

Approved Thomas F. Walker 27-88  
Date

MINUTES OF THE HOUSE COMMITTEE ON GOVERNMENTAL ORGANIZATION

The meeting was called to order by Representative Thomas F. Walker at  
Chairperson

9:00 a.m./p.m. on Friday, March 18, 1988 in room 522-S of the Capitol.

All members were present except:

Representative Graeber - Excused  
Representative Ramirez                      Representative Sprague  
Representative Schauf                      Representative Peterson  
Committee staff present:  
Avis Swartzman - Revisor  
Carolyn Rampey - Legislative Research Dept.  
Mary Galligan - Legislative Research Dept.  
Robin Hunn - Legislative Research Dept.  
Jackie Brey Meyer - Committee Secretary

Conferees appearing before the committee:

Steve Schiffelbein, Acting Commissioner, Rehabilitation Services

Chairman Walker called the meeting to order. The minutes will stand approved at the end of the meeting if there are no corrections or additions.

Steve Schiffelbein, Acting Commissioner, Rehabilitation Services, was present to discuss his agency. He distributed a packet containing information he used as the committee followed along. (Attachment 1)

Mr. Schiffelbein directed the committee's attention to the Handbook of Services wherein the mission of the department is contained. It said, "Our Mission Is To Empower Kansans With Disabilities To Achieve Employment And Independence".

There are 30 offices throughout the state; many offices are small, staffed by one person. The offices are easily accessible. The map in the packet showed the SRS service areas, area offices, number of staff and Independent Living Centers.

The way to seek help at these locations and to find out if a person is eligible is to go through the following process. First application must be made, the vocational need is determined, a plan for the individual is made, and, when that individual has become employable, put him into a job. When the individual is successfully employed for 60 days, a closure decision is made. Usually the case will be closed. Training for individuals can be done in a variety of ways in the community and in the community colleges. The persons resources and income are looked at. Help through support services such as medical, transportation, housing and equipment is available.

Mr. Schiffelbein showed the committee the Mission sheet which told of the values and goals for those persons with disabilities whereby they can achieve employment and independence. Next he referred to the orange sheet which had statistics showing the average cost per person rehabilitated that was adjusted for inflation, persons rehabilitated and competitively employed and percent of persons rehabilitated severely disabled. He explained the statement of rehabilitated workers earining an average of nearly five times more than they did before receiving services. This was discussed by the committee. Mr. Schiffelbein also explained that successfully employed could also be self-employed, sheltered living and a homemaker program.

Mr. Don Chronister read a list of disabilities that qualify for the federal rehabilitation act. Some of them were: amputation, arthritis, blindness, cancer, neural muscular diseases, pulmonary and some degrees of mental illness.

The decline in cost per person is due in part to good management and partly due to lack of funds. Mr. Schiffelbein said the legislation has been kind to rehabilitation traditionally & nationally has seen increased funding.

Mr. Schiffelbein was asked about the KIB service delivery proposal and did legislation originate from SRS to remove blind services from under the agency. He answered that legislation did not originate from SRS. There is another piece of legislation to create an agency outside SRS which would have a cabinet level position answerable to the Secretary.

Mr. Richard Schutz, SRS said he wasn't sure where the bill number was. There is a bill in appropriations now.

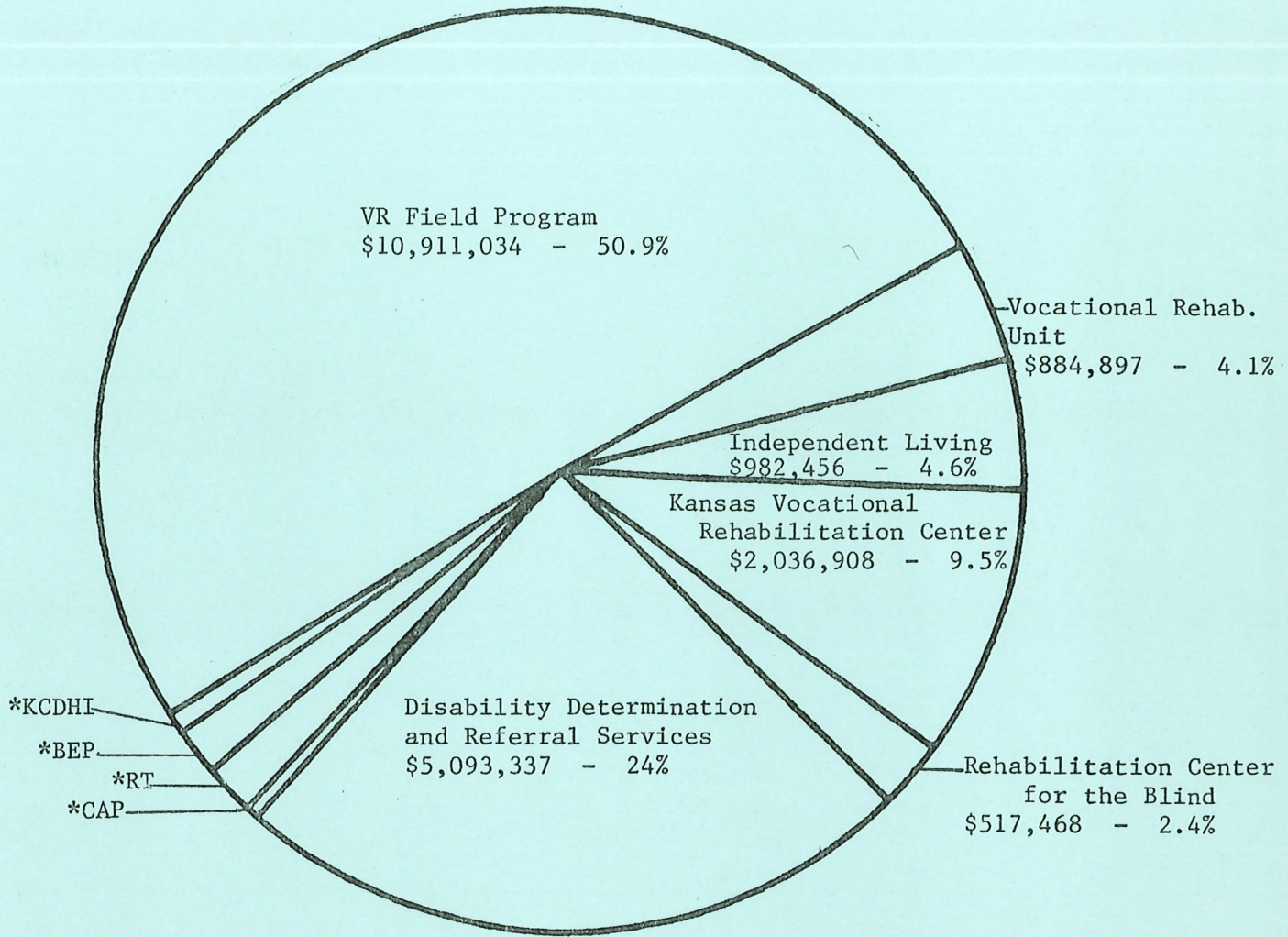
Mr. Schieffelbein went over the green sheets and the blue sheet which showed the pie chart statistics.

Chairman Walker thanked the SRS people for appearing and adjourned the meeting.





FY 1989  
 Governor's Recommendation  
 By Program



- \*KCDHI) Kansas Commission for the Deaf and Hearing Impaired \$198,626 - .9%
- \*BEP) Blind Enterprise Program \$309,025 - 1.4%
- \*RT) Rehabilitation Teaching \$387,271 - 1.8%
- \*CAP) Client Assistance Program \$82,056 - .4%

FY89 Governor's Recommendation

Total - \$22.6 Million  
 \$19.16 million Federal Funds-84.55%  
 \$ 3.44 million State General Funds-15.19%\*  
 \$ .06 million Other-.26%  
 3.5% of total SRS Budget  
 - Division of Services for the Blind:  
 \$4 million or 18.7% of total budget  
 - Administrative Costs:  
 \$1.4 million or 6.2% of total budget

Sources of Funds

	<u>Federal</u>	<u>State</u>	<u>Other</u>
VR Field	80%	20%	-
DDRS	99%	1%	-
KVRC	80%	20%	-
IL	65%	35%	-
VRU	78.5%	21.5%	-
RCB	80%	20%	-
RT	65.04%	34.96%	-
BEP	80%	-	20%
CAP	89%	11%	-
KCDHI	46%	54%	-

\*Excludes Fee Fund

Atch 1



## REHABILITATION SERVICES PROGRAMS AND RESOURCES

**MISSION:** The mission of Rehabilitation Services is to empower Kansans with disabilities to achieve employment and independence. Diverse services promote competitive employment, independent living, and access to disability benefits.

**Vocational Rehabilitation (VR) Field Program** Job related services assist adult Kansans with physical or mental work disabilities to obtain and maintain employment. VR field counselors located in 30 district offices provide, purchase, or facilitate needed services. Clients who are blind or visually impaired are served through a distinct unit. Core services include vocational evaluation, counseling and guidance, physical and mental health treatment, job training, maintenance, transportation, job placement, equipment, job-site accommodations, and supported employment.

	General	Blind	Total
Persons Served	9,636	993	10,629
Persons Rehabilitated	1,648	127	1,775
Staff	81	13	94
Revised Budget 1988	\$9,227,926	\$1,163,810	\$10,391,736
Gov Recomm. Budget 1989	\$9,438,184	\$1,472,850	\$10,911,034
Funding	20% SGF		
	80% Federal VR		
Supported Employment	100% Federal		

**Disability Determination and Referral Services (DDRS)** determines the eligibility of applicants for Social Security and Supplemental Security Income disability benefits, and assesses the rehabilitation potential of each applicant. Determinations are made on about 19,000 claims annually, with over 7,000 individuals identified and referred to the VR Field Program as having rehabilitation potential.

No. of Adjudications	18,757		
Staff	90		
Revised Budget 1988	\$4,840,999		
Gov Recomm. Budget 1989	\$5,093,337		
Funding	1% SGF		
	99% Federal Social Security		

**Kansas Vocational Rehabilitation Center (KVRC)** is a state-operated CARF accredited facility located in Salina that provides day and residential work evaluation and training for clients with single or multiple work disabilities, who lack employment experiences or skills needed to enter the work force.

Vocational Evaluations	1,631		
Staff	65		
Revised Budget 1988	\$1,876,070		
Gov Recomm. Budget 1989	\$2,036,908		
Funding	19% SGF		
	80% Federal VR		
	1% KVRC Fee Fund		



**Rehabilitation Teaching Program** provides home-based, statewide instruction to help persons adjust to blindness and increase their independent functioning in the home and community through training in daily living skills, orientation, and mobility.

Persons Served	783
Staff	14.3
Revised Budget 1988	\$364,205
Gov Recomm.Budget 1989	\$387,271
Funding	<b>34.96% SGF</b>
	<b>60.79% Social Service Block Grant</b>
	<b>4.25% Other Federal</b>

**Independent Living (IL)** Nine Independent Living Centers serving 20 counties offer core services of advocacy, information and referral, independent living skills training, and peer counseling to support persons with severe disabilities to live as independently as possible. Other services of the IL Program include vehicle and home modification, adaptive and assistive equipment. A program new in FY 1987 offers older blind Kansans training in orientation and mobility and in home security.

Persons Served through IL Centers	8,877
Persons moved to a more Independent Living situation	47
Revised Budget 1988	\$960,943
Gov Recomm.Budget 1989	\$982,456
Funding	<b>35% SGF</b>
	<b>65% Federal IL</b>

**Kansas Commission for the Deaf and Hearing Impaired (KCDHI)** is a clearinghouse for information, advocacy, and coordination for Kansans who are hearing impaired and for their families. Priorities are directed by a 16 member Board, seven ex-officio members representing state agencies, and nine appointed by the Governor.

Estimated Number of Persons Served	9,729
Sign Language Trng. Sessions	8
Interpreting Hours	2,303
Staff	3
Revised Budget 1988	\$161,113
Gov Recomm.Budget 1989	\$198,626
Funding	<b>54% SGF</b>
	<b>46% Federal VR</b>

**Kansas Client Assistance Program (CAP)** assists disabled people to access services and benefits available to them under the Rehabilitation Act and related legislation.

Information and Referrals	360
Cases involving investigating	221
Staff	2
Revised Budget 1988	\$79,695
Gov Recomm.Budget 1989	\$82,056
Funding	<b>11% SGF</b>
	<b>89% Federal Client Assistance</b>



Vocational Rehabilitation Unit (VRU) is a state-operated CARF accredited facility in Topeka, that provides comprehensive assessment in vocational potential, personal and social adjustment for persons whose primary work disability is mental retardation.

No. Completing Work Eval. or Work Adjustment Trng.	235
No. Completing Community Living Training	210
Staff	21.5
Revised Budget 1988	\$833,777
Gov Recomm. Budget 1989	\$884,897
Funding	<b>16.8% SGF</b>
	<b>81.2% Federal VR</b>
	<b>2.0% VRU Fee Fund</b>

Rehabilitation Center for the Blind (RCB) is a day and residential program in Topeka which provides pre-vocational and personal adjustment and independent living training to persons adjusting to blindness.

Persons Served	59
Staff	13.5
Revised Budget 1988	\$463,702
Gov Recomm. Budget 1989	\$517,468
Funding	<b>20% SGF</b>
	<b>80% Federal VR</b>

Blind Employment Services include two programs under the Division of Services for the Blind. Kansas Industries for the Blind (KIB) has sheltered workshops in Kansas City and Topeka, and about ten home-based programs. The Business Enterprise Program, or Vending Stands Program, offers qualified blind persons the opportunity to manage food service operations on public and private property.

	<u>KIB</u>	<u>BEP</u>
Avg. Blind Persons Employed	42	23
Avg. Other Disabled	3	
Avg. Unclassif. Sighted	15	
Staff	15	5
Revised Budget 1988	\$1,861,341	\$279,551
Gov Recomm. Budget 1989	0	\$309,025
Funding	<b>16% SGF</b>	<b>20% Vending Stand Assess.</b>
	<b>1% Federal VR</b>	<b>80% Federal VR</b>
	<b>83% SRS Fee Fund</b>	



## KANSAS REHABILITATION SERVICES

### PROGRAM INITIATIVES

#### **Transition Into Employment-Adult Services (TIE-AS)**

The process of transition into the adult world of work and independent living is especially challenging for young adults with severe disabilities who are finishing special education programs. Through the TIE-AS program, Rehabilitation Services provides individualized transition plans to identify the residential, employment and support services that students will need once their high school level educations are completed. Enabling legislation was passed in 1976 and statewide implementation began in 1987.

#### **Supported Employment Initiative of Kansas (SEIK)**

Supported employment provides new work opportunities in community-based, integrated employment for Kansans with severe disabilities. Through the intensive training and on-going support services, persons long considered to be too severely disabled for employment are now working.

Rehabilitation Services administers a five-year \$2.1 million federal demonstration grant, the Supported Employment Initiative of Kansas, to develop supported employment programs in the state. The five-year projection for the grant calls for establishment of 21 programs with the capacity to serve 560 clients.

Supported employment is also a service option for Kansans currently in state mental health and retardation institutions as they move into community-based programs.

### MANAGEMENT SERVICES

#### **Management Control System (MCS)**

KRS has implemented a management control system driven by achievement of positive outcomes for clients. This system ties achievement of the agency's goals and mission to staff performance. Through this system, improved results for clients are achieved through:

- \* Quality assurance standards which place an emphasis on providing high quality services which are appropriate under the Rehabilitation Act.
- \* Training for administrative and professional staff which promotes accountability and links staff evaluation to client outcomes.

#### **Kansas Management Information System**

Design is currently underway for the new management information computer system. It will provide on-line capability for district offices and will combine the existing batch client information system and a manual fiscal information system. When completed, this system will allow for more accurate reporting of funds available and faster service for clients.



**KANSAS REHABILITATION SERVICES  
Advisory Committees**

**Rehabilitation Services Advisory Committee**

This committee is created by the authority of the agency head, as conferred by KSA 75-5313. The committee serves in an advisory capacity to the commissioner to comply with diverse regulatory requirements of the Rehabilitation Act for public and consumer participation in carrying out vocational rehabilitation programs. Members represent consumers, SRS agencies and other advisory committees within Rehabilitation Services.

**Independent Living Council**

Required by Section 706 of the federal Rehabilitation Act, as amended, this council provides guidance to Rehabilitation Services on the development and expansion of independent living programs and reviews budget and program priorities. The Council is also required to prepare a five-year plan addressing long-term goals. Members are appointed by the commissioner and represent independent living centers, consumers and state agencies and other programs or persons interested in independent living. A majority of the membership must be persons with disabilities, or their parents or guardians.

**Division of Services for the Blind Advisory Committee**

This committee is created under the authority of the agency head, as conferred by KSA 1974 Supp. 75-3223. Interest in and knowledge of blindness and programs for the blind are desirable qualifications.

**Client Assistance Program Advisory Committee**

The committee is created by the authority of the agency head as conferred by KSA 75-5313. Preference for membership is given to persons with disabilities. Representation of a variety of disabling conditions and geographic locations is sought. Names are submitted annually for gubernatorial approval.



## KANSAS INDUSTRIES FOR THE BLIND

Excessive operational loss over the past two fiscal years, coupled with a history of deficit operations, has prompted Kansas Rehabilitation Services/SRS to consider alternative program approaches for Kansas Industries for the Blind.

SFY	Profit/(Loss)	SFY	Profit/(Loss)	SFY	Profit/(Loss)
1977	(\$121,113)	1981	(244,541)	1985	(121,910)
1978	4,017	1982	57,075	1986	(456,624)
1979	(124,377)	1983	(233,840)	1987	(735,590)
1980	(224,301)	1984	19,792	1988	(432,813)*

The earnings of KIB employees represent a significantly low return on investment when compared to the expenditures to maintain the sheltered workshop.

SF Year	Operational Profit/(Loss)	Av. # Blind Workers	Contribution/ (Subsidy) Per Worker	Average Annual Earnings Per Worker
1984	\$ 19,792	75	\$ 264	\$3,767
1985	(121,910)	75	(1,625)	\$5,149
1986	(456,624)	67	(6,816)	\$4,586
1987	(735,590)	57	(12,905)	\$5,123
1988	(432,813)*	44*	(9,837)*	\$5,980*

Almost all of the blind workers at KIB receive Social Security Disability Insurance and Supplemental Security Income. During 1988, blind people who are SSDI recipients are allowed monthly earnings of \$700 before loss of benefits.

During federal fiscal year 1987, the average number of hours worked per week by blind workers, including those employed in the home units, was 35.2. In FFY 1986, the average was 32 hours per week; in 1985 the average was 33.5 hours per week.

### EMPLOYEE PROFILE (Number of Workers as of January 1, 1988)

	Total	Age 35 & under	Age 36-54	Age 55-64	Age 65+
Totally Blind	18	3	11	2	2
Legally Blind	30	8	13	6	3
Sighted	15	3	9	1	2

### LEGISLATIVE DIRECTION

House Appropriations Subcommittee Report, 1987 Legislative Session:  
 "The Subcommittee reviewed a recent Legislative Post Audit report on this program and recommends that if significant improvements in the management and operation of Kansas Industries for the Blind do not occur, the program should be phased out or turned over to any interested community agency for operation. The Subcommittee believes that there are higher priorities for funding within SRS than subsidy of an unprofitable workshop in which the subsidy per worker is approximately twice what each worker earns in wages from the workshop."

### \* PROJECTIONS

## KANSAS REHABILITATION SERVICES

OUR MISSION IS TO EMPOWER KANSANS WITH DISABILITIES  
TO ACHIEVE EMPLOYMENT AND INDEPENDENCE.

We value the worth, rights and contributions of persons with disabilities. Our goals are to:

- \* Achieve quality rehabilitation outcomes.
- \* Deliver high quality rehabilitation services
- \* Guarantee clients' participation in planning and obtaining services.
- \* Advocate the rights of persons with disabilities.

We value competent, enabling and responsive staff. Our goals are to:

- \* Use outcome oriented performance standards for all staff.
- \* Employ, develop and promote qualified staff.
- \* Promote open communication and participation.
- \* Recognize exemplary performance.

We value supportive, accountable organization systems. Our goals are to:

- \* Use management practices that emphasize outcomes.
- \* Establish management systems that support participation.
- \* Promote an organizational climate of trust and consistency.

We value responsible acquisition and management of resources. Our goals are to:

- \* Allocate and manage resources according to changing needs of clients and program.
- \* Increase resources to expand the scope and quality of services.

We value public support. Our goals are to:

- \* Obtain the active participation of business and industry.
- \* Involve advocates and consumers in developing agency policy and rehabilitation legislation.
- \* Inform and educate the public.



## KANSAS REHABILITATION SERVICES: PROVEN RESULTS

	SFY 85	SFY 86	SFY 87	% Change
Persons Rehabilitated	1,465	1,639	1,775	+21%
Average Cost per Person Rehabilitated (Inflation Adjusted)	\$8,505	\$8,355	\$7,659	- 9.9%
Percent of Persons Rehabilitated, Competitively Employed	80.9	81.2	81.1	0
Percent of Persons Rehabilitated, Severely Disabled	39.4	49.5	52.7	+33.8%

In State Fiscal Year 1987, Kansas fully matched available federal funds for vocational rehabilitation, with these results:

- 8% More disabled Kansans were rehabilitated in SFY 87 than in SFY 86.
- 15% More severely disabled clients were rehabilitated in SFY 87 than in SFY 86.

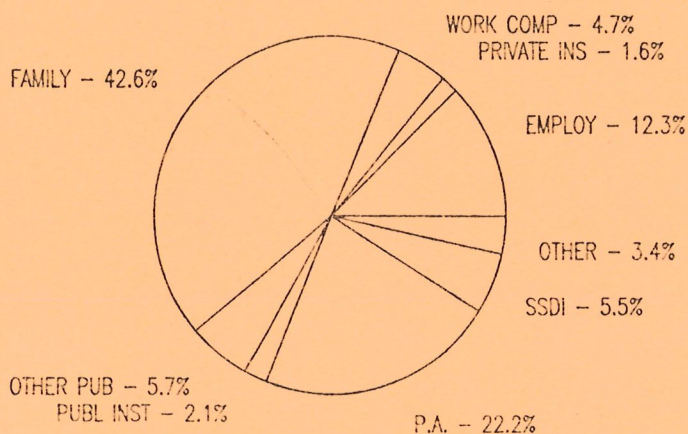
### Vocational Rehabilitation: A Sound Investment for Kansas

Each \$1 of state funds generates \$4 in federal matching funds.

For every \$1 spent on rehabilitation programs for Kansans with disabilities, \$1.80 is returned to the economy in increased taxable earnings and reduced reliance on public assistance of the person rehabilitated.

### Source of Support of Persons Served

At Referral: SFY 1987



**With rehabilitation services, persons with disabilities improve their income earning potentials.**

- \* In SFY 87, a \$6,250 increase occurred in the average annual earnings of each rehabilitated Kansan.
- \* Rehabilitated workers earn an average of nearly five times more than they did before receiving services.
- \* \$11.1 million in new wages will be earned by rehabilitated Kansans in their first year of working.
- \* The average rehabilitated Kansan has 28 working years remaining before retirement at age 65.

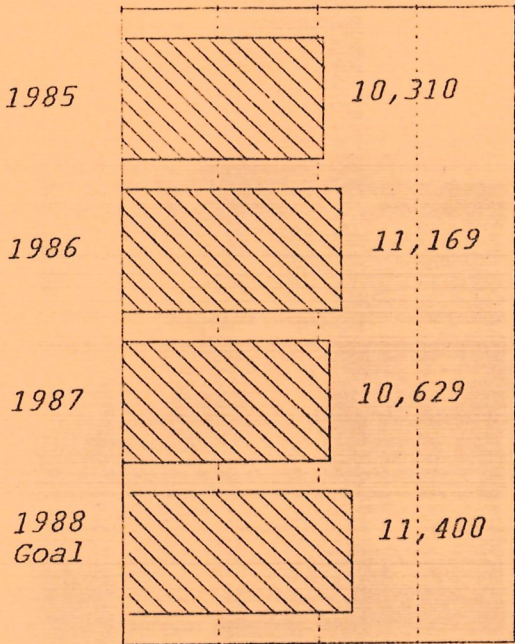
\$362,100 was saved in reduced payment of Supplemental Security Income, Aid to Families with Dependent Children and general assistance for rehabilitated clients. This amount does not include savings from food stamps, public housing and medical assistance benefits.



KANSAS REHABILITATION SERVICES

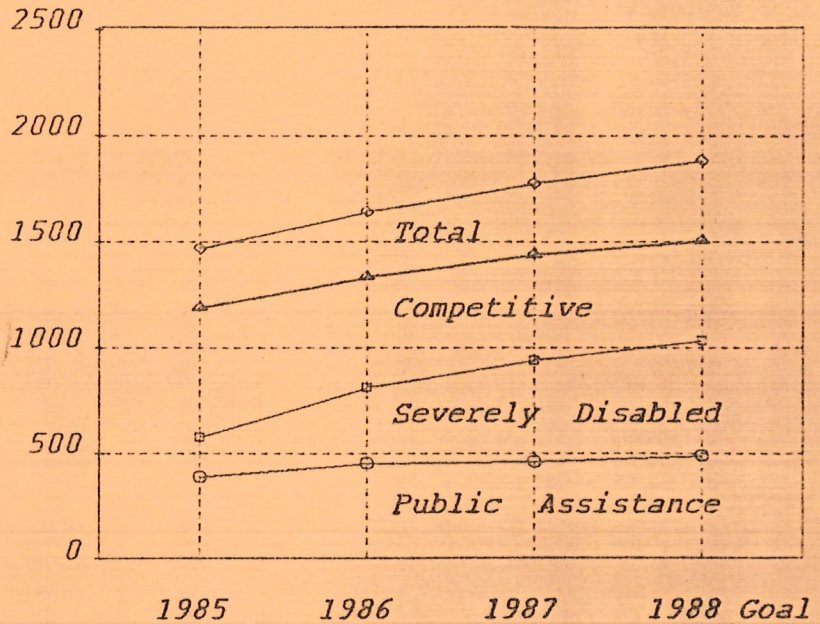
Our mission is to empower Kansans with disabilities to achieve employment and independence.

KANSANS SERVED



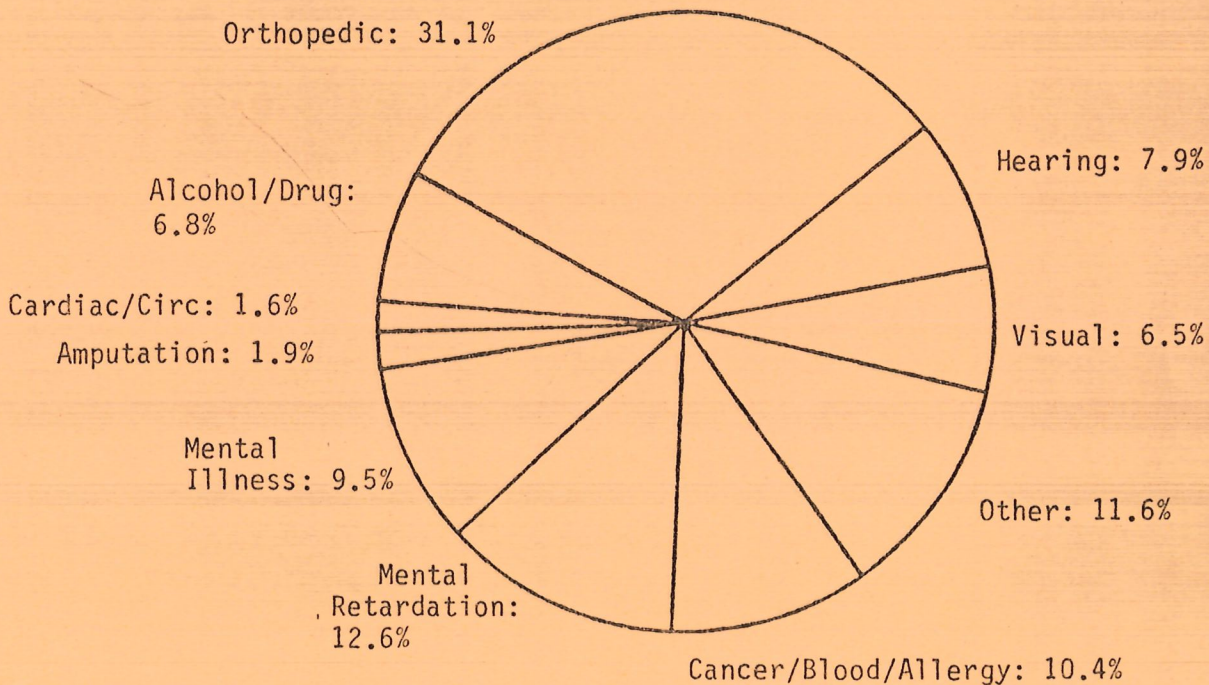
State Fiscal Years

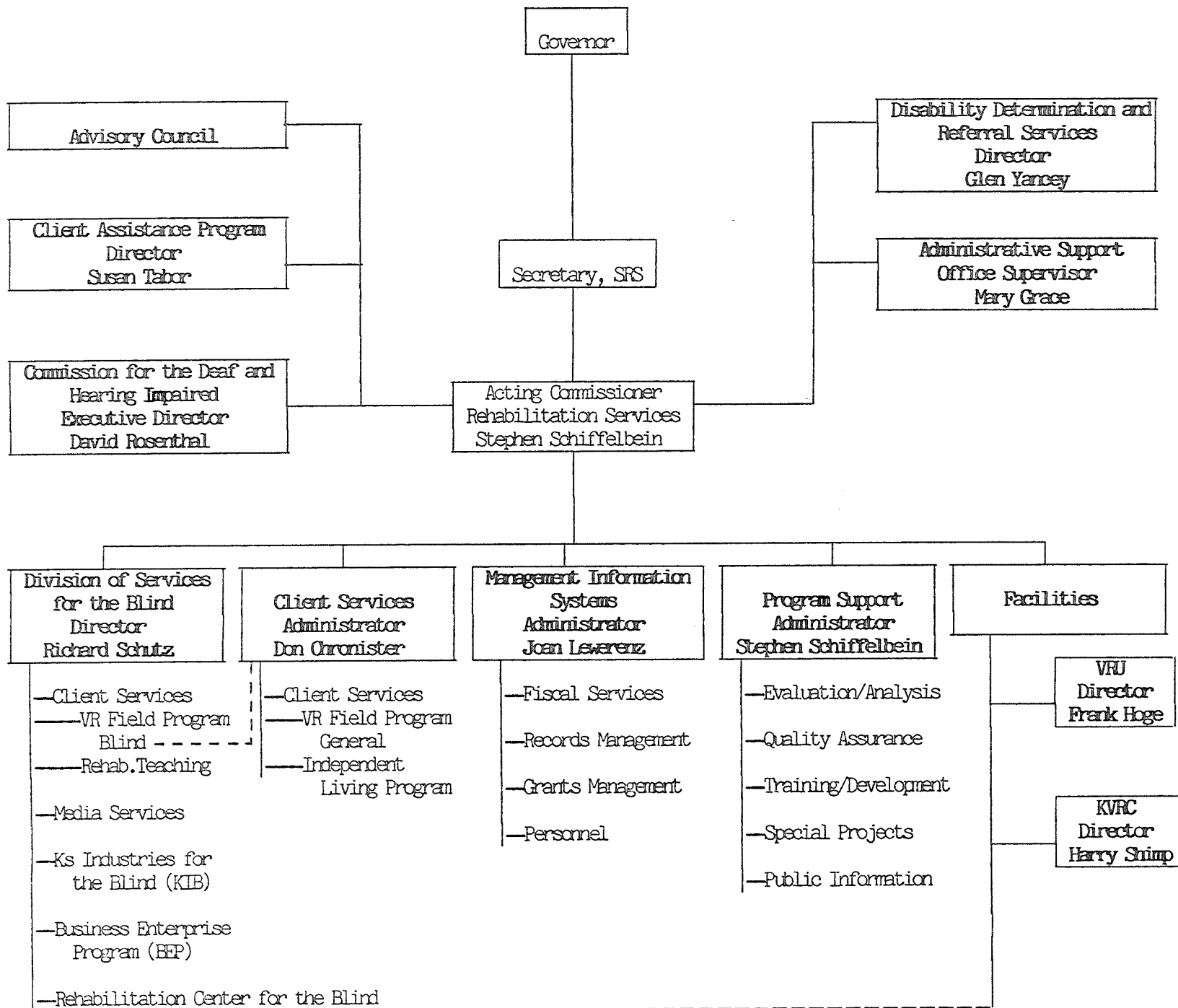
KANSANS REHABILITATED



State Fiscal Years

CLOSED CASES BY DISABILITY/State Fiscal Year 1987









**K ♦ R ♦ S**

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**KANSAS  
REHABILITATION  
SERVICES**

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**Handbook  
Of Services**



**K ♦ R ♦ S**

**KANSAS  
REHABILITATION  
SERVICES**

**Our Mission Is  
To Empower  
Kansans With Disabilities  
To Achieve  
Employment  
And Independence**

## **What KRS can do for you**

Helping you get and keep a job is what Kansas Rehabilitation Services (KRS) is all about. To meet this goal, KRS provides a variety of job-related services to restore or develop the work abilities of Kansans who have disabilities.

KRS provides services through a statewide system of staff, programs and facilities dedicated to helping persons with disabilities find and keep jobs. Sometimes this system is called vocational rehabilitation, "Voc Rehab" or "VR."

If you have disabilities that interfere with your ability to work, you may need special services or training to prepare for employment. Disabilities can affect a person's ability to learn, hear, see, move, think, remember or take care of themselves. They can be physical, mental or emotional. A person can have more than one disability.

KRS is part of the Kansas Department of Social and Rehabilitation Services (SRS). You can apply for services at the office for your county or by contacting the nearest SRS office for referral. For your convenience, the KRS offices are listed at the end of this "Handbook of Services." A rehabilitation counselor will be available to answer your questions. Also, you may want to keep this handbook for future reference.

Remember, the counseling and services available from KRS could help you get or keep a job. Rehabilitation can be your road to employment and self reliance.

**OFFICE LISTING/IMPORTANT NUMBERS  
YOUR RIGHTS AND RESPONSIBILITIES  
OTHER KRS PROGRAMS  
WHAT SERVICES ARE AVAILABLE?  
PLANNING YOUR REHABILITATION  
HOW TO APPLY FOR SERVICES**



## Vocational Rehabilitation At-A-Glance

1. You apply for services at the Kansas Rehabilitation Services office that serves your county. A counselor will meet with you to find out more about you and your disability. It is your counselor's job to find out or know what can be done to help you get a job, keep your job or get back to work.
2. Your counselor will collect information about you to determine if you are eligible for services. You will receive the diagnostic tests and evaluation services needed to determine if you are eligible for services. These diagnostic services are provided at no cost to you.
3. If you are eligible for services, you and your counselor will work together to develop a program of services to help you get a job. This program is called your Individualized Written Rehabilitation Program (IWRP).

### Please note

In order for KRS to pay for any services listed on your IWRP, written approval must be received from your counselor BEFORE the service is provided or purchased. This requirement applies to all purchases you make for your IWRP, as well as services you receive from physicians or other vendors.

4. Services will be provided according to your IWRP. The length of this process will vary, depending on your individual situation, ranging from a few weeks to an average of 23 months.

5. When you have completed the services you needed, your counselor will help you find a job.
6. Once you have had your job for at least 60 days your counselor will consider your rehabilitation case successfully completed.
7. Your counselor may check with you periodically to see if you need any follow-up services to help you maintain your job.
8. If your disability is determined so severe that employment cannot be determined as a reasonable expectation at the time you apply, your counselor will refer you to other service and program opportunities. Your counselor will then contact you after one year to see if your condition has improved enough that you would be able to benefit from vocational rehabilitation services.

## How to apply for VR services

First, you should make an appointment with the Rehabilitation Services office that serves your county. The offices are listed at the end of this booklet.

When you apply, a rehabilitation counselor will ask you some questions about your personal circumstances to learn about your disability and how Rehabilitation Services can help you. Some questions might be:

- What is your disability?
- How does it keep you from getting or keeping a job?
- What kind of education or experience do you have?
- What kinds of insurance or other funding do you have which would help pay for your rehabilitation program?
- What doctor or hospital care or treatment have you had for your disability?

Information about you will be kept confidential, to be discussed only with people who will be working with KRS to serve you.

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WHAT SERVICES ARE AVAILABLE?

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HOW TO APPLY FOR SERVICES



## How do you know if you are eligible for services?

First, your counselor must determine if you have a handicap to employment caused by a physical or mental disability, or both, which limits your ability to work. Then, the counselor will have to decide if the services KRS can provide will increase your chances of getting a job. According to the federal regulations that govern vocational rehabilitation, you must meet both of these requirements to be eligible for services.

To help answer these questions, KRS will get reports from doctors about your disability. If you do not have a current or up-to-date medical examination, your counselor will ask you to get one. Sometimes special medical exams, such as eye or hearing tests, may be needed. You will not have to pay for any of the medical exams needed to determine eligibility.

The doctor will send copies of the reports of this exam to your counselor. This will help your counselor understand what your disability is and whether there is any treatment that can reduce the effects of the disability so you can work.

Vocational evaluations, which tell what kind of jobs you would be good at and what jobs you might like, may also be needed. There are several kinds of vocational evaluations:

- Counseling involves talking with your counselor about what work you have done and what jobs are best for you.
- Work sampling is a special kind of evaluation that shows how you do different types of work. This evaluation may be done at the Kansas Vocational Rehabilitation Center in Salina or at the Vocational Rehabilitation Unit in Topeka, or purchased through another program in your area.
- On-the-job evaluations are done while you are actually working.

In most cases, vocational evaluations paid for by KRS last from one day to a maximum of 10 days. If you have special circumstances, your counselor may suggest an "extended evaluation," during which services may be provided for a maximum of 18 months on a trial basis.

It is important for you to keep all appointments scheduled for your evaluation. Remember, you will not have to pay for any of these medical exams or vocational evaluations. Your counselor will let you know if you are eligible as soon as possible.

## How is your rehabilitation planned?

Your counselor will talk with you, listen to your ideas about what you want to do and work with you to set up your Individualized Written Rehabilitation Program (IWRP). In this plan, the two of you will decide long-term and short-term goals for you. A long-term goal will describe the kind of work you eventually expect to do. Short-term goals are steps you go through so you can reach your long-term goal. An example of this might be training in the field of food service (short-term goal) so that you will be able to work as a food service worker (long-term goal).

Since your interests are very important in setting up your plan, you must think about your goals and talk about them with your counselor.

After you and your counselor work out a rehabilitation plan, it will be written out on the IWRP form and both of you will sign it. Then you will be given a copy of it to keep.

Your IWRP can be changed. At least once a year this plan should be reviewed to see if it is still the best plan for you. Remember that you and your counselor should always work together to decide on your IWRP and to make any changes in it.

OFFICE LISTING/IMPORTANT NUMBERS  
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WHAT SERVICES ARE AVAILABLE?

PLANNING YOUR REHABILITATION

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## What VR services are available?

The medical exams and vocational evaluations you receive to help decide if you are eligible are part of the services provided by KRS. All eligible clients will receive counseling and guidance services.

Other services are available only if they are identified on your IWRP and needed for you to get or keep a job and only if funding for them is available. Most of these services are based on financial eligibility guidelines, and you will be expected to help pay for your rehabilitation program according to these guidelines. Optional services include physical and mental restoration services, training and job placement.

### Counseling and guidance

Counseling and guidance is a major service provided by KRS. Your counselor will talk with you, advise you and help you to plan a new employment future.

Some examples of counseling services are:

- Help in learning about your disability, abilities, aptitudes and interests.
- Help in choosing work goals, based on your preferences, results of your vocational evaluations and the availability of jobs.
- Help in planning a program of services to help you reach your work goals.
- Help in learning about jobs, education, health and community services and facilities.

### Important reminder

Remember, KRS must give written approval for payment of services listed on your IWRP before the services are provided or purchased. Some equipment can be purchased only through state bidding procedures.

## Physical and mental restoration services

If you do not have enough insurance or money of your own to pay for certain kinds of services or equipment that may be necessary for you to work, Kansas Rehabilitation Services may help you pay for the equipment or treatment. KRS can arrange for special short-term medical treatment **if it reduces barriers to getting or keeping a job.**

The physical and mental restoration services that can be provided by KRS include:

- Corrective surgery or treatment, including out-patient care, if it directly relates to your ability to get or keep a job.
- Necessary hospital care in connection with prior-authorized surgery or treatment.
- Prosthetic and orthotic devices, such as artificial limbs or braces and dentures.
- Eyeglasses and visual services.
- Diagnosis and treatment for mental and emotional disorders. (In-patient drug/alcohol treatment is generally limited to a maximum of 25 days.)
- Special services, including:
  - Speech therapy to help you understand and overcome speech problems.
  - Physical and occupational therapy to help you develop physical abilities and teach you how to use braces, wheelchairs, crutches and other devices if you need them.
  - Nutritional services to help you develop an individualized dietary program for special health problems that interfere with employment.

### Training

Another type of service that KRS sometimes offers is training. Because people's needs are different, there are three kinds of optional training programs available. They are work adjustment training, daily living skills training and vocational training.

If you need training to get or keep a job, your counselor can tell you more about the different kinds of training offered and about the requirements for getting

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into each kind. Remember, training is not provided for everyone, only for those persons who do not have skills that can be used in more than one kind of job and who meet the vocational requirements.

**Work adjustment:** Sometimes you might have trouble adjusting to work, or returning to work after an accident. This may be because you don't have enough confidence in yourself, you may have trouble getting along with other people at work or you may have some habits that cause problems at work, like not doing things on time. If you have these kinds of problems, KRS has work adjustment training. Work adjustment training can help you change your habits or work out other problems that cause difficulty at work. In most cases, work adjustment training is limited to a maximum of 60 days.

**Daily living skills:** Training can be received in:

- Communication skills.
- Orientation and mobility skills.
- Self care skills.
- Leisure-time activities.
- Use of community resources and agencies for health, recreation and leisure, education and transportation services.

**Vocational training:** In some cases, you may need to learn specific skills to reach the vocational goal listed on your IWRP. This training may include programs at technical or trade schools, workshops, colleges or on-the-job training. If your plan includes training it is up to you to do the best you can. If you have problems with the training or adjusting to it, you must talk with your counselor about it. If you are in school, you must:

- Maintain a "C" average, or satisfactory performance level.
- Send a copy of your grades to your counselor at the end of each semester or quarter.
- Keep in touch with your counselor during this training.

## Other services

Other important items or services can be provided through KRS programs, if you need them for a job, if you cannot afford them and if KRS has the funding to pay for them. These items or services can include:

- Books, equipment, tools, supplies, licenses and stock needed to begin work.
- Reader, interpreter and tutor services.
- Attendant care.
- Rehabilitation engineering to change a work site, or provide you with an adaptive device, to help reduce barriers to employment.
- Telecommunications, sensory and other technological aids and devices, such as hearing and optical aids.

KRS may also provide transportation during your training, or relocation and moving expenses if needed to help you get a job. Sometimes KRS can help with living expenses, such as room and board, child care and travel expenses during job training, if no other financial resources are available and if you need this assistance to benefit from your vocational rehabilitation program.

## Job placement

One of the most important things Kansas Rehabilitation Services can do is to help you find the right job. It is important that you participate actively in looking for a job. You and your counselor will look at what you can do and what kinds of jobs are available. Then together you will try to match your skills with the job requirements. You may want some help in filling out application forms or with learning what to say in a job interview. Your counselor can also provide help in lessening obstacles that interfere with your ability to get or keep a job. For example, special accommodations can be made for transportation or in the equipment you use in your job. Please remember: Your counselor can help you, but you have the primary responsibility to find a job.

To assist you in successful job placement, job coaching services can be provided if you need special, individualized on-the-job training. Job coaching services are usually provided only for a limited time period.

After you begin to work, your counselor will want to be sure that you and your employer are satisfied and see if you need any help in staying on the job. Post-employment services can be provided to help you keep your job.



## Supported employment

Supported employment gives persons with severe disabilities opportunities for employment in regular work situations. Intensive training is provided while you're learning the job. Then, long-term on-going support is provided to help you keep the job. If your disability has prevented you from working, or if you need long-term support services to keep a job, supported employment may be an option for you. Please check with your counselor for more information.

## Rehabilitation facilities

During your rehabilitation, you may be referred to one of the three KRS rehabilitation facilities for services. Or, you may be referred to other rehabilitation facilities that would meet your specific needs.

The three KRS facilities are:

- **Kansas Vocational Rehabilitation Center, Salina**  
This center provides work evaluation and training for persons with one or more disabilities. KVRC serves persons who have physical disabilities, hearing impairments or mental illness. The goal of the center is to provide an opportunity for persons with disabilities to explore and develop vocational interests and abilities. Residential facilities are provided during the evaluation if needed. A special KVRC program offers work evaluation for selected 16- and 17-year-old male offenders.
- **Rehabilitation Center for the Blind, Topeka**  
This rehabilitation and residential facility provides specialized training to allow blind persons to adjust to blindness and to live and work independently. Training includes skill development in orientation and mobility, communications, techniques of daily living and manual arts.
- **Vocational Rehabilitation Unit, Topeka**  
This unit provides independent living skills training, vocational evaluation and community work adjustment for persons with mental retardation. Both evaluation and training are conducted in community-based work and residential settings.

## Other KRS programs

Other programs of KRS are designed to meet special needs of Kansans with disabilities. Please check with your KRS office to learn more about the eligibility requirements and application procedures for these programs.

### Blind Employment Services

Two programs provide employment opportunities for Kansans who are blind:

- The Business Enterprise Program or Vending Stands Program, offers qualified blind persons the opportunity to manage food service operations on public and private property. For example, the vending stand in the Kansas Capitol Building is operated through this program.
- Kansas Industries for the Blind operates sheltered workshops in Kansas City and Topeka, and several home-based programs.

### Client Assistance Program

The Client Assistance Program can help answer your questions about KRS and the benefits and services available for persons who have disabilities. The Client Assistance Program staff is also available to help you resolve problems if you don't understand your rehabilitation program or if you are dissatisfied with the services you are receiving.

You can contact the Client Assistance program by phone or mail. In Topeka, call (913) 296-1491; in other areas around the state, call toll-free 1-800-432-2326 (Voice or TDD available at both phones). Or write the Client Assistance Program, 1st Floor, Biddle Building, 2700 West 6th, Topeka, KS 66606.

### Disability Determination and Referral Service

You may be eligible for Social Security or Supplemental Security Income disability benefits. Using federal eligibility standards and guidelines, Disability Determination and Referral Services can tell you if you qualify to get these benefits or medical assistance from the state program.

DDRS will refer clients who could benefit from vocational rehabilitation to KRS for services.



## Independent Living

Private, non-profit independent living centers (non-residential) can provide services which promote the goals of self-control and self-determination for persons with disabilities. Although services will vary among the centers, each offers:

- Information and referral services.
- Peer counseling.
- Independent living skills training.
- Advocacy.

If you are not ready or able to work because of the severity of your disability, you may benefit from the Independent Living Program (Part A), administered through your counselor. Through this program, funds are available for vehicle and home modifications, up to a maximum of \$5,000, and for adaptive equipment and devices. The goal of this program is to enhance your ability to live independently, function within your family and community and get a job.

## Kansas Commission for the Deaf and Hearing Impaired

Message relay services are available to make phone calls possible between a hearing person and a person with a hearing loss who must use a Telecommunications Device for the Deaf (TDD). A TDD is a device the deaf person uses to send and receive typed messages over the telephone. The relay service is available from 8 a.m. to 5 p.m. Mondays through Fridays. It can be used for any kind of call, including business, personal, legal and medical. For more information, or to use the relay service, call the Commission for the Deaf and Hearing Impaired at (913) 296-2874 (Voice or TDD).

The Commission can also assist in coordination of interpreter services for persons who are deaf or hearing impaired and instruction of sign language courses. In addition, the Commission acts as a clearinghouse of information of interest to Kansans who are hearing impaired and their families.

## Rehabilitation Teaching

Home-based instruction is given throughout the state to blind persons. Training focuses on helping persons adjust to blindness and increasing their independent skills in their homes and communities. Training in daily living skills, orientation and mobility is offered.

## Transition Into Employment Adult Services

Transitional planning services are available for special education students who have severe disabilities. Through the Transition Into Employment-Adult Services program, KRS will help students who are developmentally disabled and in need of continuing services to:

- Learn about resources and programs available in their communities.
- Plan for adult work and living options and on-going support services.

Please contact your KRS office if you need more information about this transition program.



## Your rights

You have the right to:

- Apply for services and benefits.
- Get a fair and complete evaluation to determine if you are eligible for services, without regard to your disability, race, creed, color, religion, age or sex.
- Receive the best service KRS can provide within reasonable cost and available funding.
- Expect that all information you give your counselor, or information your counselor learns about you from other sources, will be kept confidential and used only for your rehabilitation.
- Take part in planning your Individualized Written Rehabilitation Program and be involved in any change in that plan before it goes into effect.
- Request an administrative review or fair hearing if you are dissatisfied with KRS services. Contact your counselor or the Client Assistance Program to learn about this appeal process.

### Important reminder

If you are receiving Social Security or Public Assistance, remember that you must follow through with your rehabilitation plan to continue benefit payments under these two programs.

## Your responsibilities

You have the responsibility to:

- Help pay for any services you can afford, using family funds, insurance, Social Security, Pell Grant or any other funds you know about and may be eligible for.
- Get written approval before you buy anything listed on your IWRP that you want Rehabilitation Services to pay for.
- Be straightforward with your counselor in talking about your disability, your education and experience, and your ability to help in your own rehabilitation. All of the information you discuss with your counselor will be kept confidential.
- Keep medical appointments and follow medical or other professional instruction.
- Take an active part in developing your Individualized Written Rehabilitation Program with your counselor so that both of you agree on what is needed to develop a plan for success.
- Contact your counselor when anything important has happened which may change your plan, and if your address, income or employment have changed.
- Attend planned activities and make acceptable grades or ratings if your plan includes training.
- Actively seek employment, and let your counselor know if you get a job or if there are any other important changes in your employment.



## What if you're not satisfied?

Your counselor will work actively to promote your satisfaction with KRS services. However, if you do not agree with a decision or have a complaint, there are several things you can do.

- Discuss the problem with your counselor. Sometimes problems are caused by a misunderstanding. If your problem can't be worked out by talking to your counselor, you may contact the counselor's supervisor.
- If you have tried to solve the problem with your counselor and the counselor's supervisor, and you continue to be dissatisfied, you can contact the Client Assistance Program by calling 296-1491 in Topeka, or 1-800-432-2326 toll-free from outside the Topeka area. A Telecommunications Device for the Deaf (TDD) is available at both these phone numbers. The Client Assistance Program can help answer your questions about KRS and help resolve problems, if needed.
- You may also appeal a decision to the head of the agency, the Commissioner of Rehabilitation Services. One option is to ask for an exception to policy. Or, you can request an administrative review or a fair hearing. Each option has different procedures. If you want to know how to request one of these, ask your counselor or contact the Client Assistance Program.

## KRS offices

Atchison	509 1/2 Commercial	367-5345
Chanute	1500 W. 7th	431-7100
Dodge City	1509 Avenue P	227-8508
El Dorado	116 S. Vine	321-4200
Emporia	1015 Scott	342-2505
Garden City	2701 N. 11th	275-0271
Goodland	Highway 24	899-5661
Great Bend	2110 Kansas	792-5324
Hays	3000 Broadway	625-3489
Hiawatha	810 Oregon	742-7186
Hutchinson	501 N. Monroe	663-5731
Independence	701 N. Park	331-0350
Junction City	1010 N. Jefferson	762-5445
Kansas City	224 Gateway I (4th & State)	371-6700
Lawrence	619 E. 8th	843-6511
Leavenworth	109 Delaware	651-6200
Liberal	360 E. Oak	624-5666
Manhattan	327 Colorado	776-4011
Merriam	9307 West 74th	432-5159
Norton	211 S. Norton	877-5173
Osawatomie	State Hospital	755-2162
Ottawa	122 E. 2nd	242-5500
Parsons	400 N. 32nd	421-4500
Pittsburg	20th St. & 69 Bypass	231-5300
Pratt	802 S. Main	672-5955
Salina	2130 S. Ohio (Graves Building)	825-8111
Topeka General	1st Floor, Biddle Building (2700 W. 6th)	296-4424
Topeka Blind Svcs.	1st Floor, Feldman Building (2700 W. 6th)	295-9521
Wellington	1116 W. 8th	326-7430
Wichita	3244 E. Douglas	651-5230
Winfield	North College (State Hospital)	221-6400