



Agency of Human Services

Department
of
Disabilities, Aging
and
Independent Living

**2012
Annual
Report**

March 2013

I am pleased to provide the Department of Disabilities, Aging and Independent Living Annual Report for State Fiscal Year (SFY) 2012. The report describes the Department's work in carrying out its mission to make Vermont the best state in which to grow old or to live with a disability, with dignity, respect and independence.

In these pages, you'll find descriptions of the programs in each division, data on our key measures, and, meet some of the people whose lives were improved through our services and supports. You'll also read about some of our primary activities under the federal Older Americans Act (OAA). As the State Unit on Aging and Disabilities, DAIL is proud of all of its accomplishments in helping people with disabilities and older Americans live happy, productive lives.

Highlighted in the report are our high rates of customer satisfaction across multiple divisions; continued success in rebalancing long-term care services; and, for the second year in a row, record highs in successful employment outcomes despite a very tough job market. Our Adult Protective Service unit overcame many challenges to steadfastly address the growing problem of adult abuse, neglect and exploitation.

State Fiscal Year 2012 was just underway when Tropical Storm Irene upended the lives of many Vermonters and displaced about a third of DAIL's workforce. Despite this hardship, DAIL staff maintained focus on the people we serve and helped to insure the continuous operation of our programs I am inspired daily by their creativity, commitment and dedication.

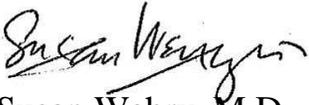

Susan Wehry, M.D.
Commissioner

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Note: Unless specified differently, all statistics in the DAIL Annual Report are based on the Federal Fiscal Year 2012.

DAIL Mission

Making Vermont the best state in which to grow old or to live with a disability – with dignity, respect and independence.

“Thanks so many times for helping me see the light of technology for the blind user. It has been a blessing to be able to write, read, and keep up on things with my computer both at work and home.” From a customer of the Division for the Blind and Visually Impaired who received extensive computer training to help him keep his job.

A trust fund manager praised an Adult Protective Services Investigator for making her aware of a situation with one of her tenants, and helping to relieve the issues that were reported, by providing a protective services approach to the case.

“Upon return to work, I remembered that a part of me loves working! I realized that I was still worth the investment and learned that others respected my contribution to the world, as do I.” From a customer of the Division of Vocational Rehabilitation.

“I have changed throughout my three years (at SUCEED) (sic) to become a more responsible adult...When I first came to SUCEED (sic), it was my first time living away from my parents...I learned how to deal with stress and how to cope with it...I am proud to be standing here today talking to you as a SUCEED (sic) graduate.” From a student participating in the Succeed Program.

“I wanted to let you know that (Adult Protective Services- APS- Investigator) was great, he took care of things in a snap, just the way you think things should be done.” From an Area Agency on Aging case manager whose client was the alleged victim in an APS investigation.

“The respite grant has given me a lot of comfort and support in helping to care for my husband with Alzheimer’s; both assisting in his care and companionship, and helping with routine home care duties. The emotional support is invaluable for both of us, allowing the respite needed to remain in our home.” From a Caregiver in the Respite program.

“My walker is just what the doctor ordered. I can’t thank you enough for all the help you have given me” From Choices for Care program participant assisted by an Area Agency on Aging case manager.

Core Principles

- ***Person-centered*** – the individual will be at the core of all plans and services.
- ***Respect*** – individuals, families, providers and staff are treated with respect.
- ***Independence*** – the individual’s personal and economic independence will be promoted.
- ***Choice*** – individuals will direct their own lives.
- ***Living well*** – the individual’s services and supports will promote health and well-being.
- ***Contributing to the community*** – individuals are able to work, volunteer, and participate in local communities.
- ***Flexibility*** – individual needs will guide our actions.
- ***Effective and efficient*** – individuals’ needs will be met in a timely and cost effective way.
- ***Collaboration*** – individuals will benefit from our partnerships with families, communities, providers, and other federal, state and local organizations.

Department Highlights

DAIL participates in many key initiatives that span the Agency of Human Services and State Government as a whole. These initiatives also involve collaboration with a variety of community partners.

Progressive Employment An independent evaluation found total earnings for participants in the **Division of Vocational Rehabilitation** Progressive Employment Program to be about three times those of nonparticipants with similar characteristics. During the study period nearly twice as many program participants were employed and, among the people who were employed, earnings were about 60% percent higher than those of non-participants.

Thanks to a 5-year research grant from the National Institute on Disability and Rehabilitation Research (NIDRR) VocRehab Vermont and the Institute for Community Inclusion at UMASS Boston will now work to establish Progressive Employment as an evidence-based practice.

Integrated Family Services The Agency of Human Services (AHS) Integrated Family Services (IFS) initiative continued to move forward in SFY12. Aimed at giving families and children the early support, education and interventions to produce more favorable outcomes in the long-term, IFS had a number of accomplishments in 2012 including the creation of a Senior Management Team and the establishment of the Unit for Children's Health and Support Services (CHASS). CHASS integrated two former DAIL programs: Children's Personal Care Services (CPCS) and High Technology Nursing Services for children, with Children with Special Health Needs (CSHN).

Dual Eligibility Planning Grant The State – represented primarily by the Department of Vermont Health Access and DAIL – has worked with advocates, providers and other stakeholders during the past year to create a Demonstration waiver. Designed to better serve people who are dually eligible for Medicare and Medicaid, it would create a model of better integrated, person-directed care that would achieve enhanced quality of care, improved health outcomes, and better cost efficiency. About 22,000 Vermonters are dually eligible for both Medicare and Medicaid. This diverse group of people with significant disabilities, serious and multiple health conditions, and limited incomes uses about five times as many Medicare and Medicaid services as the average Vermonter, totaling about \$580 million per year. People who are dually eligible constitute about 95% of the people enrolled in Choices for Care; 78% of the people served in the Attendant Services Program; and roughly two-thirds of the people served in Community Rehabilitation and Treatment, the Traumatic Brain Injury program, and the Developmental Services program (*data source: HP Recipient, Third Party Liability and Paid Claims Universes*).

Vermont expects to enter into a Memorandum of Understanding (MOU) with the Centers for Medicare and Medicaid Services (CMS) in early 2013. More information is available on the Dual Eligible Project website: <http://humanservices.vermont.gov/dual-eligibles-project>

Health Care Reform The Division of Disability and Aging Services led the integration of the nation's premier long-term services and support (LTSS) programs into Vermont's future health continuum. The Division (1) provided leadership of data and evaluation for the DUAL Eligible Project planning grant; (2) contributed LTSS business requirements to support Agency of Human Services (AHS) Eligibility & Enrollment technology system funding proposal (ACCESS replacement); and (3) assured procurement of technology resources to assess the readiness of LTSS integration into the health information exchange network.

If successful in our bid for federal funding of these proposals, we will implement LTSS participant and program integration (i.e., Choices for Care, Developmental Disabilities Services, Public Guardianship, Attendant Services and Traumatic Brain Injury Services) into the Vermont health continuum.

Aging and Disability Service Networks

Older Americans Act Services

Older Americans Act (OAA) services are the backbone of Vermont's aging network services for Vermonters who are 60 or older. OAA funding supports family caregivers and a wide range of programs designed to help older Vermonters remain as independent as possible and to experience a high quality of life. At the local level, services are provided or arranged by Vermont's five Area Agencies on Aging (AAA) and include case management; nutrition services and programs, health promotion and disease prevention; information, referral and assistance; legal assistance and family caregiver support. Senior Employment Services are offered by Vermont Associates for Training and Development.

- *Vermonters Served:* 58,070 people (does not include all possible OAA services received)

Nutrition is a major focus of the OAA, which supports two programs designed to provide healthy meals and nutrition services for older adults, the congregate (or community) meals program and the home delivered meals program, also known as Meals on Wheels. These programs contribute to the food security of older adults and play an important role in promoting good health, preventing disease and lowering rates of disability, hospitalization, depression and mortality. However, roughly 6% of Vermont senior households are food insecure and the demand for senior meals is growing. Efforts are being made at the federal, state and local levels to strengthen and develop innovations in program delivery.

- *Vermonters Served:* 4,592 home delivered meals; 11,646 congregate meals
- *Meals served: (FFY 11):* 385,204 congregate meals; 749,552 home delivered meals

Senior Farmers' Market Nutrition Program

The Senior Farmers' Market Nutrition Program (SFMNP) helps income eligible seniors increase their access to fresh, local produce at the height of Vermont's growing season by connecting seniors to a farm through a Community Supported Agriculture (CSA) share. The United States Department of Agriculture (USDA) provides the funding for seniors to receive locally grown fruits and vegetables from a farm in their community. In addition to receiving fresh produce seniors have an opportunity to connect with other seniors and to develop relationships with the farmers who grow the food. A key partner in this work is the Northeast Organic Farming Association (NOFA). In addition to providing program

management expertise, NOFA also contributed funding to support the provision of shares to 43 people under the age of 60 with disabilities.

- *Vermonters served: 930*
- *Farms Participating: 23*

Commodity Supplemental Food Program:

The Commodity Supplemental Food Program (CSFP) works to improve the health of income eligible adults over the age of 60 by supplementing their diets with nutritious USDA commodity foods. Some of the foods provided are ultra-high temperature fluid milk, cereal, juice, rice, pasta, peanut butter, canned fruits and vegetables, and canned meat and fish. DAIL partners with the Vermont Foodbank who packs and distributes food.

- *Vermonters Served: 3,300 on a monthly basis*

Aging and Disability Resource Connections

Vermont's Aging Disabilities Resource Connections (ADRC) initiative encompasses a wide berth of activities and core functions, with a focus on ensuring people of all ages, disabilities, and incomes have access to the information and support needed in order to make informed decisions about long term services and supports. VT's ADRC builds on the existing infrastructures of community organizations that are already recognized as key "front doors" to long term services and supports (LTSS) and information and assistance (I&A). The eight Vermont "core partners" have included the five Area Agencies on Aging (AAAs), the VT Center for Independent Living (VCIL), the Brain Injury Association of VT (BIAVT), and VT 211. In 2012, the VT ADRC welcomed two new core partners, the VT Family Network (VFN) and Green Mountain Self-Advocates (GMSA) in serving people with intellectual and developmental disabilities, as well as the Veterans Administration Medical Center in White River Junction (VAMC) in serving VT veterans.

- *Vermonters Served: (FFY 11 and 12) VT ADRC Options Counseling (OC) Program served over 250 people and/or their caregivers/support persons.*

Looking ahead, in September 2012 DAIL was awarded a three year Enhanced Options Counseling Program grant – a highly competitive grant awarded to only 8 states across the country. Together with 7 other states Vermont will help shape the future of the ADRC initiative for the nation. DAIL will work closely with ADRC partners, the Department of Vermont Health Access, (DVHA) and the Department for Children and Families (DCF) to: (1) identify a sustainable Medicaid funding stream for ADRC functions, particularly Options Counseling; (2) streamline and

improve access to the Long Term Care Medicaid application process; (3) develop a national Options Counseling Training and Certification program; (4) design and implement a national evaluation framework; (5) expand the VT ADRC Options Counseling Program to include roles for the Vermont Family Network and Green Mountain Self-Advocates in serving people with intellectual and developmental disabilities; (6) expand the Veterans Independence Program to include a role and funding stream for the VT OC Program; and, (7) extend Options Counseling program and benefits to the VT Blueprint for Health, Care Transitions, and other state-level health reforms underway.

Family Caregiver Supports:

Family caregivers are the largest resource for supporting seniors and people with disabilities. The DAIL Operations Unit supports family caregivers through a number of efforts such as the Dementia Respite Grants, the REACH OUT Project (Resources for Enhancing Alzheimer's Caregiver Health: Offering Useful Treatments), and support to Vermont Kin as Parents.

The Dementia Respite grant program is managed by Vermont's five Area Agencies on Aging. Dementia Respite Grants give family caregivers the break they need to reduce stress, maintain their well-being and assist them in continuing their caregiving roles. Grants may be used to pay for a range of services such as substitute in-home caregiving, homemaker services or for out-of-home services such as Adult Day services

- *Vermonters Served:* 290 family caregivers

The Elder Care Clinician program is a collaborative effort with the Vermont Department of Mental health providing supportive mental health services to elders and caregivers. Elder care services are provided predominantly in office and at home settings. Women account for nearly 75% of the total Elder Care population served. The most common problem areas reported were depression and problems in daily living.

- *Vermonters Served:* 457

State Health Insurance Program

The State Health Insurance Program (SHIP) provides information, assistance and problem solving support to Medicare beneficiaries and people dually eligible for Medicare and Medicaid who need help selecting or managing public and/or private health insurance benefits.

- *Vermonters Served:* 14,797 total contacts assisting people

Highlights:

- In 2012, five Vermont SHIP Regional Coordinators, the Medicare Part D Specialist and two volunteers took and passed Vermont's Online SHIP Certification Exam. Vermont SHIP was noted as an exemplary SHIP during the 2012 Annual SHIP Director's Conference sponsored by the Centers for Medicare and Medicaid Services (CMS).
- Vermont SHIP received a 2012 SHIP Performance Award and a performance ranking of second among the 54 SHIPs nationwide.

State Long Term Care Ombudsman Program

DAIL contracts with Vermont Legal Aid to operate the statewide Office of the State Long Term Care Ombudsman Program (SLTCOP). The SLTCOP is charged with protecting the safety, welfare and rights of older Vermonters receiving long-term care in nursing homes and residential care homes and of all Choices for Care recipients in home and community-based settings.

- *Vermonters Served:* Responded to 636 complaints (366 were nursing facility-based, 158 were residential care home based, 106 were home and community based and 6 were hospital based)

Highlight:

- The SLTCO convened a task force on the long-term care service needs of Vermont Veterans to inventory existing long term services, identify gaps and make recommendations on how to improve the care, coordination and financing of long-term care for veterans. The task force issued a report with several recommendations, including the development and dissemination of easy to understand and useful information about existing benefits for veterans in need of long term care services. The report also recommended on-going training on veterans' benefits that would be available to all organizations involved with veterans and long-term care. "Four trainings on Veterans benefits targeting organizations that interact with veterans have been planned in four different regions of the state for the Fall of 2012. A newly published explanation of federal benefits for veterans will be distributed at those trainings with along with information about obtaining additional copies."

Meals for Younger People with Disabilities

The Vermont Center for Independent Living (VCIL) manages a program to provide home delivered meals for people with disabilities under the age of 60 who,

because of their disability and/or chronic condition, are unable to provide their own meals and do not have meal preparation assistance available.

- *Vermonters Served:* 516
- *Meals Served:* 60,559

Homeshare

DAIL supports two innovative Homeshare Programs in Vermont, one active in Addison, Chittenden and Grand Isle Counties (HomeShare Vermont) and the other active in Washington and Orange Counties (Home Share Now). “Homesharing” arranges live-in matches between Vermonters with a living space to share and people needing a place to live and who can offer help including home care, personal care, and company. Between the two programs, **there were 190 individuals matched.** HomeShare Vermont also helps seniors and people with disabilities to find caregivers, live-in or hourly, to help them remain in their homes.

- *Vermonters Served:* 74 care-giving matches were made.

The Homeshare Programs have proven to be successful in helping people to stay in their homes and, at the same time, successful in helping people looking for affordable housing. In SFY 12 DAIL assisted the programs to successfully apply for funding to expand programming in 2013. As a result, in SFY 13 we expect to see an increase in the number of people served and for homesharing to expand to more parts of the state.

Blind and Visually Impaired

888-405-5005 Toll Free
www.DBVI.vermont.gov

Mission and Philosophy

The Vermont Division for the Blind and Visually Impaired (DBVI) provides and oversees specialized services for people who are visually impaired using a rehabilitation model that starts when the person experiences vision loss. DBVI offers an array of services specifically designed for people who have lost visual function and independence.

DBVI's mission is to support the efforts of Vermonters who are blind or visually impaired to achieve or sustain their economic independence, self reliance, and social integration to a level consistent with their interests, abilities and informed choices. Those who participate in DBVI services learn skills and become high achieving successful community members. Given appropriate adaptive technology and education, many limitations due to blindness can be overcome. Quality of life, dignity, and full integration are the focus of DBVI.

DBVI practices a rehabilitation model that takes a holistic approach to working with the individual at the time of vision loss. The process begins with the individual and the DBVI counselor working together to develop an individualized plan aimed at helping him or her to achieve the highest level of independence possible. The rehabilitative process focuses on helping the individual adjust to living with a vision loss and to build skills that allow the individual to regain self-confidence and dignity after the severe trauma of vision loss. DBVI services help people reestablish control and ability to complete independent living tasks that are usually taken for granted, such as preparing breakfast, getting dressed and traveling independently to work.

Success Story

Jason is a 29 year old man who has Usher's syndrome, with resulting retinitis pigmentosa and hearing loss. He can only perceive light. He is a braille reader and uses JAWS text-to-speech technology to access text.

Jason first came to DBVI as a high school student. He initially wanted to pursue employment in agriculture, based on his family background, and had work

experiences in that field while in high school. Jason also distinguished himself as an Eagle Scout, a hunter, a musician and historical re-enactor.

Along the way, Jason fell in love and got married. He also acquired his other best friend, his guide dog, Kirby.

With his wife's encouragement, Jason decided to enroll as a student at the Community College of Vermont (CCV). He was the first blind student at his campus--and a pioneer, not only as a learner, but teaching CCV and DBVI about needed accommodations and supports to be successful in that setting. Jason graduated with an A.S. in Liberal Studies in June 2012.

Jason grew in confidence and began to explore vocational options related to his love of history and interest in education, even serving as a research assistant to two professors.

However, Jason was determined to become steadily and gainfully employed. In the fall of 2012, he set his sights on a job at a nationally known manufacturing company close to his home. Jason approached the Human Resources (HR) manager, and persisted in his efforts to get into the factory. His efforts were in partnership with his DBVI counselor and an employment consultant from the Vermont Association of Business, Industry and Rehabilitation (VABIR).

The team worked with the company to develop progressive employment opportunities for Jason. First was a three-day-a-week, part-time work experience in summer 2012, giving the employer the chance to evaluate Jason, and DBVI the opportunity to assess and provide accommodations. A quick learner, Jason worked briefly with his job coach to acquaint himself with the production process.

Jason made an immediate impression on the owners, who were impressed not only with Jason's abilities, but his work ethic and personality—noting that Jason's presence improved morale and productivity of the entire staff.

Jason had been using his cane on the job initially, but was hoping to bring his guide dog, Kirby, to work with him, especially if he were to be hired.

Jason was indeed hired part-time, five days a week, under an on the job training agreement. As the company owners are dog-lovers, they decided to give Kirby a spot at the side of the factory floor—even profiling both Jason and Kirby on the company blog page.

Organizational Structure and Staffing

DBVI services are provided by highly qualified professionals who possess specialized training and understanding of the implications of visual loss. Services are provided from four regional field offices in Montpelier, Burlington, Springfield, and Rutland where rehabilitation counselors and associates are responsible for ensuring that timely and appropriate services are delivered to people with vision loss. One rehabilitation technology trainer covers the entire state, teaching people how to use adaptive technology such as screen readers and screen enlargement computer software. The director of DBVI is located in the Department's central office in Williston.

Programs and Services

Vocational Rehabilitation Services

The goal of DBVI's vocational rehabilitation services is to help people with vision loss to retain, return, or secure employment. Each individual meets with a counselor to identify the goals and develop a plan to reduce the limitations that result from a vision loss. There were 69 people who met their employment goals. Some of the services provided in DBVI's vocational rehabilitation programs include:

- Counseling and guidance
- Assessment of skills, interests, and abilities
- Transition services for students
- Adaptive equipment and technology evaluation and training
- Low vision services
- Orientation and mobility services (Learning to use a white cane)
- Rehabilitation training
- Career exploration
- Vocational training
- Assistance with post-secondary education
- Job-seeking skills
- Employer assistance
- Small business development
- Job placement services
- Coordination of services and access to programs

Transition Services

DBVI transition services provide high school students with opportunities for learning independent living and job skills. DBVI collaborates with several partners including the Division of Vocational Rehabilitation, Vermont Association for the Blind and Visually Impaired (VABVI), Vermont Youth Conservation Corps, ReSource, the Gibney Family Foundation and Linking Learning to Life. One specific transition program called LEAP (Learn, Earn, and Prosper) provides paid summer employment for youth in a residential setting. This program empowers students to take charge of their employment future by gaining early employment success that can be carried into future employment pursuits. Having completed the fifth year, the LEAP program has been found to be highly successful, with the goal that all graduates enter college, obtain further training, or join the world of work. A new addition to the summer work experience is the requirement for students to secure internships in their local community. The goal of the internships is to make the connections in the local community where jobs will eventually develop and to expand the summer experience into year-long career exploration.

Independent Living Services

For those people for whom employment is not a feasible goal, but whose independence is challenged by vision loss, DBVI provides assistance in maintaining independence. The DBVI rehabilitation associate will meet with the individual in his or her own home to discuss the individual's goals and develop a plan for services to maintain the highest possible degree of independence. Plans may address activities such as traveling independently, preparing meals, and identifying medications. Once the individualized plan is developed, the services are provided through a grant agreement with VABVI which receives both federal and state funds from DAIL to provide services to adults over the age of 55 with visual impairment. Direct services include orientation and mobility, low vision training, and daily living services.

- *Vermonters Served:* VABVI provided services to 814 adults with a visual impairment.

Technology

Maximizing the power of adaptive technology is critical to people with vision loss. DBVI invests significant effort in staying current about new adaptive technology which will revolutionize employment access and eliminate other barriers caused by vision loss. Adaptive technology plays a critical role in allowing an individual with a visual impairment to be connected with society, continue employment, and pursue a tremendous range of careers in mainstream society.

Homemaker Services

Although the primary objective of DBVI is to enable people to work in competitive employment, including self-employment, occupations such as extended employment, homemaking, or unpaid family work may be an individual's most appropriate and acceptable choice.

Public Education and Social Integration Events

In October, DBVI and VABVI observed White Cane Safety Day by sponsoring various events across the state to heighten awareness of pedestrians' rights and to provide educational information. Attendees included local and state officials along with community members interested in an experiential learning of what it means to travel without sight.

This summer, DBVI and VT Adaptive Ski and Sports sponsored four regional events to challenge people with vision loss to participate in activities in which they typically may not participate, such as tandem bike riding, kayaking, and sailing.

National Data *(The National averages for FFY 12 for these charts are not yet available.)*

DBVI Employment Rate		2008	2009	2010	2011	2012	National % for Blind Agencies 2011
Total Received Services	Number	95	108	111	90	88	
Exited with Employment	Number	73	75	81	69	68	
Employment Rate	Percent	76.84%	69.44%	72.97%	76.67%	77.27%	66.77%

Average Hourly Wage		2008	2009	2010	2011	2012	National average for Blind Agencies 2011
Average hourly wage for competitive employment outcomes	Average	\$13.67	\$12.65	\$17.43	\$13.71	\$15.04	\$14.33

Average Hours Worked/Week		2008	2009	2010	2011	2012	National average for Blind Agencies 2011
Average hours worked for competitive employment outcomes	Average	28.1	26.2	28.7	26.5	27.25	30.9

Customer Satisfaction

Every three years DBVI conducts a Customer Satisfaction Survey. The last survey conducted in SFY 2011, showed a high level of satisfaction with DBVI services, with satisfaction rates exceeding 90% or greater in most areas, including:

- 92% were very satisfied or satisfied with DBVI’s program.
- 92% of clients indicated that they were satisfied with the services they received.
- 89% of clients indicated that the services provided met their expectations.
- 90% of clients indicated that the services provided through the Vermont Division for the Blind and Visually Impaired compared favorably to the services offered through their ideal program.
- 98% percent of clients would tell their friends with similar disabilities to go to the Vermont Division for the Blind and Visually Impaired for help.

DBVI plans to repeat the Customer Satisfaction Survey in the spring of 2014.

Disability and Aging Services

802-871-3065
www.ddas.vermont.gov

Mission and Philosophy

The Division of Disability and Aging Services (DDAS) is responsible for all long-term care services for older Vermonters, people with developmental disabilities, traumatic brain injuries, and physical disabilities. DDAS works with private organizations to provide a broad array of long term services and supports, including:

- Residential Support
- Community Supports
- Case Management
- Family Supports
- Respite
- Employment Supports
- Crisis Services
- Clinical Interventions
- Assistance with Activities of Daily Living
- Assistive Technology
- Guardianship Services
- Nursing Home Level of Care
- Rehabilitation Services
- Support to Live at Home
- Information and Referral
- Integrated Health Care
- Personal Care

The Division of Disability and Aging Services supports older Vermonters and Vermonters with disabilities to live as they choose, pursuing their individual goals and preferences within their chosen communities.

The Division:

- Seeks to ensure their basic human and civil rights, health, well-being and safety;
- Provides effective leadership for disability and aging policy and services in Vermont; and
- Meets federal and state mandates by developing and managing public resources effectively.

Success Stories

Home at Last! – During the five months that Nicole was in a Nursing Facility her seven year old daughter could only visit. Through the Money Follows the Person Program (MFP) Nicole was able to move out of the nursing home and into a new apartment with her daughter. Nicole used MFP Transition Funds to purchase items that allow her to be more independent.

“Never give up, no matter what” is Chris’ mantra. He has made incredible and unexpected physical and cognitive progress since coming home from nursing home with the help of the MFP. Chris is now sitting on the edge of the bed, he may walk again. Chris’ mother noted that this is the first time she has been able to sleep since the accident a year ago. “Even though I have to get up every two hours to reposition him, it’s still more peaceful to know that he is home and taken care of.” Money Follows the Person also provided funds for assistive devices.

Organizational Structure and Staffing

The Division of Disability and Aging Services (DDAS) is responsible for a full array of long-term care services for Vermonters. To accomplish this, a number of Division staff work in a central office (currently in Williston) with the majority of staff working from regional offices around the state. Staffing includes a Division Director; an Assistant Division Director for Disability Services; an Assistant Division Director for Aging and Physical Disabilities Services and three administrative staff. Additionally, there are 27 staff with the Office of Public Guardian; 20 Long Term Care Services and Supports staff, including 8 Money Follows the Person Grant staff; 13 Developmental Disabilities Services and Traumatic Brain Injury Services staff, and 4 Data and Planning staff.

As suggested by its broad role, the Division maintains partnerships with a wide variety of local organizations, including:

- Adult Day Centers
- Area Agencies on Aging
- Designated Agencies and Specialized Services Agencies
- Home Health Agencies
- Nursing Homes
- Residential Care Homes
- Vermont Associates for Training and Development

- Vermont Center for Independent Living
- Program for All-Inclusive Care for the Elderly (PACE)¹

The Division also has a variety of partners within federal and state government, including:

- Administration for Community Living
- Centers for Medicare and Medicaid Services
- Division of Licensing and Protection
- Division of Vocational Rehabilitation
- Department of Vermont Health Access
- Vermont Department for Children and Families
- Vermont Department of Corrections
- Vermont Department of Education
- Vermont Department of Health
- Vermont Department of Mental Health

¹ The state of Vermont has been very fortunate to have partnered with PACE Vermont and CMS to provide all-inclusive Medicare and Medicaid services to Vermonters since 2007. Unfortunately, PACE Vermont was unable to reach the needed level of enrollment to support long-term financial viability. PACE Vermont and its many contractors provided a valuable service to approximately 300 Vermonters in the Rutland and Chittenden county regions over the last six years.

Programs and Services

Adult Day Services

Adult day services are community-based non-residential services designed to assist adults with physical and/or cognitive impairments to remain as active in their communities as possible. Adult day centers provide a safe, supportive environment where participants can receive a range of professional health, social and therapeutic services. Adult day services also provide respite, support and education to family members and caregivers.

- *Vermonters Served:* 1,072 people

Attendant Services Program

The Attendant Services Program (ASP) supports personal care services for adults with severe and permanent disabilities who need physical assistance with activities of daily living (such as bathing, getting dressed and eating) to remain in their homes.

- *Vermonters Served:* 214 people

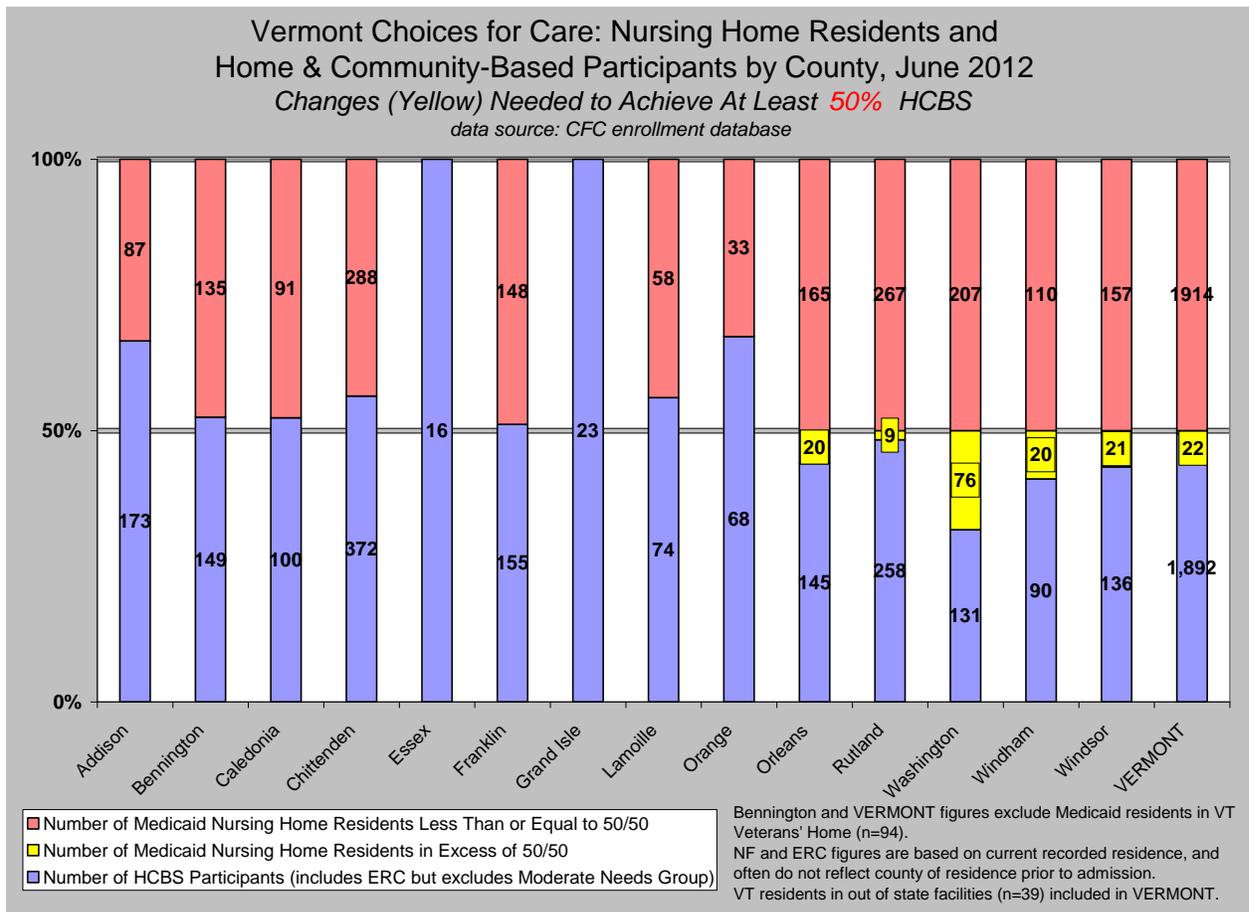
Choices for Care – 1115 Long-Term Care Demonstration Waiver

Choices for Care (CFC) is a Medicaid-funded, long-term services and supports program that pays for care and support for older Vermonters and adults with physical disabilities. The overall goal of Choices for Care is to give people more choice and control over where and how they want to meet their long-term care needs. For people who need nursing home level of care, the program provides help with everyday activities in their own home, in Residential Care/Assisted Living Home, in a Program for All Inclusive Care for the Elderly (Chittenden and Rutland Counties) program or in a nursing facility. For people who choose to receive their services at home, Choices for Care offers a consumer/surrogate directed and Flexible Choices option if they are able to self-direct their own care or have an individual (surrogate) who can do so on their behalf. For people who are not able or do not wish to direct his or her own services, local certified Home Health Agencies provide the in-home services.

Choices for Care also provides limited funding for homemaker, adult day and case management services to people in the “Moderate Needs Group” who do not need nursing home level of care with the goal that by providing these services, it will prevent or delay the need for more costly long-term care in the future .

- *Vermonters Served:* 7,595 people (4,100 in home and community-based settings including: Home-Based, Enhanced Residential Care and Moderate Needs Group; 131 in PACE; 3,364 in nursing facilities)

When CFC started in September 2005, Vermont’s goal was to improve access to, and increase the options for, home and community services (HCBS) so that people had more choices to meet their expressed desire to remain in an HCBS setting. One measure of that goal was to compare use of HCBS to that of nursing facilities (NF). In 2005, the initial goal was to change the program ratio from 30% HCBS: 70% NF to at least 40% HCBS: 60% NF. This goal was surpassed in February 2007, with a new goal set to increase HCBS to 50% of the total use. The following chart shows Vermont’s distribution of where people chose to receive their Choices for Care long-term services and supports in June 2012. This chart shows that in SFY 2012, more people chose home and community-based services than the previous year. In 9 of Vermont’s 14 counties, more than 50% of people using Choices for Care Medicaid for their long-term supports received services in home and community-based settings. Overall, Choices for Care is now serving about 49% of participants in home and community based setting and 51% in nursing facilities; a 19% change since 2005.



Highlights:

- **Money Follows the Person Grant:** In 2011, DAIL applied for and was awarded a five year \$17.9 million grant from the Centers for Medicare and Medicaid Services (CMS). The goal of the MFP grant is to help people living in nursing facilities overcome the barriers that have prevented them from moving to their preferred community-based setting. The MFP grant provides a Transition Coordinator nurse to assist in providing education and developing options for a successful transition to the community. The grant also provides one-time funds of \$2,500 per eligible person to help eliminate barriers to transition. Funds can be used flexibly to help the person overcome obstacles to returning to the community, such as help with paying the deposit on a new apartment or for modifications to the person's home to make it accessible and/or safe to return home. The MFP grant has also focused on developing additional housing opportunities including the development of a 24-hour home-based "Adult Family Care" option within Choices for Care (implementation planned for SFY 13). For more information on the Money Follows the Person Grant, go to: <http://www.ddas.vermont.gov/ddas-projects/mfp/mfp>.
- **Choices for Care Evaluation:** The 2011 annual Long-Term Care Consumer Survey, conducted by Market Decisions, indicate *"the large majority of customers are satisfied with VT DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent or good. The survey results are a clear indication that VT DAIL is in large part fulfilling its goal 'to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.'"* In March 2012, the University of Massachusetts Medical School released its final report, *"Vermont Choices for Care: Evaluation of Years 1-6"*. Conclusions from this independent evaluation state that *"Overall, available data have indicated that CFC continues to be highly effective with HCBS participants, most of whom reported being satisfied with various aspects of the care experiences, e.g., choice and control in planning, quality of services, and timeliness of services."* The report closes by saying, *"In this sixth year of the CFC program, DAIL met the needs of those Vermonters who need long-term support services. As with any far-reaching program, there are areas which can be improved. However, with an overwhelmingly high rate of consumer satisfaction, DAIL is well positioned to meet the current and future needs of Vermont's elders and adults with disabilities who use the CFC program."*

Choices for Care Reinvestment: As more CFC participants choose to receive their services in less costly home-and community-based settings (HCBS), DAIL has been able to reinvest some of the CFC funds to support the restoration of previous reductions and to support the expansion and enhancement of HCBS. At the end of SFY 12, DAIL targeted investments worth approximately \$1.2M (state share) to:

- Restore the 2009 2% claims reductions for all Choices for Care services;
- Restore 2% to the Attendant Services Program employee wages;
- Restore 2% to the Day Health Rehabilitation Services;
- Add \$.15/hr to all consumer/surrogate-directed employee wages;
- Add \$1/day to the Assistive Community Care Services benefit;
- Provide one-time grants to 3 Area Agencies on Aging to help them maintain services such as case management, home-delivered meals and congregate meals; and
- Target gaps in mental health and aging services; and develop a community response to serving people who self-neglect.

Developmental Disabilities Services

Developmental disabilities services help provide support to people and their families to increase independence and be part of their local communities. These services provide funding to prevent institutionalization and address personal health and safety and public safety. Opportunity for full community inclusion is paramount; not only was Vermont the second state in the country to close its only institution for people with developmental disabilities, it's been ten years since the last sheltered workshop closed and typical employment and other community activities became the norm. Services support people with developmental disabilities to live dignified lives and find opportunities for community participation through home supports; employment services, community supports, family supports, service coordination, crisis services, clinical interventions, and respite.

- *Vermonters Served:* 2,649 people receiving home and community-based services

Highlight:

- **Respectful Language Workgroup:** In the fall of 2011, DAIL led the effort to convene a workgroup to recommend guidelines for using respectful language in referring to people with disabilities (see Bill S.90). The result was a report to the legislature that:

- Identified words that should not be used in Vermont Statutes and suggest replacement words;
- Identify specific statutes to be addressed by the general assembly; and
- Recommend guidelines to support state government agencies and departments to use respectful language.

Flexible Family Funding

Flexible Family Funding (FFF) for children and adults with developmental disabilities helps to support unpaid families as caregiver. Families receive up to \$1,000 per year which may be used at the discretion of the family for services and supports that benefit the person and the family; such as for respite, assistive technology and household needs.

- *Vermonters Served:* (SFY 12) 1,076 people

High Technology Home Care

High Technology Home Care (HTHC) provides skilled nursing care to people of any age living in home-based settings and who are eligible for Medicaid and depend on medical technology to survive. Services include coordinating treatments, medical supplies and sophisticated medical equipment. Adults age 21 and over who qualify for HTHC are served through DAIL.

- *Vermonters Served:* (SFY 12) 51 adults

Public Guardian

The Office of Public Guardian (OPG) provides guardianship and other court-ordered supervision to people with developmental disabilities age 18 and older and older Vermonters age 60 and older when the person is unable to make basic life decisions when there are no friends or family to serve as guardian. Services include guardianship services; representative payee services; case management; court-ordered evaluations for Probate and Family Court guardianship cases; public education on guardianship; and recruitment and support for private guardians.

- *Vermonters Served:* 733 adults (643 adults with developmental disabilities mostly through Family Court; 81 adults age 60 and over through Probate Court; 7 Case Management)
- *Payee Services:* 330 adults received representative payee services.

Traumatic Brain Injury Program

The Traumatic Brain Injury (TBI) Program diverts and/or returns Vermonters, with moderate to severe traumatic brain injuries, from hospitals and facilities to community-based settings. This is a rehabilitation-based, choice-driven program,

intended to support a person and help them to achieve their optimum independence and return to work.

- *Vermonters Served*: 71 people

Other DDAS Highlights:

- **Creative Home Supports:** The Division of Disability and Aging Services began exploring how best to offer a person more choice for home supports by increasing the variety and types of home supports options statewide and expand alternative to support people in more independent living. Division staff met with individual stakeholder groups (parents, self-advocates, service providers) to get input into what was most important to them and learn what creative supports currently exist.
- **College to Careers:** Four initiatives now enable a person to attend the University of Vermont, Johnson State College, Castleton State College, and Dartmouth Hitchcock hospital-based training. These post-secondary initiatives (Succeed Program, Think College, College Steps Program and Project Search) provide opportunities for life long learning and advancement of skills and independence.
- **The Global Campus Experience:** Throughout Vermont, people with developmental disabilities are leading classes as teachers, sharing their knowledge and life experiences, and participating in classes as engaged, adult learners. Currently there are eight Global Campuses around the state based mostly out of regional developmental disabilities services agencies. This educational experience fosters an enthusiasm for lifelong learning and is a unique opportunity for Vermonters to further cultivate and promote their individual passions and interests.

Licensing and Protection

802-871-3317

www.dlp.vermont.gov

Mission and Philosophy

The mission of the Division of Licensing and Protection (DLP) is to ensure quality of care and quality of life to people receiving health care services from licensed or certified health care providers, through the Survey and Certification (S&C) program and to protect vulnerable adults from abuse, neglect and exploitation, through the Adult Protective Services program (APS).

Success Story

Ms. D was a 60 year old woman who lived with a family member who was also her legal guardian and representative payee. Ms. D suffered a series of strokes and brain aneurysms, and was unable to take care of herself. She also had aphasia and impaired mobility, and was totally dependent on caregivers.

Ms. D's guardian had isolated her from her other family members and told her they didn't love her. She didn't return phone calls from Ms. D's daughter and didn't tell her when she moved Ms. D.

Ms. D's neighbors became concerned by the intimidating way that the guardian spoke to Ms. D, and noticed that she had bruises and other injuries. They called the police, and the guardian was arrested for abuse of a vulnerable adult. Adult Protective Services was also called.

Ms. D's daughter was located and expressed her desire to become her mother's guardian. APS assisted with an emergency petition to remove the legal guardian and appoint a successor guardian. APS also assisted with Relief from Abuse and made referrals to emergency assistance and the local Area Agency on Aging.

Ms. D lived with her daughter for several months, and has since moved to a long-term care facility where she is reported to be doing well.

Organizational Structure and Staffing

Survey and Certification (S&C): S&C is comprised of 14 home-based nurse surveyors. These surveyors are cross-trained in both state and federal regulations that govern the health and safety standards for all licensed and/or certified health care facilities. S&C's management team, the Director, the Assistant Director, the Complaint Coordinator, and the Licensing Chief are also federally qualified surveyors who conduct active complaint and regularly scheduled survey activities when necessary. An important component of Survey and Certification are the Administrative Assistant and the Administrative Services Coordinator program who assure facility support for federally required data submission and state licensing activities.

Adult Protective Services (APS): APS significantly increased its staffing capacity in the recent past and in SFY 12 initiated recruitment and hiring activities to ensure that all positions were filled. APS is comprised of a Program Chief, 1 Administrative Assistant, 2 Intake and Screening Program Specialists, 10 Home-Based Investigators, and 2 Field Supervisors. Additionally, investigators work cooperatively with local and state law enforcement when an allegation rises to the criminal level. APS investigators rely on the Program Specialists and administrative support staff for accurate information and communication of complaints while in the field.

Programs and Services

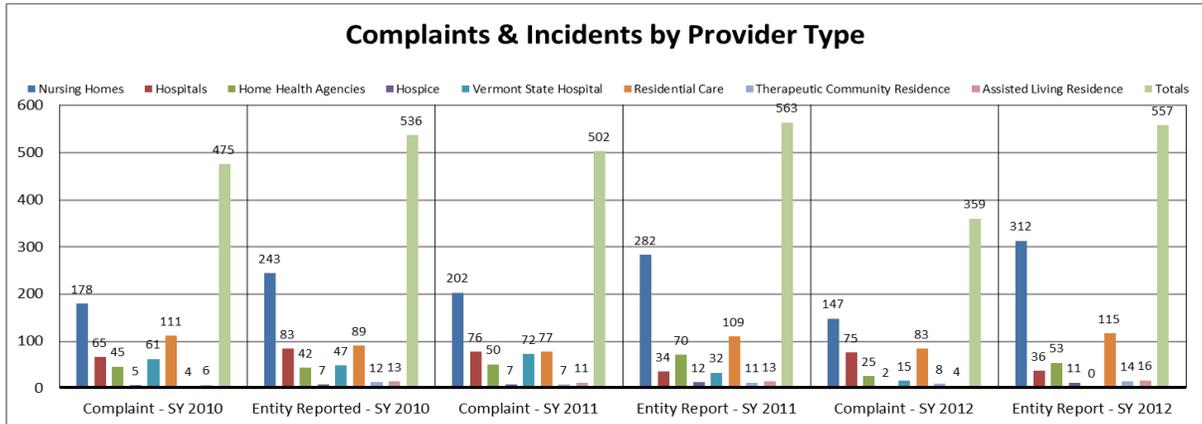
Survey and Certification

Survey and Certification (S&C) is the Centers for Medicare and Medicaid Services (CMS) designated State Survey Agency. S&C provides regulatory oversight of health care facilities and agencies under state and federal regulations. S&C accomplishes this by conducting unannounced on-site visits both routinely and as a result of complaints received. Providers receiving regulatory oversight and/or periodic review include: Nursing Facilities, Residential Care Homes, Assisted Living Facilities, Therapeutic Care Residences, Home Health Agencies, Hospice Programs, Renal Dialysis Units, Ambulatory Surgical Centers, Rural Health Clinics, Acute Care Hospitals, Critical Access Hospitals, Portable X-Ray Units, Intermediate Care Facilities for those with Intellectual Disabilities, Federally Qualified Health Centers, Clinical Laboratories, and Rehabilitation or Psychiatric Units.

Highlights:

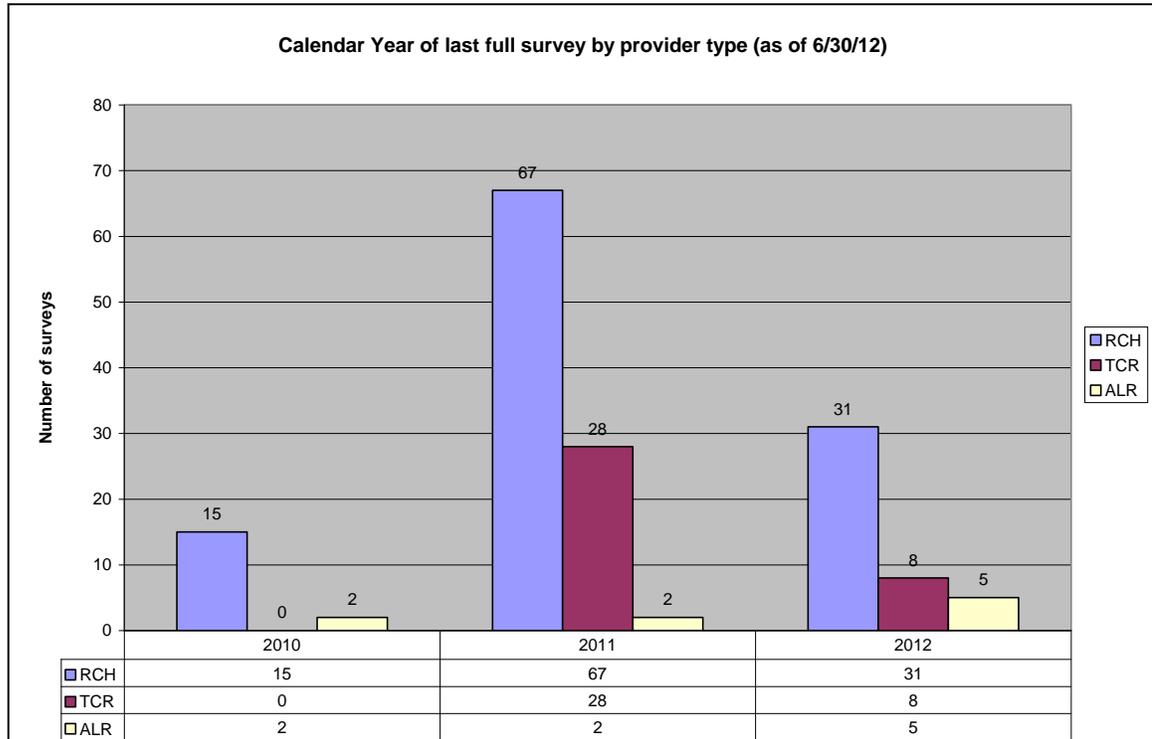
- **Affordable Care Act:** The federal Affordable Care Act included new mandates to better serve health care facilities and for the public. S&C continued to implement such initiatives as the Consumer Friendly Website and Independent Informal Review Process, as directed by the Centers for Medicare and Medicaid Services.
- **Consumer Friendly Website:** DLP continued with the re-design of its website to ensure that those who receive services provided by health care facilities have the most current survey results available for their review. The survey results for health care providers are posted to the DLP website as soon as their plan of correction for deficient practice is found to be acceptable.
- **Independent Informal Review Process:** Survey and Certification completed the development an Independent Informal Review Process in which providers can contest the accuracy of the surveyor's findings by requesting that an independent panel review pertinent information involving the situation referred to in the statement of deficiencies. Two Independent Reviews occurred in SFY 12.
- **Antipsychotic Initiative:** Nationwide awareness of the overuse of antipsychotic medications in nursing home residents, as well as in other care settings including in the community, led many organizations to come together to reduce such over-use. CMS asked DLP to pilot new Nursing Home survey tools aimed at addressing this overuse. In addition, DLP has worked with the Vermont Local Area Network of Excellence (LANE), which includes a strong majority of the Vermont Nursing Homes on this issue. The purpose of the LANE is to assist Nursing Homes with programs to improve to improve resident care. Much more work on this will continue in SFY 13.
- **Elder Justice Task Force:** DLP continued to participate with the Vermont Elder Justice Task Force. The purpose of the Task Force is to promote initiatives that assure safety and quality of care for older Vermonters. Members of the task force include the US Attorney's Office, the Medicaid Fraud Unit, the Office of Professional Regulation, the Office of the Chief Medical Examiner, the Long-term Care Ombudsman, and the local office of the Inspector General of the U.S. Department of Health and Human Services. The Task Force has collaborated with the Vermont Health Care Association regarding possible state-wide initiatives to reduce antipsychotic medication use in nursing homes.

- Responding to Complaints:** SFY 12 brought a reduced level of trend complaints and incidents reported to S&C, 916 as compared to 1,065 in SFY 11. DLP has been successful in responding within required timeframes to the most acute complaints received that allege an immediate threat to the health and safety of people who receive health care for all of the provider types and has made progress in keeping current with moderate and low level complaints received.



- Surveys:** In the recent past, S&C fell behind in its regularly scheduled onsite surveys of state-licensed residences due to staff vacancies and turnover. S&C has made dramatic progress in surveying these residences, which include Residential Care Homes (RCH), Therapeutic Community Residences (TCR), and Assisted Living Residences (ALR), on a more routine basis. State-licensed residence survey completion in Calendar Year 2012 indicates S&C is on track to conduct bi-annual surveys for Vermont's state-licensed residences.

Status of State surveys as of June 30, 2012



*RCH = Residential Care Home TCR = Therapeutic Community Residence
ALR = Assisted Living Residence*

Adult Protective Services

Adult Protective Services is the primary unit of State government responsible for investigating allegations of abuse, neglect and exploitation of vulnerable adults under Title 33 of the Vermont Statutes.

Intake, Screening and Investigations

Our APS Intake and Screening Unit (Program Specialists) provides the portal and foundation for timely, thorough and effective investigation, and work closely with our Investigative team to ensure quality in service delivery. APS Reports come into the office most often via one of three methods: Direct telephone call to the toll-free number (800-564-1612); reporting via our Web-based Reporting form; or by Faxed Report. Once a Report has been screened and determination made, opened cases are usually assigned directly to a field Investigator in the region where the alleged victim resides.

When conducting investigations into allegations of abuse, neglect and/or exploitation of vulnerable adults Investigators work closely with a variety of

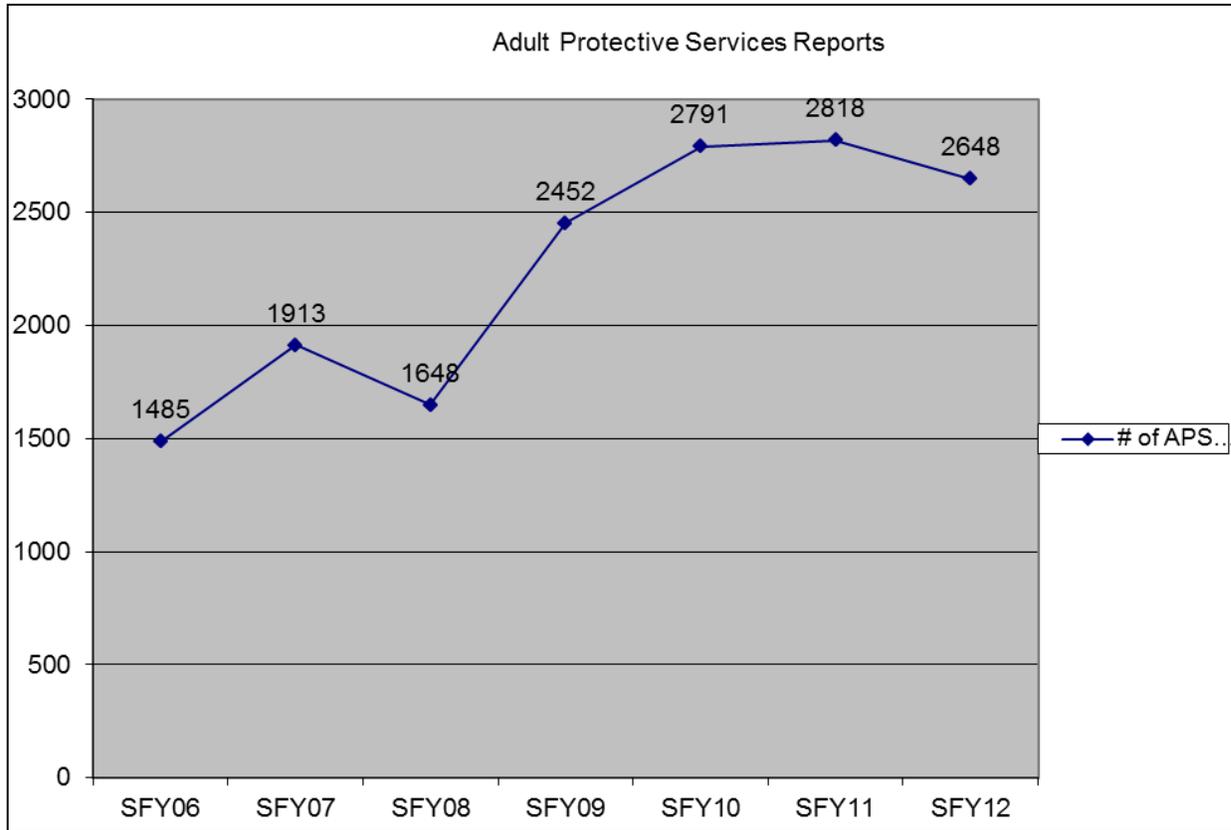
community based entities, including but not limited to human service and health care organizations; banking institutions; and state and local law enforcement personnel. Our cooperative partnerships with these and other service providers are essential to our work, from receipt of the first report via Intake and Screening, through the full investigation process and conclusion. This includes planning for and/or providing protective services to the vulnerable adult, when such services are required in order to assure their safety, assuming the person is willing to accept such services.

- *Vermonters Served:* The total number of reports of abuse, neglect and exploitation received by APS in calendar year 2012 was 1,829. Of these reports:
 - 957 (52%) were “closed contacts” (i.e., reports in which either the alleged victim did not meet the statutory definition of vulnerable adult, or the alleged conduct did not meet the statutory definition of abuse, neglect or exploitation, or both).
 - 872 (48%) reports were opened for investigation.
 - 1,358 cases were investigated with findings of substantiation on 187 (14%).
 - During the period from July-December, 2012 there was a significant reduction (50%) in the weekly average of open cases, from 343 to 170.

[In contrast, it is reported in the 2010 Annual report that APS received 2,452 unduplicated reports and closed 60% on screening (1,452). Almost half of these were closed because they did not meet the statutory definition of abuse, neglect or exploitation (697); 15% were closed due to lack of information (230) and 132 cases (roughly 10%) did not meet the definition of a vulnerable adult. Investigators conducted 996 investigations and substantiated 82 (8%).]

Highlight:

- In 2013, Adult Protective Services will implement a web based reporting tool which will enable providers and members of the public to make online reports of potential abuse, neglect or exploitation directly. This streamlined tool will replace an older reporting system and will give reporters the option of printing out the report they have made.



Protective Services

A key component of APS service delivery is ensuring that people who may require protective services receive them, whether during the course of an investigation or at closure. Protective service plans may include information and direct referrals, which are as varied as the people we serve, and tailored to individual needs and wishes. While the APS focus is on investigation, our protective service planning includes referrals for case management and other services to providers such as area agencies on aging, Vermont Center for Independent Living, the Office of Public Guardian, mental health and developmental service providers. APS Investigators also provide protective services, including but not limited to a) assisting to secure a change of representative payee; b) filing a misuse of funds report with Social Security; c) intervening in cases of identity theft; d) petitioning for guardianship; e) joint investigations with law enforcement; f) filing Relief from Abuse Orders.

Adult Abuse Registry

APS is responsible for maintaining and managing the Vermont Adult Abuse Registry. The Registry provides a confidential listing of individuals who have been substantiated against for abuse, neglect or exploitation of a vulnerable adult. The

Registry may be accessed by current or prospective employers of a person who work with vulnerable adults, or with children, in volunteer or paid positions. APS uses an on-line screening system to run background checks on behalf of DLP/APS and the Department for Children and Families, when employers must conduct checks of both the Adult and Child Abuse Registries.

- *Number Served:* APS ran over 50,000 Registry checks.

Program Improvements

- **Comprehensive Evaluation:** DAIL contracted with the National Association of States United for Aging and Disabilities (NASUAD) in the fall of 2011 to conduct a comprehensive review of Vermont's APS program. Our goal was to receive expert advice and guidance via 'research into the practices of Vermont and other states in the administration of adult protective services' for recommended improvements to the program's systems, processes and outcomes. The review was conducted by Maria Greene, Senior Consultant at NASUAD. It included:
 - An analysis of electronic survey responses from more than 200 organizations and individuals, seeking their feedback on APS operations.
 - 11 focus groups providing input in three areas: 1) protocol for investigative actions beyond the required 48 hours required time frame for commencement; 2) after-hours response to reports of adult abuse, neglect, and exploitation; and 3) improvements and suggestions for the APS program. Time was also set aside so participants could discuss other topics of their choosing.
 - Research into other states' APS programs, including Delaware, Maine and New Hampshire. Information gleaned from this research provided us with insight into how successful APS programs operate, with varied but effective approaches to the management and operations of their APS programs.

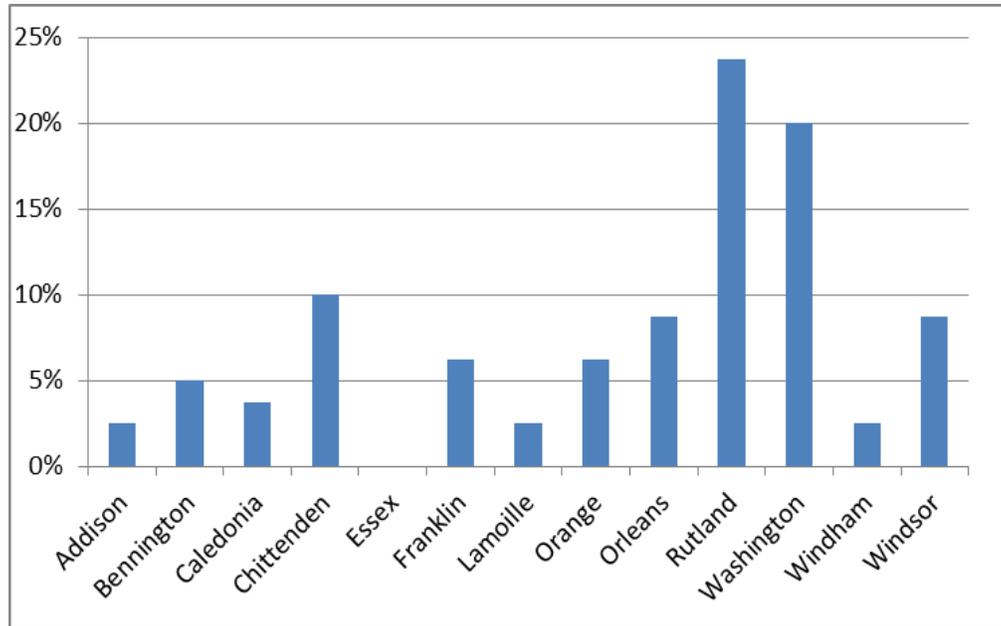
Since receipt of the report in early 2012 APS has implemented recommendations related to staffing; we have begun to or anticipate implementing three other recommendations: 1) developing a comprehensive approach to staff orientation and training; 2) selection of and staff training in the use of client assessment tools; and 3) and development of a continuous quality improvement program (CQI) that utilizes the newly implemented Harmony system.

- **Policies and Procedures:** DAIL revised and updated the APS Policies and Procedures Manual, which supports the delivery of quality services and consistent program operations particularly in the areas of Intake, Screening and Investigations.
- **Week-End Intake/Screening:** APS began planning for implementation of week-end intake/screening functions in SFY 13, to supplement our long-standing agreement with DCF for weekend and after-hours Intake.
- **Financial Exploitation Unit:** APS developed and implemented a 2-person Financial Exploitation Unit in February 2012, including a statewide multi-disciplinary Financial Exploitation Task Force. Our goals were to:
 - respond to increased reports of financial exploitation with more effective interventions and/or prevention techniques;
 - expand working relationships with financial institutions, who often have first hand, ‘front line’ knowledge of cases involving financial exploitation of a vulnerable adult; and
 - strengthen relationships with law enforcement personnel, and expand joint investigative efforts entities such as the Attorney General’s Medicaid Fraud Unit; local and State law enforcement personnel; security officers of banking institutions.
- **Harmony Database Solution:** APS implemented a new database management system in April 2012, the Harmony Database Solution. The Harmony system provides APS with one secure system to manage our business processes, from initial intake and screening, through investigation, to final letters of notification. Harmony provides ‘real time’ information and access to accurate data, strengthening our capacity to collect and analyze information, improve reporting functions, and deliver continuous quality improvement in service delivery. The Data presented in the spreadsheet below is generated using the Harmony System.

July to December 2012	
	Total
Intakes Entered	792
Closed Contacts	435
Cases Assigned	401
P1	3
P2	60
P3	338
Completed Investigations	581
Substantiations	80
Unsubstantiated	500
Unknown	1

From July 1, 2012 to December 2012, there were 80 Substantiated Cases. The graph below illustrates how the substantiated cases are distributed by county.

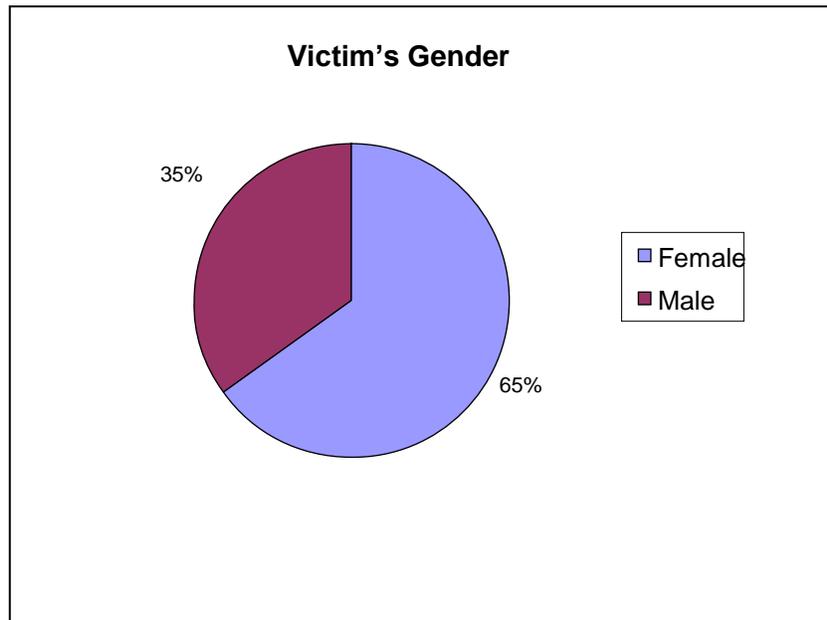
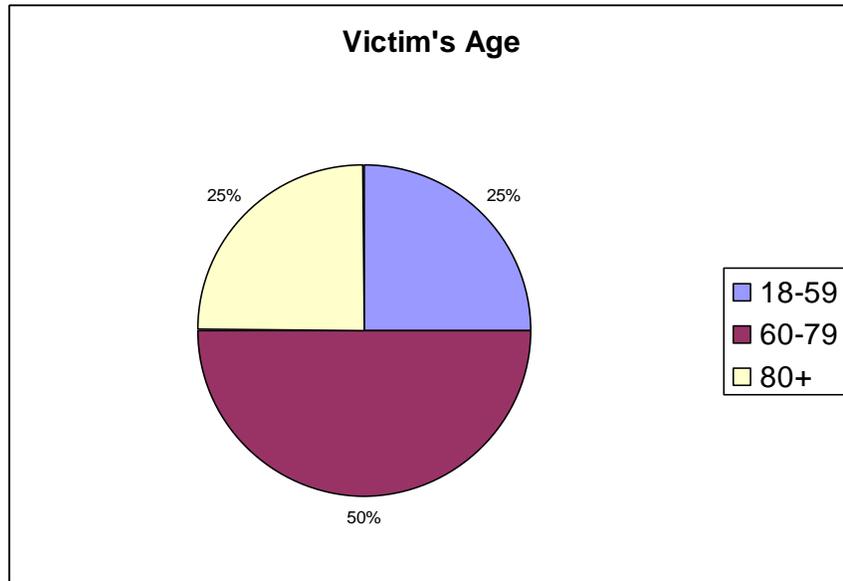
Distribution of Substantiated Cases by County

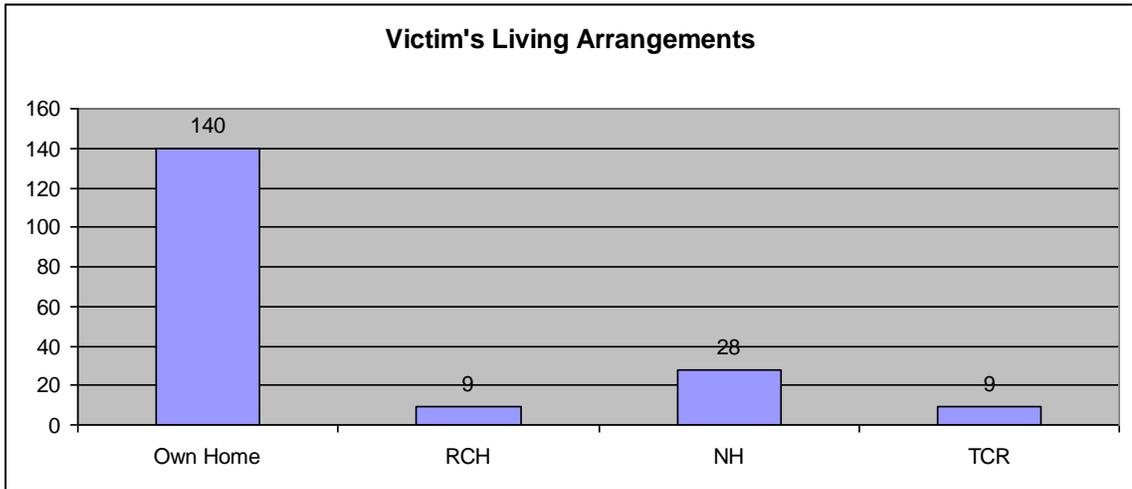
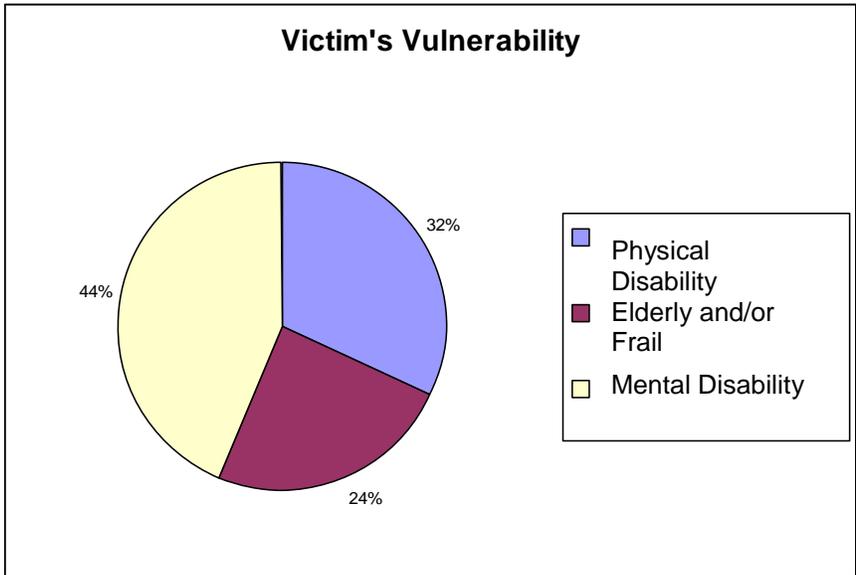
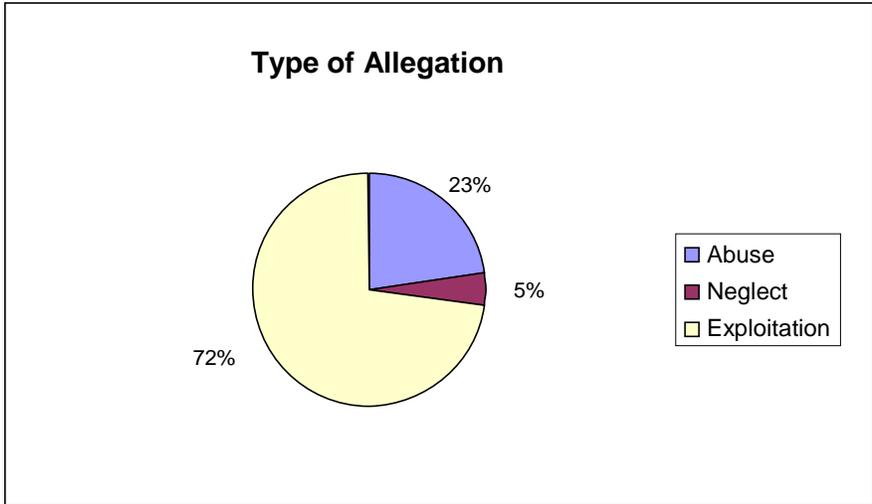


Based on a random sample of 200 cases in 2012, 180 of which were unsubstantiated and 20 of which were substantiated, data representing age, gender, relationship to perpetrator, substantiation, and vulnerability were extrapolated to represent figures for the entire calendar year.

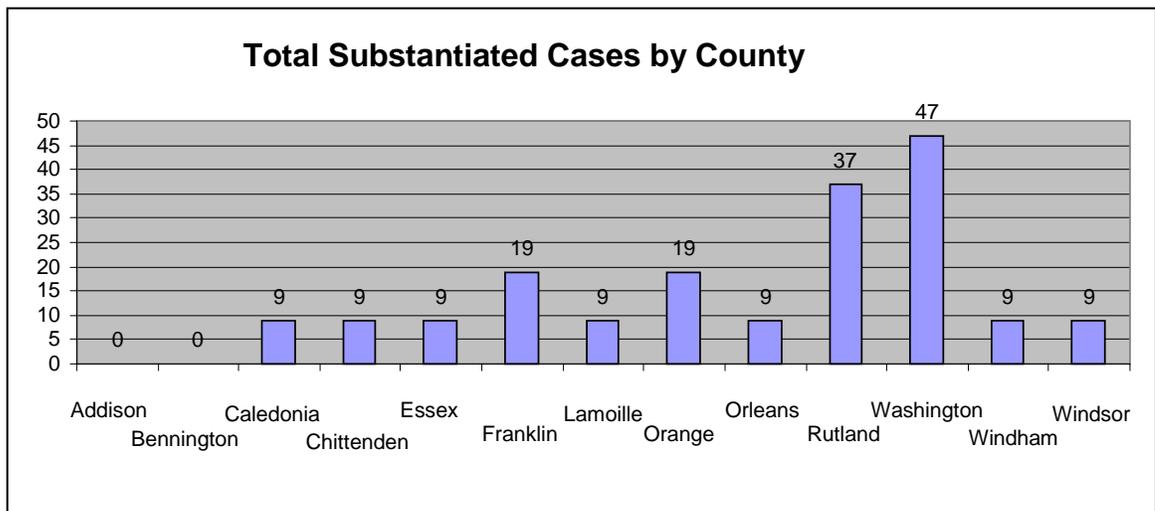
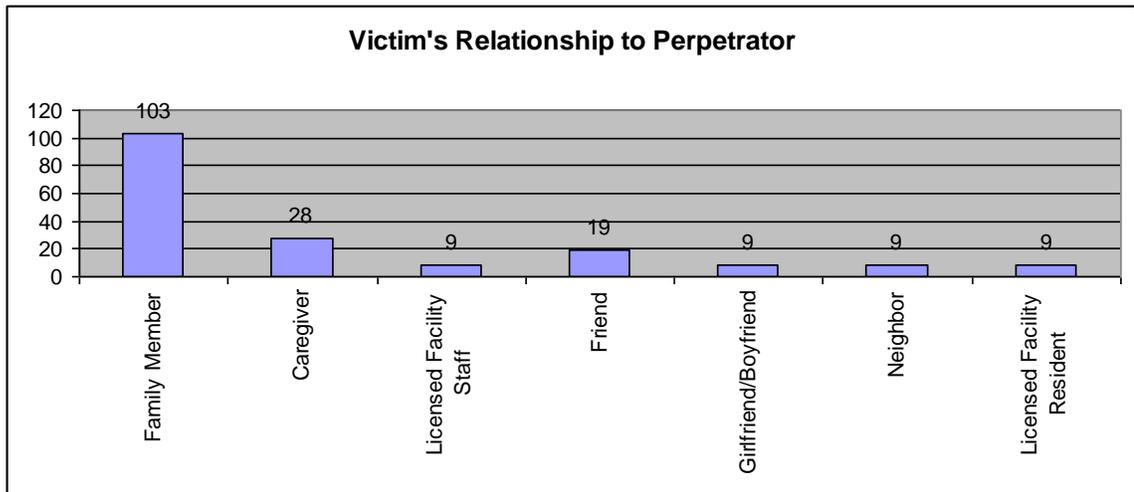
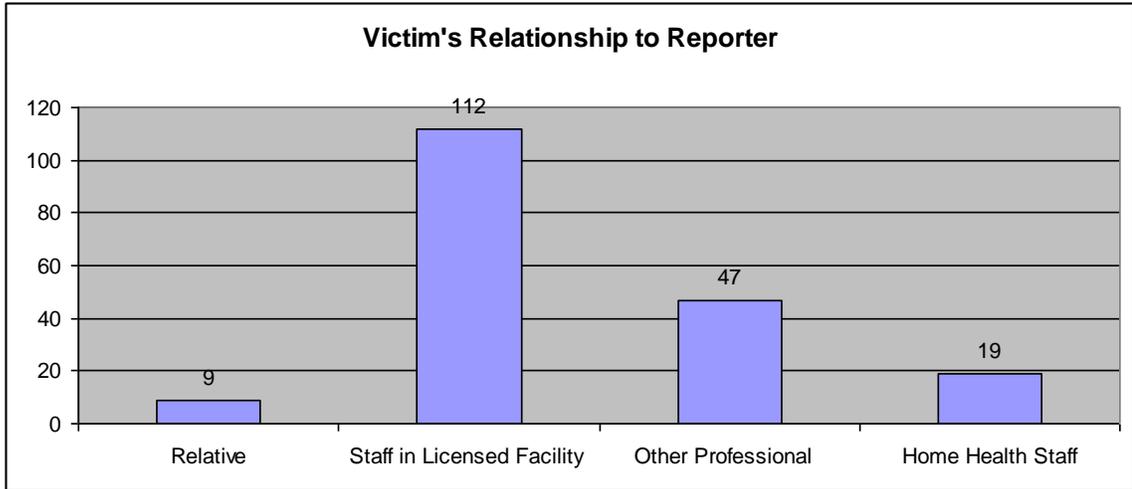
Please note that the transition to the new Harmony data system began in April 2012 and was completed in the fall of 2012. Where data was not yet available in the new system, a manual review of randomly selected records (200) provided the analysis of cases by substantiation and non-substantiation.

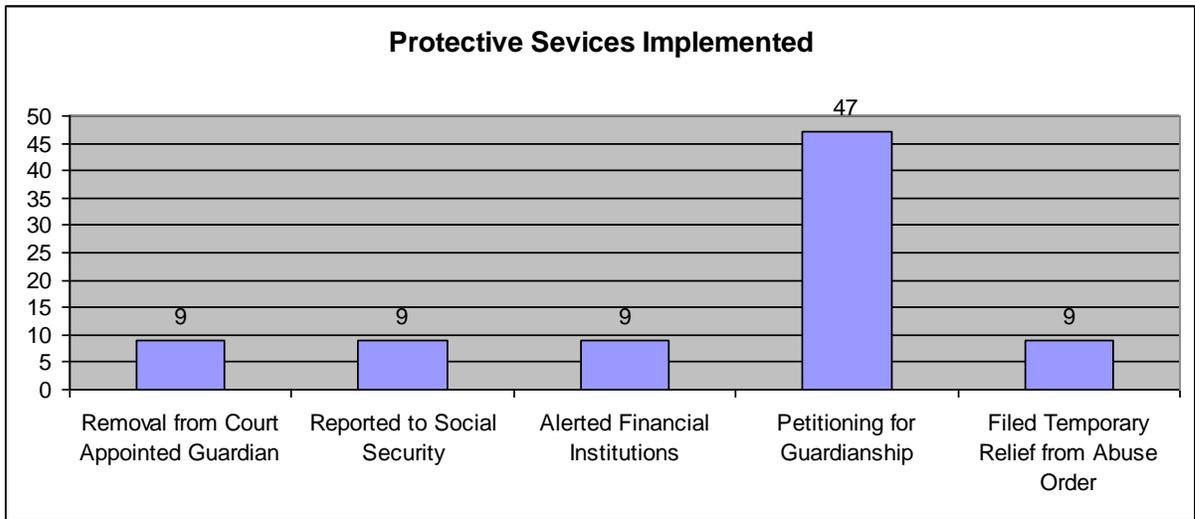
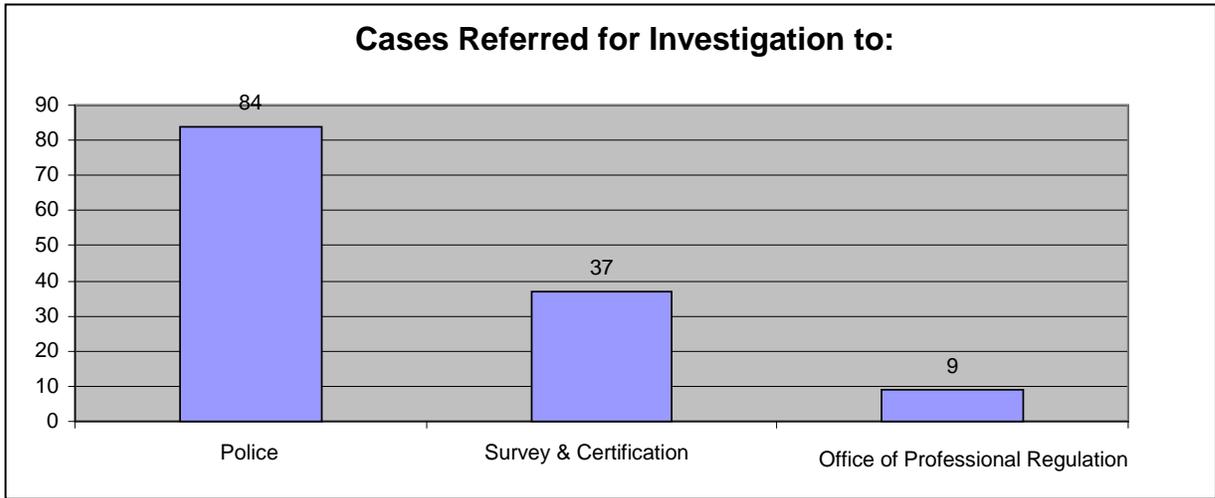
Substantiated Cases



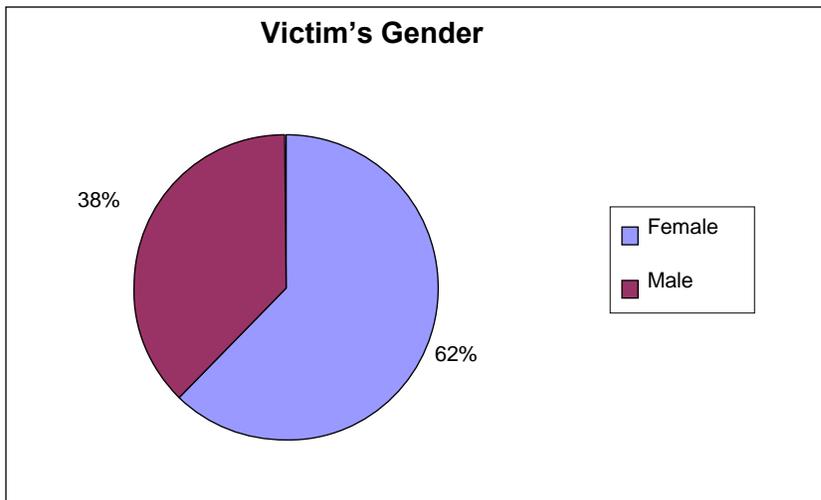


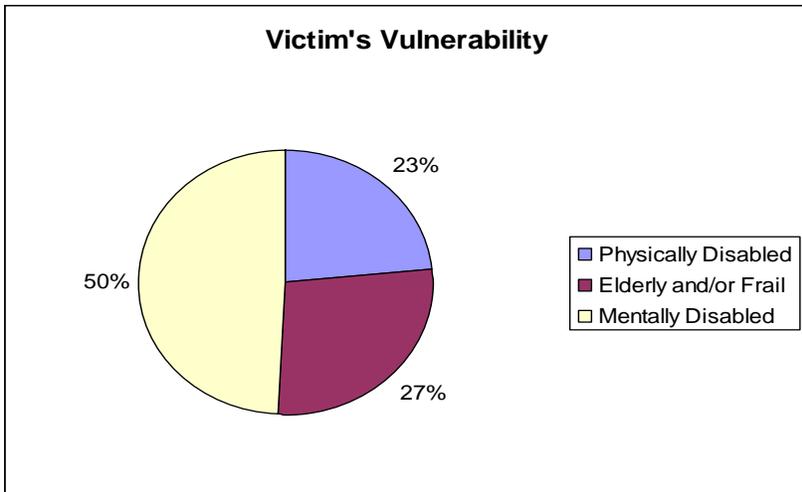
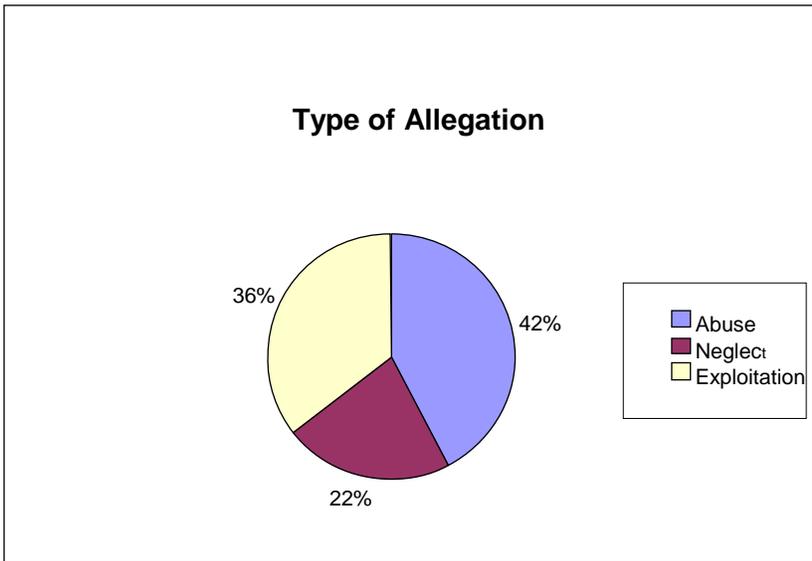
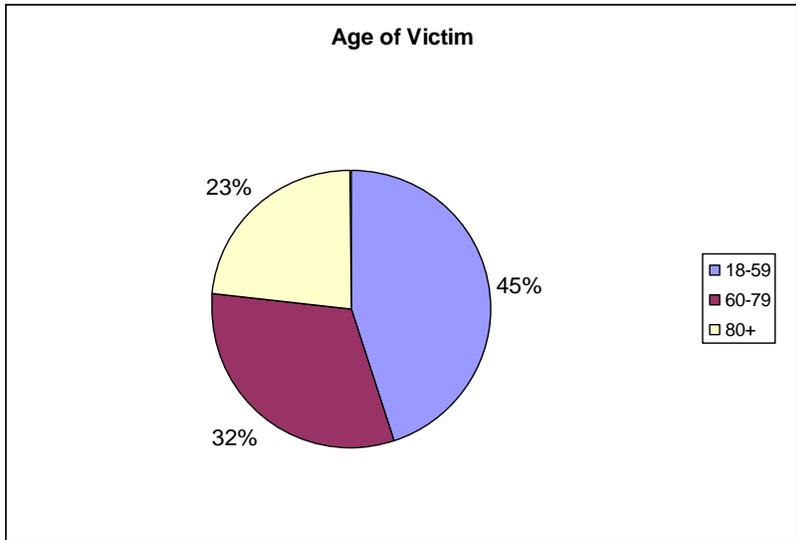
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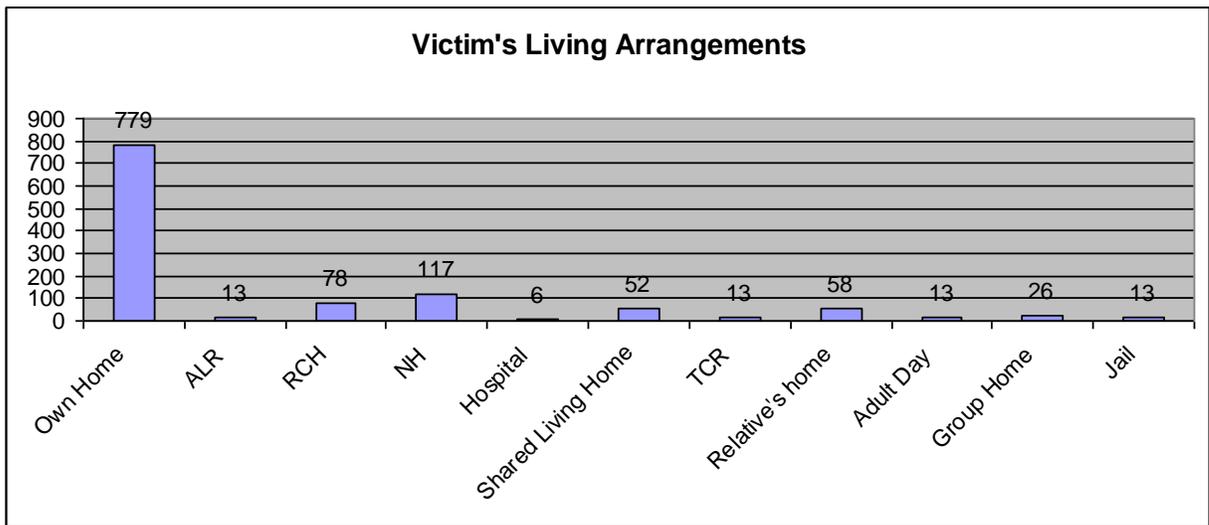
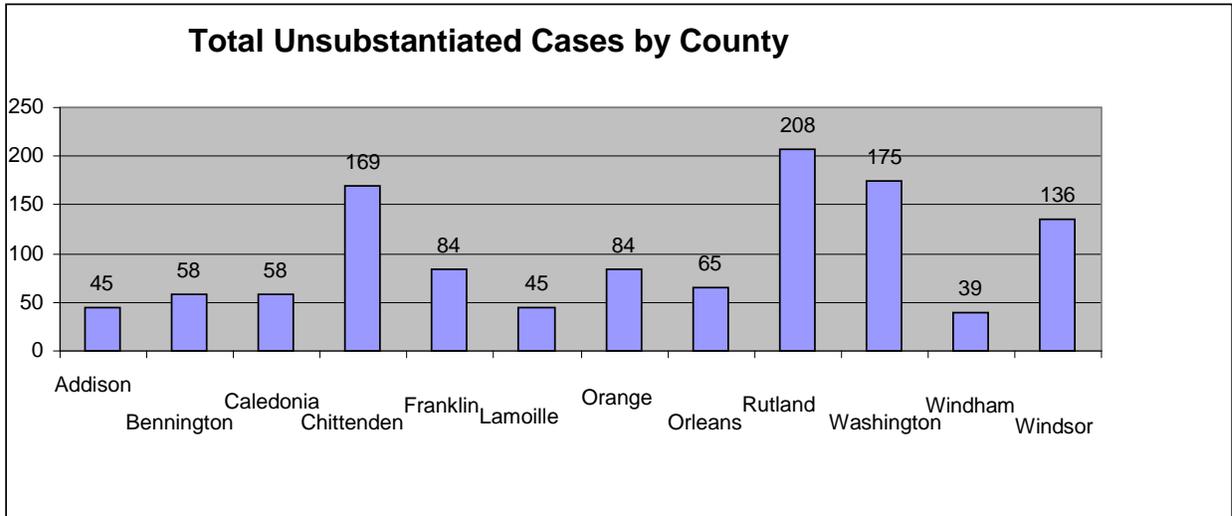




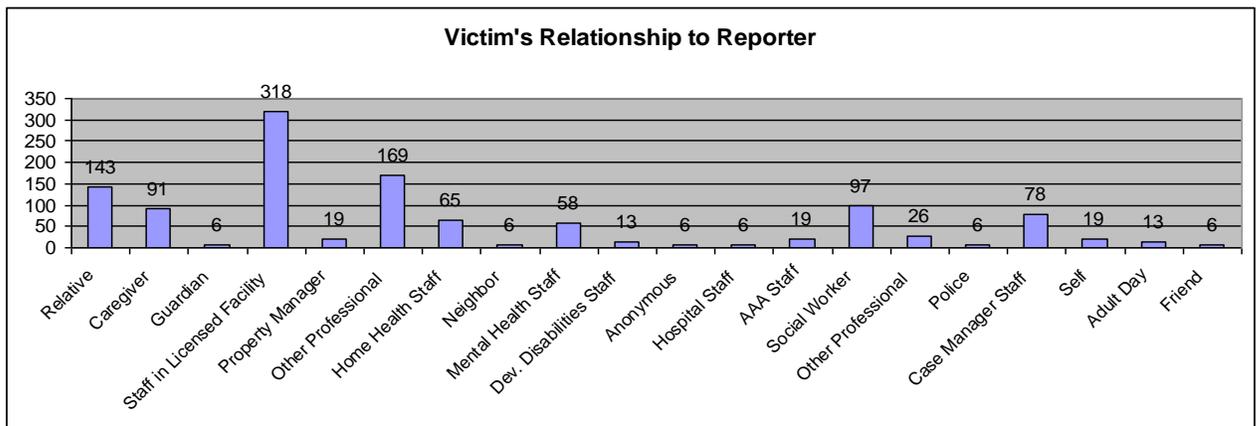
Unsubstantiated Cases

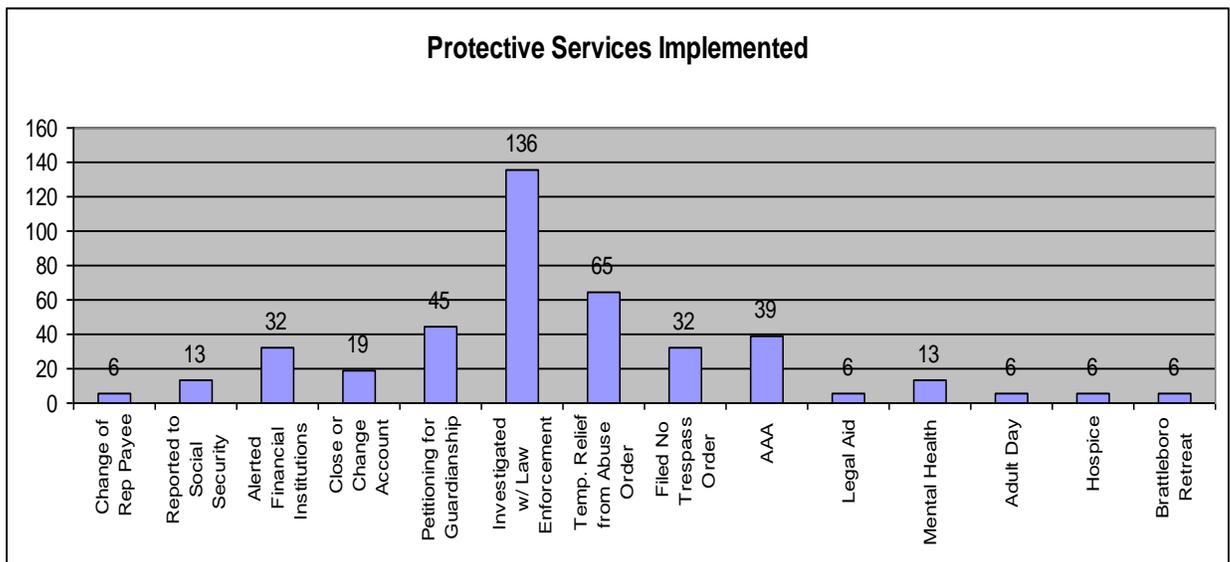
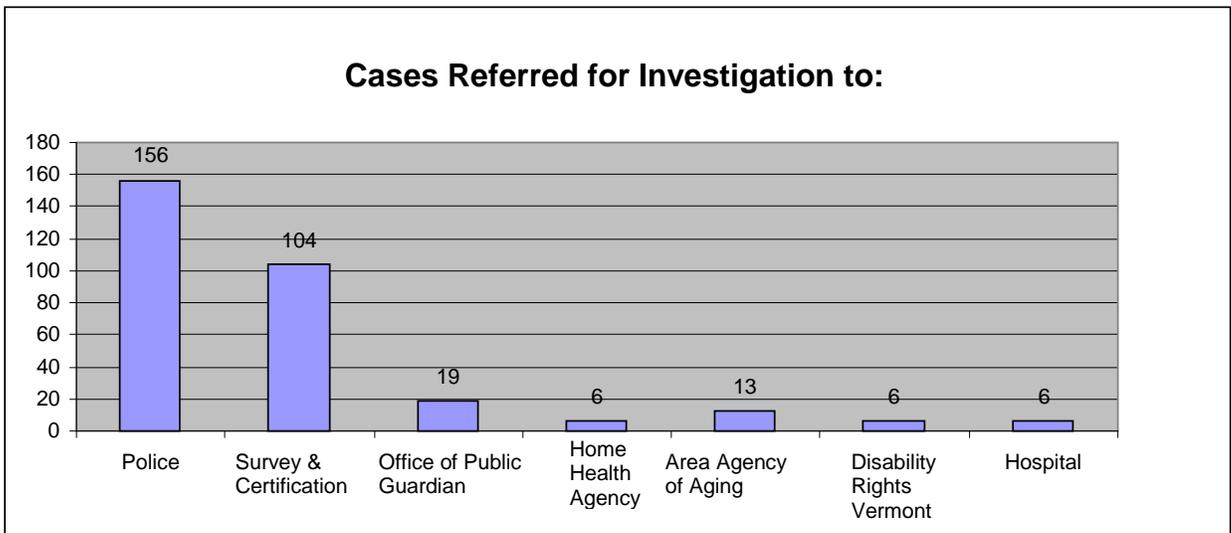
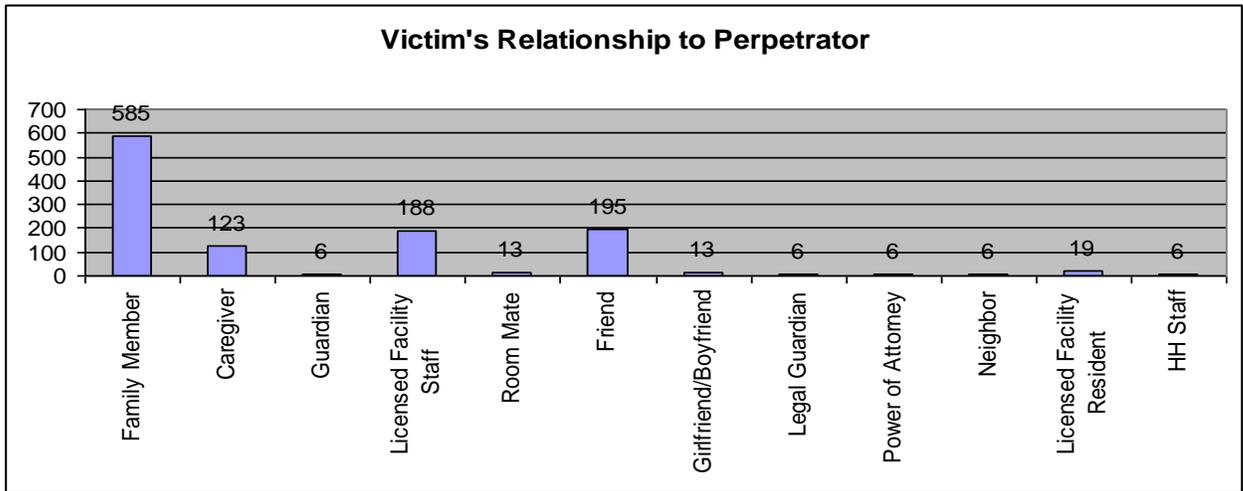






ALR = Assisted Living Residence RCH = Residential Care Home
 NH = Nursing Home TCR = Therapeutic Community Residence





Vocational Rehabilitation

802-871-3068

www.vocrehab.vermont.gov

Mission and Philosophy

The Division of Vocational Rehabilitation (DVR) serves people with disabilities in Vermont who face barriers to employment. DVR's mission is to help Vermonters with disabilities prepare for, obtain, and maintain meaningful employment and to help employers recruit, train and retain employees with disabilities. Consumer choice and self-direction are core values that drive DVR's approach to providing services and developing new programs. DVR also believes in collaborating with other service providers to reach people facing the greatest challenges to employment. As a result, DVR has created innovative partnerships to serve youth, offenders, veterans, people receiving public benefits, and those who need ongoing support in order to work.

DVR's ability to help jobseekers succeed in finding and keeping jobs hinges on how well DVR meets the needs of the employers. Realizing this, DVR revised its mission statement in 2008 to acknowledge employers as a dual customer of DVR services and began to transform how it interacted with employers. An important step was bringing employment staff from many different agencies together in local coalitions. The goal was to foster information-sharing on job opportunities among employment staff and streamline contacts with employers. This set the stage for Creative Workforce Solutions (CWS), an Agency of Human Services (AHS) initiative that builds on DVR's initial work and in which DVR plays an important facilitating role.

DVR views its commitment to consumer choice, innovative programs, and recognition of having dual customers as key to its high performance and high national rankings among VR programs.

Success Story

A young woman named "Jillian" came to the General Assistance Program during a period in her life where she was dealing with many barriers to employment. Given her medical diagnosis, criminal record with substance abuse history, and challenging family life, work for her was not initially a possibility, as it was evident that she needed to focus on recovery and stabilization before she could be

successful at maintaining a job. Jillian gained the support of DVR's General Assistance Program, which helped her prioritize next steps to break down barriers, focus on wellness and regain her self-confidence. Her VR Counselor was able to help her identify realistic employment goals while considering the whole context of her life. They together utilized the CWS employment team to match Jillian with an employer in our network who understands the barriers our consumers have and are willing to offer progressive employment incentives and hope of success. Jillian worked with her employment team to develop a resume, practice interviewing skills and participate in an interview with a local employer where she was able to confidently describe the skills and assets she could offer their company. She engaged in a progressive employment placement with the employer for the first couple of weeks, to give both the employer and Jillian a chance to determine whether it was a good fit. From there Jillian she became a paid employee, meeting her vocational goal of working in customer service and becoming gainfully employed so she no longer needs her monthly general assistance benefit.

Organizational Structure and Staffing

DVR delivers direct employment services to Vermonters and employers through 12 district field offices staffed by Masters-level Vocational Rehabilitation (VR) counselors. These counselors are supported by a team of business account managers, benefits counselors, case aides, and contracted employment consultants and Social Security specialists. DVR also houses the Vermont Assistive Technology Program and Invest EAP (Employee Assistance Program).

Programs and Services

Vocational Rehabilitation Services

DVR services to jobseekers are voluntary and free. Any Vermonter may be eligible if they have a disability that is a barrier to work and they need DVR services to become or remain employed. Services are tailored to the person and driven by his or her own interests, job goals and needs. Each person meets regularly with his or her VR counselor, who helps to develop an individualized plan for employment and manages the services and supports needed to realize his or her career goals. The core services of vocational assessment, counseling and guidance, job training, placement and support provided by DVR staff and partners are enhanced with a range of purchased services and supports.

Placement Services

VR counselors have long benefitted from having dedicated employment staff to provide job development, placement and workplace supports to help people find and keep jobs. DVR has longstanding partnerships with all the Designated and Specialized Services Agencies that deliver community mental health and developmental services throughout Vermont to provide supported employment services to people with significant disabilities. DVR also has an ongoing partnership with Vermont Association of Business, Industry, and Rehabilitation (VABIR) to provide employment services to DVR customers. Through CWS, these employment services have been extended to a new set of case managers outside the VR world. For the first time, Probation and Parole officers and Department for Children and Families (DCF) Family Services coordinators for youth transitioning out-of-state custody now have VABIR employment staff to call on. For the first time the people these case managers serve now have dedicated specialists to help them navigate the world of work. CWS also includes employment staff from the Vermont Department of Labor (DOL) and Vermont Adult Learning (VAL) that serve Reach Up participants.

Employer Services

Employers are key customers of DVR and CWS services. When DVR and CWS work with jobseekers to assess their interests and skills, provide vocational training, and guide them towards promising job opportunities, employers benefit in the end. A unique service DVR and CWS can offer employers is subsidized work trials that minimize the risk to an employer in trying out a worker with a disability or other disadvantages. These progressive employments provide an opportunity for employers and jobseekers to work together toward a successful job match. These placements include several progressive employment options, such as job shadows, work experiences, on-the-job training, and temp-to-hire arrangements. Vermont businesses value the work DVR does to pre-screen and recommend qualified candidates, and give both a risk-free chance to test out a job. They also value the increased coordination and streamlining offered through CWS.

Other Support Services to Jobseekers and Employers

DVR capitalizes on its disability expertise and assessment skills in other ways to help Vermonters and employers. For people with disabilities who need additional stability in their lives before engaging in employment, DVR offers assistance with Social Security disability applications through its Social Security Administration (SSA) Application Assistance Program. And for those already receiving SSA disability benefits, DVR offers Benefits Counseling services to help beneficiaries

overcome SSA disincentives to employment so they can return to work and reduce their reliance on public benefits. In addition, DVR is an important resource to employers for identifying valuable tax benefits, consulting on the Americans with Disabilities Act and workplace accessibility, and providing assistive technology and employee assistance program services to help employers retain workers with disabilities.

Highlights:

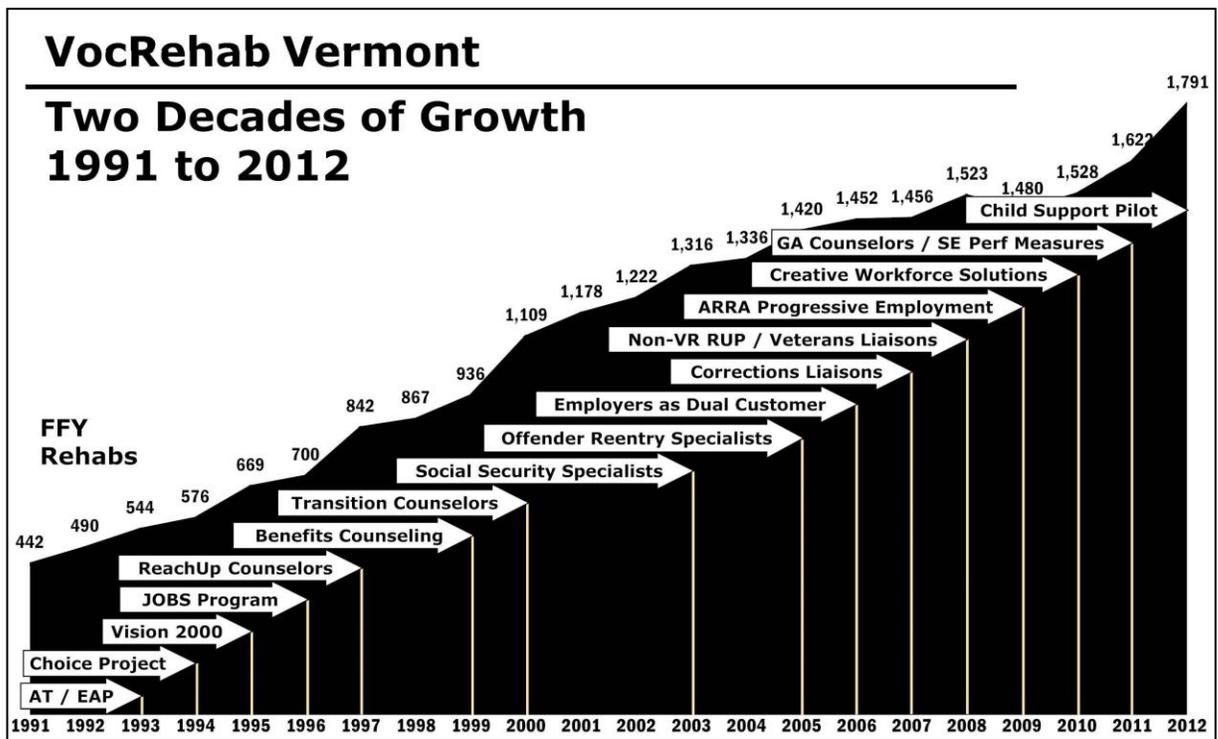
- In addition to DVR’s general Vocational Rehabilitation program, which includes everyone served by a VR counselor, DVR has many special programs that extend or enhance these services to meet the unique needs of different populations.

Vocational Rehabilitation Program: The DVR program continues to grow, as does the number of Vermonters with disabilities who are successfully employed each year as a result of DVR services. After a brief dip in successful outcomes during FFY 2009, DVR quickly rebounded and hit record highs the past two years.

- *Vermonters Served:* 10,435 cases were open during the year, serving 10,109 people.

Highlight:

- DVR had successful employment outcomes with 1,791 (58%) of the 3,071 individuals who closed their cases with DVR after having developed a plan for employment. This is 171 more rehabilitations than the prior year, and a major accomplishment during tough economic times.



Creative Workforce Solutions (CWS): CWS is a disability initiative designed to increase the number and variety of employers recruiting, hiring and promoting candidates with disabilities. VocRehab Vermont’s focus on increasing employer outreach through the CWS initiative resulted in over 3,000 new business contacts. The new contacts ranged from 150-300 per month, with the majority being face-to-face meetings with key decision makers. CWS Business Account Managers are dedicated full-time to developing relationships with employers in their communities. They work to identify workforce trends, negotiate Progressive Employment options and act as a bridge to the business community for candidates with disabilities and Reach Up participants being served by the AHS, including those served by DVR.

This increased connection to our business customer has resulted in many more opportunities for Vermonters with disabilities to explore careers, build skills and connect to businesses in their community. A total of 5,991 “opportunities” were identified by CWS employment staff, ranging between 150 and 300 opportunities identified each month. For the purposes of tracking, “opportunities” are broadly defined as any worksite experience offering candidates ways to build skills, gain experience and develop current references. Opportunities can include Progressive Employment options such as job shadows, company tours, time-limited work experiences and On-the-Job training arrangements. Open positions available for direct hire are also included in this category.

- *Vermonters Served:* 5,434 people receiving employment services with an open CWS case.

Supported Employment Program: DVR customers with significant disabilities sometimes need ongoing support to maintain employment in the competitive job market. In supported employment, a job coach helps the worker to learn or perform job duties. The coach can also help ensure ongoing success by arranging for transportation, assistive technology, special training, or tailored supervision. DVR contracts with roughly 40 programs in community-based mental health and developmental disability agencies for supported employment services to DVR customers.

- *Vermonters Served:* 1,371 people with severe mental illness and behavioral disabilities, developmental disabilities, and traumatic brain injury.

Highlight:

- Starting with SFY 12, DVR’s supported employment contracts have been converted into performance-based contracts that set a consistent standard for

employment across all programs. Supported Employment outcomes for SFY12 significantly increased from SFY 11. Successful Supported Employment outcomes increased significantly from SFY 11 to SFY 12. Developmental Services program outcomes increased from 142 to 226 and Community Rehabilitation and Treatment program outcomes increased from 82 to 135. The new structure provides bonuses for achieving high employment rates and penalties for failing to make adequate progress in meeting the standard. The measurement and crediting employment across the entire population served by each program, not just those enrolled with DVR and getting supported employment, has led to the increased promotion as an overall agency goal.

Jump On Board for Success (JOBS) Program: The JOBS program is an innovative supported employment and intensive case management service for youth ages 16–21 with severe emotional disturbance that uses work as a means to meet this challenging population. These youth are out of school or seriously at risk of dropping out and are at high risk for involvement with Corrections, substance abuse, homelessness, physical abuse or abusive behaviors, or other concerning behaviors. JOBS programs in 14 sites offer career exploration and job placement; mental health treatment including substance abuse; and help completing high school education, learning independent living skills, and getting and keeping health insurance and housing.

- *Vermonters Served:* 544 youth under age 22

Highlight:

- All JOBS programs statewide met or exceeded their contracted employment outcome numbers (90 days of competitive employer-paid jobs).

Youth in Transition Program: Since 2001, DVR has steadily expanded the availability of staff dedicated to serve youth. The initial focus was on developing DVR Transition Counselors to enhance outreach and integration with schools and provide the progressive work experiences (described in the employer services section of this report) and post-secondary educational opportunities youth need to succeed in the transition to adulthood. DVR Transition Counselors now serve all 60 Vermont high schools and typically focus on youth still in school and under age 21. DVR's current emphasis is on expanding Youth Employment Specialists (YES) capacity. The YES provides intensive supports to youth and employers as they interact while the youth moves along the path from early career exploration, pre-employment training, work experiences, through to competitive job placement.

- *Vermonters Served:* 3,344 youth opened cases. Of these, 2,196 were served by DVR Transition Counselors.

Highlight:

- YES staff capacity was added for four DVR Transition Counselors in pilots that are being evaluated by TransCen, a nationally recognized leader in youth transition services policy and research. This pilot will continue into FFY 2013. The YES model is also central to the new CWS Family Services pilot program in Rutland and Newport to serve youth transitioning out of state custody which will also be continuing in the next fiscal year.

Reach Up Program: DVR has partnered with the Department for Children and Families (DCF) since 2001 to help Vermonters with disabilities receiving financial assistance under Reach Up, Vermont's Temporary Assistance to Needy Families (TANF) program. Recipients with a disability that is a barrier to employment are referred by DCF to DVR for services, where they are assigned to a specialized VR counselor who also serves as the person's Reach Up case manager. A single counselor then provides all services, blending the resources of both DVR and DCF to provide vocational services and case management. This DVR Counselor works collaboratively with a VABIR Employment & Training Specialist to engage a person in progressive employment activities that lead to competitive employment.

- *Vermonters Served:* 901 Reach Up participants by specialty DVR Reach Up Counselors; 354 by general VR counselors.

Highlight:

- As part of CWS, DVR continues to manage grants to all employment service providers serving any Reach Up participants with work requirements: VABIR, DOL, and Vermont Adult Learning (VAL). Referrals of Reach Up participants to VABIR, Vermont DOL, and VAL are based on the type of progressive employment activity the person is able to engage in as a step toward financial self-sufficiency. As CWS members, these providers have assisted 414 people receiving a Reach Up grant to engage in competitive employment.

General Assistance (GA) Program: The DCF's GA program is intended to be an emergency source of basic needs support for people without dependent children. People must reapply every twenty eight days and document their inability to work. Unfortunately, many people come to rely on GA as an ongoing source of income (paid with 100% State General Funds), while they struggle with homelessness, undiagnosed or untreated disabilities, and extreme poverty. A few years ago, DCF

contracted with DVR's SSA Assistance Program to help GA participants apply for SSA disability benefits. In February 2011, DCF expanded DVR's role in the GA program significantly. In the new system, initial GA applications are processed by Community Action Programs, but after the first month of benefits, applicants are required to go to DVR for ongoing GA assistance and to participate in vocational preparation and placement, apply for SSA disability benefits, or a combination of both. Six DVR GA Counselors provide vocational counseling and case management, and triage cases into an employment track or SSA disability application track. Nine contracted VABIR employment staff assist in processing the monthly applications, issue GA benefits, arrange transportation to appointments, and help people in job placement activities and employment support once placed.

- *Vermonters Served:* 1,087 people with GA benefits; 459 people have been opened with DVR for employment services.

Highlight:

- When the GA Program began in February 2011 year, there were an estimated 750 long-term GA participants. As of October 2012, 163 people were moved off GA benefits through employment. Another 294 were moved off GA through securing SSA disability benefits.

Offender Re-Entry Employment Services (ORES) Program: Employment is critical in helping ex-offenders successfully reenter their communities and avoid re-offending. DVR has worked closely with the Department of Corrections (DOC) to serve offenders with disabilities both within and outside of correctional facilities. Designated VR counselors in each district office serve as a single point of contact for DOC. In addition, DVR has had a program in Burlington, jointly funded by DVR and DOC, to provide employment services to ex-offenders. In SFY 2012, this program has assisted 130 people to find employment. The six Offender Reentry Employment Specialists are based in Probation and Parole offices and work with DOC personnel to develop employment opportunities. Community High School of Vermont vocational coordinators provide initial assessment and preparatory work before referring people for community-based employment services.

- *Vermonters Served:* 705 people were served who were referred to DVR through DOC staff or were under DOC supervision. In addition, DVR provided grant funds to VR Works for Women to serve approximately 50 women with correctional backgrounds and disabilities through the "Transitional Jobs Program" based in Barre.

Highlight:

- Stakeholders in the new CWS ORES sites – including Community High School of Vermont, Probation and Parole, Community Justice Centers, Vermont Works for Women, DVR, and VABIR - are providing intensive employment support that was previously unavailable in these communities. 576 people with corrections involvement received CWS employment services.

Progressive Employment Program: Progressive Employment options such as job shadows, work experiences, on-the-job training, and temp-to-hire arrangements provide jobseekers and employers a chance to test out employment in a risk-free environment. Originally launched using American Recovering and Reinvestment Act (ARRA) funds, the program was so successful DVR developed a set-aside fund to continue to offer this program to employers and VR candidates. Since its inception in 2009, over 1,450 VR participants have engaged in Progressive Employment activities, resulting in more than 580 successful employment outcomes.

While securing employment is certainly a primary outcome for the use of Progressive Employment, it is also being used to identify career options, assess skills, acquire new skills and establish recent references and experience. The key to the program is its flexibility and focus on meeting the needs of both the candidate and the employer. Employment Consultants work to identify opportunities that will help candidates become more competitive in the labor market, while at the same time allowing employers the time to assess a candidate prior to making a hiring decision.

Highlight:

- A preliminary independent evaluation of DVR's Progressive Employment program found that total earnings of participants were about three times those of nonparticipants with similar characteristics—a difference resulting from two outcomes: nearly twice as many program participants were employed during this study period and, among the people who were employed, earnings were about 60% percent higher than those of non-participants.

Research:

DVR and the Institute for Community Inclusion at the University of Massachusetts in Boston have been awarded a 5-year research grant from the National Institute on Disability and Rehabilitation Research (NIDRR) to establish Progressive Employment as an evidence-based practice in VR. VR

staff will be working with four states to develop and implement the Vermont model and will work closely with ICI to study the effectiveness of Progressive Employment as it is launched in those states.

Social Security Application Assistance Program: People with disabilities serious enough to qualify for SSA disability benefits often rely on other benefits such as Reach Up and GA because the SSA application process is so onerous and denials are common. Shifting these people to SSA benefits brings greater income stability and access to health care benefits that can be a critical foundation for eventual movement into employment. It also preserves state resources for those who have no other option than Reach Up and GA. In fact, the state can be reimbursed by SSA for benefits paid out by GA if the person is found eligible for SSA benefits for the same period.

In working with Reach Up, GA, and offender populations, DVR has found many people with severe disabilities that have never been properly diagnosed or treated. While employment is the goal, it may not be a viable option yet. Stability comes first. To address this need, DVR joined with DOC, SSA, and DCF to create a process for helping AHS customers with significant disabilities to secure SSA disability benefits. Based on a triage assessment by VR counselors, appropriate candidates are referred to our partner organization, VABIR, for assistance to prepare for and complete the application and appeals process. The customer's connection with DVR and Benefits Counseling services is also established, to keep the door open for employment.

- *Vermonters Served:* 1,615 people were helped with SSA applications.

Highlight:

- When DVR's new GA Program started in February 2011, it expanded use of DVR's SSA Application Assistance Program for GA participants. Since then, the State has recouped over \$675,000 from SSA for GA benefits paid out.

Benefits Counseling Program: Vermont is a leader in promoting employment among SSA beneficiaries who have the most serious disabilities and face the greatest disincentives to working. DVR has dedicated benefits counselors who advise SSA participants on available work incentive programs and help them manage benefits as they transition into employment, increase their income and gradually reduce their dependence on public benefits.

- *Vermonters Served:* 1,621 people were served, including 517 new enrollees. Another 145 individuals received brief information and referral services, without having a case opened.

Highlight:

- Vermont DVR is participating in the SSA Benefit Offset National Demonstration (BOND) as part of a consortium of providers in the Northern New England region. Vermont Staff have provided Enhanced Work Incentive Counseling to 67 people and basic Work Incentive Counseling to 68 participants in the Demonstration. BOND is based on an earlier Benefit Offset Pilot Demonstration in which Vermont DVR is also participating that allows a gradual reduction of SSA disability benefits for beneficiaries who go to work instead of the so called cash cliff, which results in a sudden elimination of benefits when a person earns even one dollar over SSA's income threshold.

Vermont Assistive Technology Program (VATP):

Success Story

One of our Assistive Technology Access Specialists contributed to the success of a non traditional college student, previously diagnosed with a cognitive disability. The individual enrolled in college and found herself struggling with note-taking and essay writing. This struggle threatened her goal of pursuing a degree in Psychology. She came to the Vermont Assistive Technology Program (VATP) looking for possible solutions to assist her in her classwork. Our Access Specialist provided her with a hands-on demonstration of both the Livescribe Echo Smartpen and Dragon Naturally Speaking software. The individual took to the tools quickly and is now successfully implementing them in her course work. As a result, she has experienced increased success in her ability to engage in note-taking and reports a great improvement in her ability to create written work such as essays. These aids will greatly assist her in advancing her education and eventually pursuing meaningful work in a career that excites her.

Assistive Technology (AT) refers to devices or strategies intended to provide access and increase independence for people with disabilities. AT can be low to high-tech and includes things such as adapted doorknobs and weighted eating utensils to captioned telephones, specialized software, and applications on the iPad. The VATP carries out the functions of Federal Assistive Technology Act. The program's mission is to increase awareness and knowledge of AT, and to promote

policies and practices to ensure AT is available to Vermonters with disabilities. VATP serves people with disabilities, family members, educators, employers, rehabilitation professionals, and others. Services include: AT information and assistance; Alternative Funding options for the purchase of AT; public awareness activities; hands-on demonstrations; short and long term equipment loans; AT device and software training; equipment reuse and recycling; technical assistance to organizations setting up AT equipment programs; specialized workshops, seminars, group trainings, and technical presentations; advocacy and information about rights to AT services; and assistance with statewide activities that increase access to AT.

- *Vermonters Served:* VATP reached 7,591 people through public awareness activities, training, newsletters, and webinars. The program provided information and assistance to Vermonters on Assistive Technology tools, services and funding, conducted device demonstrations, and loaned equipment to facilitate informed decision making on AT across the state.

Highlight:

- Specialized training was provided through the VATP this year for individuals, their family members, and related professionals. A sampling of these trainings include our Tryout Center at the University of Vermont Center for Disability and Community Inclusion hosting a webinar series, taught by a nationally recognized cognitive support specialist on the use of iOS devices as cognitive prosthetics; training on high-tech devices applicable in the rehabilitation field for statewide occupational and physical therapists; and a statewide training on creative AT solutions for students with low incidence disabilities taught by a national leader in the Assistive Technology Field, RJ Cooper.

Vermont Assistive Technology Reuse Project: Since 2008, a major focus for VATP has been facilitating equipment recycling through its Assistive Technology Reuse Project, a partnership with the Vermont Family Network. The project helps maximize availability and affordability of AT for Vermonters and extend the useful life of AT devices. It has three components:

Vermont Community Exchange - GetATstuff website

(www.getATstuff.com) is part of a regional web-based exchange program bringing together owners of AT that is no longer needed with people who are seeking new or used AT devices for themselves or others.

Vermont AT School Exchange (www.Vermont.ATschoolsswap.com) is a similar web exchange for public school districts that helps them buy, sell, and share AT equipment purchased for Vermont students that is no longer being used. Currently, 45 of the 60 Supervisory Unions/Districts are participating, with potential for significant savings.

The Medicaid Equipment Reuse Project focuses on reuse of communication devices and specific durable medical equipment, such as wheelchairs, hospital beds, standers and lifts. Equipment is labeled by vendors and beneficiaries of the equipment agree to return it to Medicaid when no longer needed.

- *Vermonters Served:* Vermont has continued to be a leader in New England in its Reuse activities. Having a dedicated coordinator for this project allows Vermonters to receive individualized support in obtaining necessary equipment to maintain their independence. In Community Exchange activities alone in FFY 12 resulted in \$553,960 in savings for Vermonters and over \$165,000 in savings from Medicaid Equipment Retrieval.

Highlight:

- The Vermont Assistive Technology School Exchange continues to grow and serves as a nationally recognized model. We now have 44 of the 60 Supervisory Unions across the state signed on as participants in the exchange.

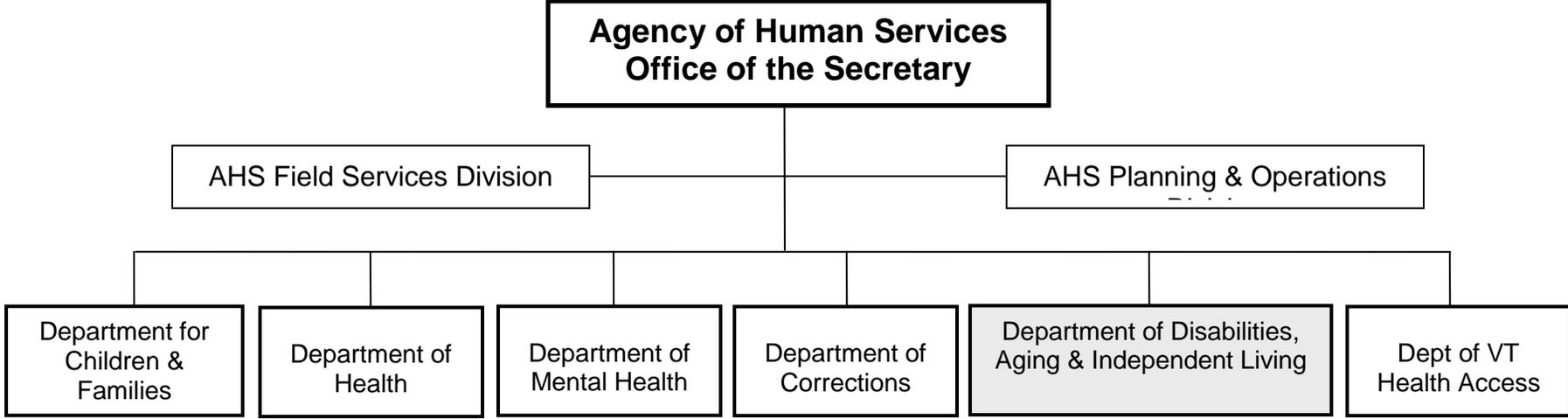
Fee For Service: In 2012, state legislation was enacted that allows VATP to charge for important new services that would otherwise not be funded. These services include AT Evaluations, Consultations, Individualized Training, and Specialized Device Rental. These activities include AT Evaluations, Consultations, Individualized Training, and Specialized Devices Rental. The VATP has begun a specialized iPad rental program, which provides professionals with the ability to rent an iPad set up as a dedicated Speech Generating Device specifically for the purpose of running Alternative and Augmentative Communication trials with Medicaid beneficiaries in order to receive Medicaid funding. The VATP will be expanding on these activities during FFY 13.

Vermont Employee Assistance Program (EAP): Many people with disabilities are already working. When personal or workplace problems arise that pose a challenge to continued employment, the Employee Assistance Program (EAP)

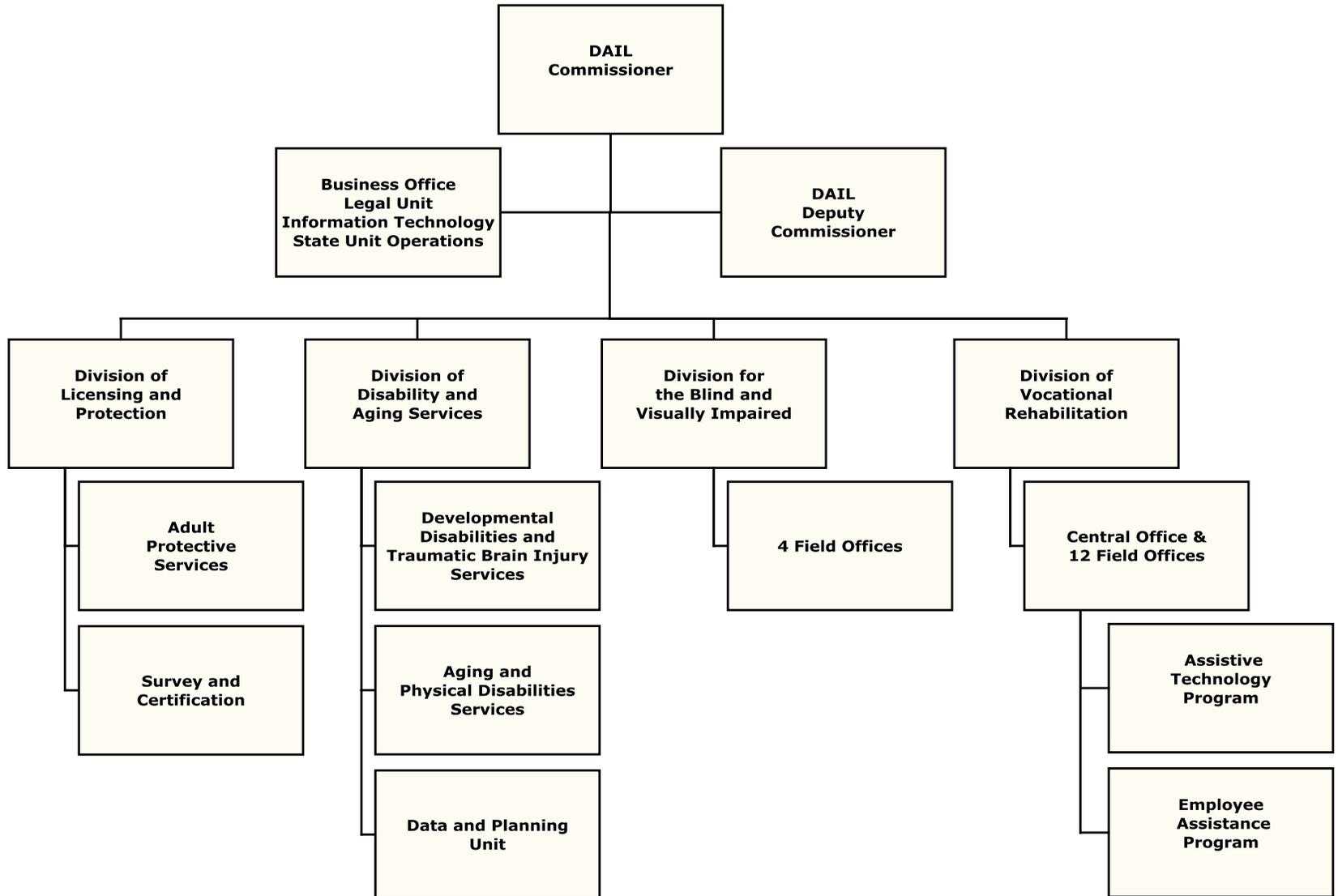
provides people with immediate access to confidential help to ensure their continued success in employment. Employers widely embrace the program statewide, particularly because it helps all of their employees—not only those with disabilities—ensuring a healthy and productive workforce. The EAP greatly improves DVR’s relationships with employers in the private sector. The program’s prevention-oriented focus also minimizes employee stress and accidents and thus prevents disabilities and chronic illness.

- *Vermonters Served*: Over 14,000 employees and family members obtained EAP services, including:
 - 2,820 people were provided individual counseling.
 - 812 managers benefited from workplace consultations.
 - 672 people attended critical incident debriefings following trauma in the workplace.
 - 1,065 attended 69 wellness workshops.
 - 410 supervisors attended 59 supervisor trainings.
 - 911 employees attended 15 health fairs.
 - Over 7,700 members accessed resources on our website.

***ORGANIZATIONAL CHART
AGENCY OF HUMAN SERVICES***



**Dept. of Disabilities, Aging, and Independent Living
Organizational Chart 2012**





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This report is available in alternative formats upon request.