from 4/10/2024 to 7/11/2024. Of those 51 service requests, 10 were for new and/or existing VR staff members. Technology Specialists provide all VR staff members ergonomic assessments of their workstations as well as training on the VR/ATP partnership. Of the additional service requests received, 3 were for Pre-ETS, 37 were for adult VR clients and 1 was for a CPAP client. The 51 service requests received were for the following equipment: cognitive aids (8), bicycle (1), ergonomics (14), vehicle modifications and repairs (7), hearing devices (1), communication devices (2), computer/software (1), worksite AT (13), bathroom modifications (1), entrance modifications (1), and other home modifications (2).

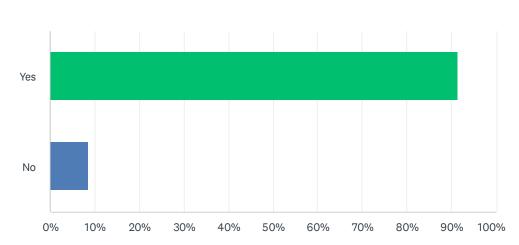
The ATP Technology Specialists ended the Spring by attending and celebrating graduations for the 2023-2024 Project SEARCH interns. Skills Days for Project SEARCH sites were also completed, and the interns were selected for the upcoming school year starting in the Fall. VR and ATP have been working to develop a more effective partnership with the AgrAbility program and have been working alongside multiple farmers with disabilities who need equipment and technology support to continue to be successful and keep their farm business. Team tours with all Nebraska VR offices will also be scheduled for the end of the summer where the ATP Program Supervisor will visit with each team to review services the past year and discuss any upcoming changes to policy and process.

### General Update -Tobias Orr

ATP in the middle of July held an all staff meeting along with a 35<sup>th</sup> Anniversary celebration. Staff from across the state came to Lincoln and participated in a variety of trainings and activities. The celebration event involved a presentation, tours of the Demonstration Center, meet and greet with the ATP team, and a variety of mobility and AT vendors displaying and talking about their technology to NDE staff.

## Q1 Are you currently employed?

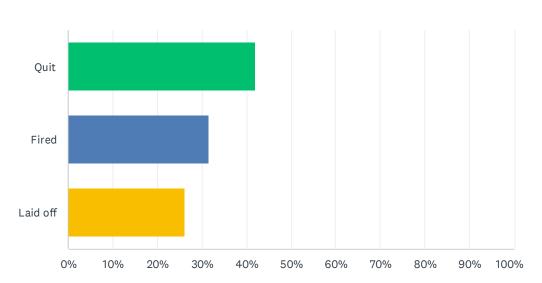




ANSWER CHOICES	RESPONSES
Yes	91.44%
No	8.56%
TOTAL	

## Q2 If not, did you quit, were you fired or laid off?

Answered: 19 Skipped: 203

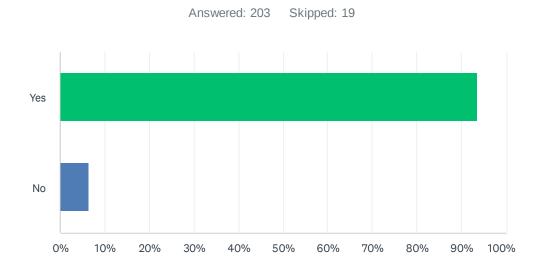


ANSWER CHOICES	RESPONSES
Quit	42.11%
Fired	31.58%
Laid off	26.32%
TOTAL	

## Q3 What is the name of your employer?

Answered: 203 Skipped: 19

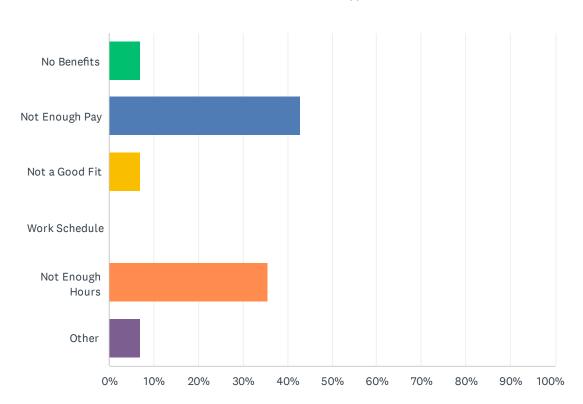
## Q4 Does your job meet your current needs?



ANSWER CHOICES	RESPONSES
Yes	93.60%
No	6.40%
TOTAL	

## Q5 If no, what needs are not being met by your job?





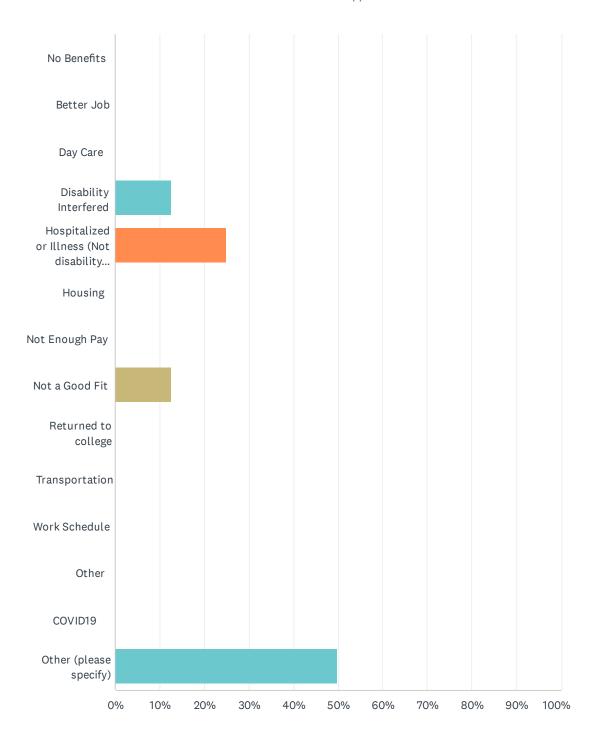
ANSWER CHOICES	RESPONSES
No Benefits	7.14%
Not Enough Pay	42.86%
Not a Good Fit	7.14%
Work Schedule	0.00%
Not Enough Hours	35.71%
Other	7.14%
TOTAL	

## Q6 Please specify the need not being met that was not listed.

Answered: 1 Skipped: 221

## Q7 Can you tell me why you (quit)?

Answered: 8 Skipped: 214



ANSWER CHOICES	RESPONSES
No Benefits	0.00%
Better Job	0.00%
Day Care	0.00%
Disability Interfered	12.50%
Hospitalized or Illness (Not disability related)	25.00%
Housing	0.00%
Not Enough Pay	0.00%
Not a Good Fit	12.50%
Returned to college	0.00%
Transportation	0.00%
Work Schedule	0.00%
Other	0.00%
COVID19	0.00%
Other (please specify)	50.00%
TOTAL	

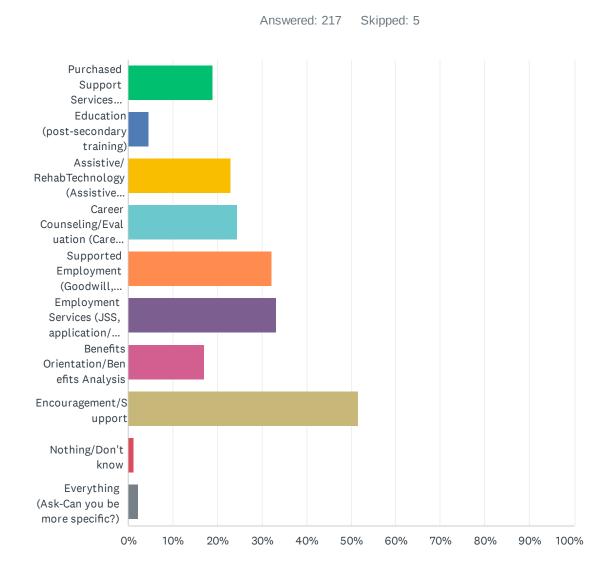
## Q8 Please describe Not a Good Fit

Answered: 6 Skipped: 216

# Q9 Please state hourly wage and how many hours you are/were working per week?

Answered: 202 Skipped: 20

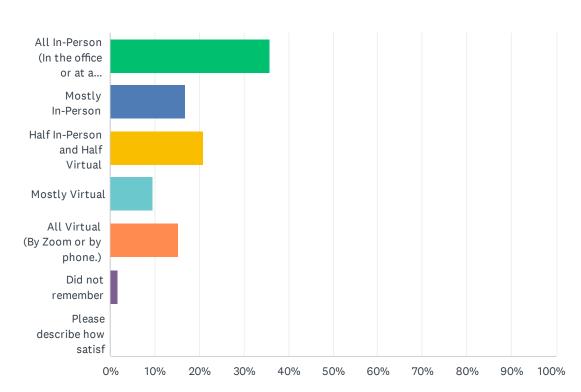
# Q10 What did Nebraska VR provide that was most helpful to you?Mark the categories the client indicated were the most helpful.



ANSWER CHOICES	RESPONSI
Purchased Support Services (clothing, gas, bus tickets, auto repair, interpreter, etc.)	18.89%
Education (post-secondary training)	4.61%
Assistive/ RehabTechnology (Assistive device, hearing aids, prosthesis, medical goods, home/vehicle mods)	23.04%
Career Counseling/Evaluation (Career planning, vocational evaluation, etc.)	24.42%
Supported Employment (Goodwill, Community Alliance, DD Provider, Autism Center of Nebraska, etc. )	32.26%
Employment Services (JSS, application/resume assistance, interview prep, advocating with employers, etc.)	33.18%
Benefits Orientation/Benefits Analysis	17.05%
Encouragement/Support	51.61%
Nothing/Don't know	1.38%
Everything (Ask-Can you be more specific?)	2.30%
Total Respondents: 217	

# Q11 For appointments with Nebraska VR staff, how did you primarily meet?

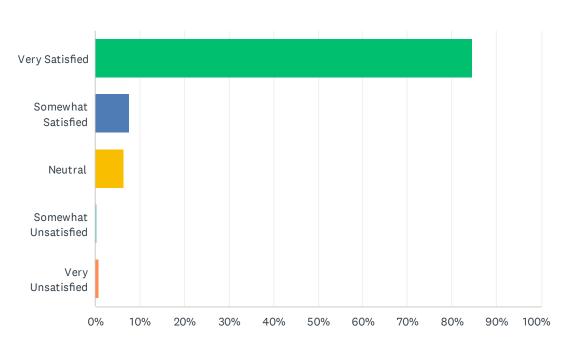




ANSWER CHOICES	RESPONSES
All In-Person (In the office or at a location in the community.)	35.75%
Mostly In-Person	16.74%
Half In-Person and Half Virtual	20.81%
Mostly Virtual	9.50%
All Virtual (By Zoom or by phone.)	15.38%
Did not remember	1.81%
Please describe how satisf	0.00%
TOTAL	

# Q12 How satisfied were you with meeting in person, virtually, or a mix o the two?

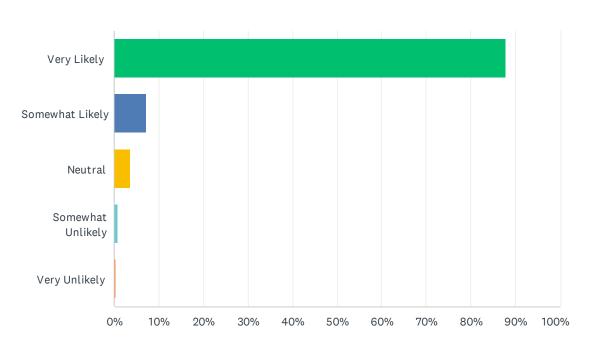




ANSWER CHOICES	RESPONSES
Very Satisfied	84.62%
Somewhat Satisfied	7.69%
Neutral	6.33%
Somewhat Unsatisfied	0.45%
Very Unsatisfied	0.90%
TOTAL	

# Q13 How likely are you to recommend Vocational Rehabilitation to a frier or family member who experiences a disability?





ANSWER CHOICES	RESPONSES
Very Likely	87.84%
Somewhat Likely	7.21%
Neutral	3.60%
Somewhat Unlikely	0.90%
Very Unlikely	0.45%
TOTAL	

# Q14 Please share why you are very unlikely, somewhat unlikely and neutral

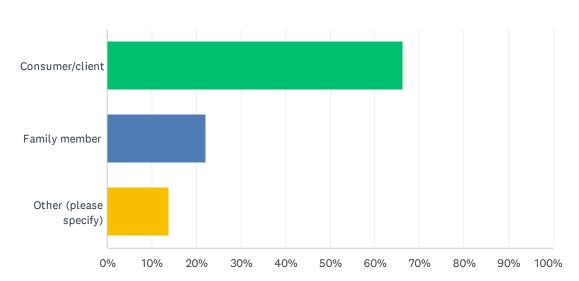
Answered: 11 Skipped: 211

## Q15 Please share any other comments or suggestions you may have.

Answered: 145 Skipped: 77

## Q16 Who did you talk with?

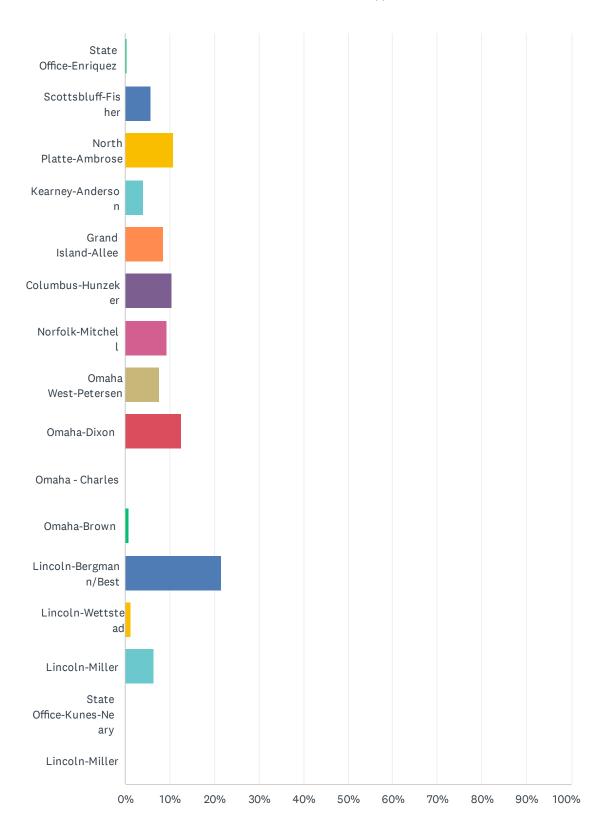
Answered: 222 Skipped: 0



ANSWER CHOICES	RESPONSES
Consumer/client	66.22%
Family member	22.07%
Other (please specify)	13.96%
Total Respondents: 222	

## Q17 Which VR Team served this client?





ANSWER CHOICES	RESPONSES
State Office-Enriquez	0.45%
Scottsbluff-Fisher	5.86%
North Platte-Ambrose	10.81%
Kearney-Anderson	4.05%
Grand Island-Allee	8.56%
Columbus-Hunzeker	10.36%
Norfolk-Mitchell	9.46%
Omaha West-Petersen	7.66%
Omaha-Dixon	12.61%
Omaha - Charles	0.00%
Omaha-Brown	0.90%
Lincoln-Bergmann/Best	21.62%
Lincoln-Wettstead	1.35%
Lincoln-Miller	6.31%
State Office-Kunes-Neary	0.00%
Lincoln-Miller	0.00%
TOTAL	

## Client Satisfaction Survey Quarter 3 2023/2024 YTD Comparison

	FY22-23 Quarter 2 YTD	FY23-24 Quarter 3 YTD
Surveys Completed	145	247
% Still Employed	96.55%	88.66%
Why Not Employed	Quit – 80% (4) Laid Off- 20% (1)	Quit- 37.04% (10) Fired- 37.04% (10) Laid Off- 25.93% (7)
Job Meets Current Needs	93.57%	93.02%
Most Helpful Service	Encouragement Support 78.62% Employment Services 43.45% Assistive/Rehab Technology 31.72%	Encouragement/Support 48.93% Supported Employment 32.19% Employment Services 31.76%
Very Likely and Somewhat Likely to Recommend VR to a Friend or Family Member	95.17%	84.75%

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### Nebraska Commission for the Deaf and Hard of Hearing August 2024

Nebraska Commission for the Deaf and Hard of Hearing recently hired a new behavior health coordinator a month ago. Her name is Sakura Yodogawa-Campbell. I asked her to write a short introduction about herself.

Hi. My name is Sakura, and I am a rock star. I love rainbows, snails, and storm chasing. In my next life, I will come back as a Meteorologist, and in the life after that, I will be a Criminal Profiler. In THIS life, I have been an Advocate for over 30 years and my work has primarily been centered around crimes against women and children and the criminal justice system. The past 10 years have been focused on trauma and resiliency. Overall, I am awesome.

Sakura met with Omaha Police and the Kim Foundation and has researched services and agencies that NCDHH can partner with. I am working on meetings with NAMI, Nebraska chapter of the American Society for Suicide Prevention, Douglas and Sarpy County Corrections and Community Alliance.

#### Katia Castro, Lincoln office

Katia has been busy with her work since she was hired last November. The list she did in the past three months...

- 05-01 Civil Rights Conference booth
- 05-03 NE Hearing Society booth & presentation
- 05-18 CI Support Group presentation
- 05-18 Housing Community Conversation professional development
- 05-22 Hickman Senior Center presentation
- 05-23 Northeast Senior Center presentation
- 06-18 Havelock Manor presentation
- 06-25 Statewide Safety Day booth
- 07-13 NSDAA Conference booth & presentation
- 07-17 Rooftop Career Fair booth & presentation

#### **Upcoming:**

- 07-25 Saltdogs Baseball Game booth
- 07-26 Lincoln Police Training presentation
- 07-27 Disability Pride Celebration booth

### Jeremy Daffern, Omaha office

On a sad note, this will be my last meeting with SRC due to my term ends in September. I will miss you all and I do enjoy attending meetings and meeting you all in person a couple of times. It was nice to work with and meet all of you. I had a wonderful time working with you all. I wish you all the best.

Our other advocacy specialists have been doing many projects, presentations, and conferences.



NYLC was created "by youth for youth". We are leaders and self-advocates who experience a disability. We travel the state promoting disability awareness and educating our peers on transitioning to college or work

### **NYLC SRC Report Aug. 6, 2024**

NYLC welcomed new members: Wyatt Nolze of Decatur, Lilliann Eggink of Omaha and

Macy Munderloh of Scribner.

### May through August NYLC events.

Thursday Thread Virtual Meeting- dates/agenda items:

Date	Members	Activity
	Attending	
May 9	7	We conducted a personal inventory of groups, clubs, agencies, and community supports we knew about in our community. The inventory was a quick list of places in a community where one could volunteer or become a member of to have a better connection to the people we live around. We also conducted a short personal survey of likes and dislikes to better help us focus on where a person would like to "hook" into their community.
May 23	5	https://www.youtube.com/watch?v=qPC1VoFRCx0 We watched a video about a young man from Wisconsin who has a disability. He introduced his parents to supported decision making. After the video we talked about how supported decision making looks different for each person based on their needs. We also talked about how everyone utilizes supported decision making as they grow in independence.
July 11	7	https://www.youtube.com/watch?v=MtOXxIUE2Zg We watched a YouTube video about "Adulting" For many youth leaving high school also means leaving behind extracurricular activities that they enjoyed and helped them to make friends. This video showed NYLC youth ways to hook into their community and where they would go to find information about community social activities.
July 25		TBDWe will continue the theme of connecting to your community
Aug. 1		TBDWe will continue the theme of connecting to your community

#### **NYLC Presentations/Out-reach**

Date	Members Attending	What
June 14-15	8	NYLC Leadership Conference, Kearney, NE
	_	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
July 12	0	Disability Pride Event
		Kearney NE,
		We are actively looking for youth in the Kearney area to become members.
		Please encourage potential members to apply. If you share their contact
		information with me, I will reach out to them. Thank you.
July 20	3 have	Disability Pride Event
	committed	Grand Island, NE
	to attend	



NYLC was created "by youth for youth". We are leaders and self-advocates who experience a disability. We travel the state promoting disability awareness and educating our peers on transitioning to college or work

July 27	4 have	Disability Pride Event
	committed	Lincoln, NE
	to attend	

### Photos from our Leadership Conference held June 14-15 in Kearney, NE.

















### SRC REPORT

### August 2024 Meeting

### **NESILC**

The NESILC is continuing to undergo changes and improvements, working to improve our ability to serve our state's independent living community.

We are waiting to have our new members approved by the Governor's office. Hopefully that will be coming soon.

Updates are currently taking place on our website and other social media pages. If there are events that are happening that you know of, please feel free contact me, Christine Gaspari (<a href="mailto:c.r.gaspari.crg@gmail.com">c.r.gaspari.crg@gmail.com</a>) and I will get them added to the calendar on our website!

We are working on updating our promotional materials.

We attended the Disability Pride Event in Lincoln on Saturday, July 27, 2024.



### State Rehabilitation Council Client Assistance Program (CAP) Report

August 2024

**Service**- Mediation and other methods of Alternative Dispute Resolution (ADR)- The Client was referred to CAP (Client Assistance Program) by the office OD. The Client called with concerns regarding discrimination due to religious beliefs about their career interest and funding denial. The Client also requested more information about why their request to fund vocational training was denied. The client also requests consideration to work with a different VR counselor due to their discomfort with their current VR counselor.

The Client reported that they originally wanted to pursue self-employment but were unwilling to provide the documentation needed for the self-employment checklist. After being denied selfemployment as an IPE (Individual Plan for Employment) goal, they requested vocational training. Again, the client was unwilling to discuss vocational training options with their VR counselor and what type of career the training would aid them in obtaining. The client believed that the VR counselor could look it up themselves. CAP staff obtained a release of information and reviewed the electronic file. CAP staff did not find any merit to the client's complaint of discrimination by religion. CAP staff explained to the client the policies required by Nebraska VR to support Self-Employment or any post-secondary or vocational training. CAP staff also informed the client that they refused to work with their VR counselor because they could not provide documentation for self-employment or career pathway discussions. The client understood but did not feel comfortable working with their current VR counselor but would be willing to meet with the Office Director and a new VR counselor to discuss steps moving forward. The client later decided they did not want anything to do with the current office and would like to transfer to a different one. The client reported dissatisfaction with not receiving timely replies from the Office Director. The client wanted to follow up and confirm that their previous name had been removed and updated with their current legal name. The client felt disrespected, adding to their dissatisfaction with the current VR office. CAP collaborated by phone and email with VR counselors/Office Directors at both offices and helped with the transition to the new office. The Client did not want any further contact from the staff at the previous VR office.

Outcome- Individual Assigned to a new counselor/office



**Closure**- Some issues resolved in client's favor (when there are multiple issues)- Client could switch VR offices and was assigned to a new VR counselor. The client's request for funding related to vocational training options in relation to the client's IPE will continue to be discussed with their VR counselor.

Service- Mediation and other methods of Alternative Dispute Resolution (ADR). The client contacted CAP after being referred by their VR Counselor after being denied funding for work equipment at their current job. The client was unsure why the request was rejected and felt they were not given clear recommendations for the next steps. The client added that this call to CAP is their last effort to resolve issues with VR due to poor experiences in the past. They reported early in the case that they requested a more responsive VR staff than the current assigned VR staff. The client was referred to the placement team and was pleased with the placement staff's responsiveness. CAP staff obtained a signed release, reviewed electronic records, and assisted in mediation with the VR Counselor and Office Director. CAP staff determined that the request was denied because most of the equipment was unrelated to the client's disability. The client is a stroke survivor with weakness and limitations to one whole side of their body. The client requested camera equipment and technology to help them maintain their current position as a content creator for a business completing large home installations and upgrades. This has implications at work as they often stood and used a camera simultaneously, which can be a safety issue. The client was previously referred to Assistive Technology Partnership (ATP) and was denied a laptop for a previous job. CAP staff recommended that a second ATP referral should be made where detailed evidence can be provided on how the equipment and technology relate to their disability. The requested equipment will also help the client be more efficient, produce quality content, and retain employment. The client is unsure if they can continue with the current employer if VR cannot assist with accommodations. Their employer cannot pay for technology like a laptop and a newer iPhone. The employer reported that the job listing required the employee to provide their own laptop and phone. The client was referred to ATP, and an assessment was completed. ATP staff prepared recommendations for equipment needed due to the client's disability.

Outcome- IPE developed/implemented/Services Provided

**Closure**- All issues resolved in the client's favor- The client felt their problems were resolved with the approval of the work equipment.



Service- Mediation and other methods of Alternative Dispute Resolution (ADR)- The client's parent called on behalf of two related clients who live in the same household. During the call, CAP staff was on speakerphone, and both clients could hear and participate. Their VR counselor directed the client to contact CAP. They reported that they are confused and frustrated with the VR process and the number of times they've been asked to provide school or medical documentation. They added that something is "always missing and not moving forward." They are interested in post-secondary support after receiving Pre-ETS at their high school. The client would like to complete an application for support with college, but they do not know where they are in the process. The client and parent also complained that the VR counselor had a "poor attitude" and inappropriate nonverbal communication (rolling eyes and shaking head). CAP staff could not determine where they were in their case to advise accurately. Obtained release of information, completed electronic file review/QE2, and collaborated with VR Counselors/Office director by phone and email. After reviewing the information, CAP staff learned that the client had not completed an application. CAP staff will recommend that the application process be expedited. The office director also approved and recommended a new VR counselor to work with them. The client's new counselor will complete the VR application with the client. Outcome- Individual assigned to new counselor/office & Application for services complete **Closure**- All issues resolved in the client's favor

Service- Mediation and other methods of Alternative Dispute Resolution (ADR)- The client's parent called on behalf of two related clients who live in the same household. During the call, CAP staff was on speakerphone, and both clients could hear and participate. Their VR counselor directed the client to contact CAP. They reported that they are confused and frustrated with the VR process and the number of times they've been asked to provide school or medical documentation. They added that something is "always missing and not moving forward." They are interested in post-secondary support after receiving Pre-ETS at their high school. The client would like to complete a0n application for support with college, but they do not know where they are in the process. The client reported that they receive SSI benefits. The client and parent also complained that the VR counselor had a "poor attitude" and inappropriate nonverbal communication (rolling eyes and shaking head). CAP staff could not determine where they were in their case to advise accurately. Obtained release of information, completed electronic file review/QE2, and collaborated with VR Counselors and Office director by phone and email. After reviewing, the client is eligible for SSI with SSA record in the file to verify. Therefore, the client



can be made eligible. CAP staff recommended that the current VR counselor expedite the eligibility. The office director also approved and recommended a new VR counselor to work with them. The client's new counselor will move forward with IPE development with the client.

Outcome- Individual assigned to new counselor/office & Eligibility determination expedited.

Closure- All issues resolved in the client's favor

Service- Mediation and other methods of Alternative Dispute Resolution (ADR)- The client contacted CAP due to frustrations working with their VR counselor and the Office Director. The client is deaf and uses a relay system to communicate with CAP staff. The client's complaints include issues with obtaining assistance with gas/ transportation and the preferred method of contact, which is not being used via phone or virtual/F2F meeting. They reported that email is not preferred. The client's emails can be interpreted as curt and blunt, causing unintended reactions to the written word. The Office Director was concerned and wanted to ensure the VR Counselor was respected. The VR Counselor confirmed that there was no issue with how they communicated via email, and no offense was taken. A great deal of clarification was needed regarding the gas authorization policy. The client wants to be reimbursed for gas as the gas station did not accept the authorization due to the client not presenting their ID. CAP staff obtained the release of information, completed electronic file review/QE2, and collaborated with VR Counselors and the Office director by phone and email. After review, CAP staff coordinated with the VR Counselor and Office Director to schedule a Zoom meeting to discuss the transportation options and clear up any confusion. After the meeting, it was found that there was a misunderstanding at the DMV, and they were issued a state ID instead of a driver's license. Their driver's license should be received in a few days. The client also decided to accept their VR counselor's suggested support in finding out more about the area taxi services.

Outcome- Controlling law/policy explained to individual

**Closure**- Some issues resolved in individual's favor. The client was not reimbursed, but they were able to pursue a transportation option they preferred more.



### <u>Takeaways from the National Disability Rights Conference to share if there is time.</u>

- ♦ Using Intuition & Analytical Thinking to Assist Clients: Learned more about SSA disability benefits and how to interpret notices from SSA. Refreshed knowledge of SSA work incentives, such as
  - An unsuccessful work attempt (any work attempts less than six months that ended or reduced income due to disability.
  - o 60 month (about 5 years) rolling period for TWPs to fall off.
- ♦ Everyone Can Work! Individuals with the Most Significant Disabilities and Customized Employment
  - o Experience-based informed choice- training for this.
  - o Presumed competence belief system
  - Challenges: 58% states with a policy, 18% have a CE fee schedule and 8% using a fidelity scale. <u>Customized employment as a pathway to competitive integrated employment: An</u> <u>analysis of RSA 911 data of state vocational rehabilitation agencies with the highest use of this</u> intervention - IOS Press
- ♦ Values-Based Communication: World Down Syndrome Day 2024 ad: <u>Assume that I can |</u> <u>Down Syndrome International (ds-int.org)</u> \*Please note: this video contains some explicit language. Viewer discretion is advised.
- ♦ Update from RSA
- ♦ Understanding the Role, Purpose and Impact of the State Rehabilitation Councils (SRCs)
- ♦ Monitoring on Tribal Lands
- ♦ Ability One and Randolph Sheppard: Federally Created Employment Programs