

NORTH CAROLINA  
**State  
Rehabilitation  
Council**

**2021 REPORT**



## **MISSION OF THE COUNCIL**

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

## **PURPOSE OF THE COUNCIL**

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

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## 2021 HIGHLIGHTS



DVRS helped **3,259 individuals** with disabilities achieve **competitive integrated employment (CIE)**

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For consumers working in CIE, they earned an average hourly wage of **\$11.66** and worked an average of **28** hours per week

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**35%** of DVRS' successful employment outcomes were achieved by **transition-age youth**

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The North Carolina Independent Living Rehabilitation Program (NCILRP) helped **584 North Carolinians** achieve their goals for independence

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The North Carolina Assistive Technology Program (NCATP) made **562 short-term device loans** and engaged with **9,447 people** across the state for loans, demos, training, technical services, information and assistance, and assistive technology reuse

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The North Carolina Client Assistance Program (NCCAP) helped **961 clients** and provided mediation, negotiation and advocacy for **97 cases**

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## CHAIR'S MESSAGE



**Peter Murphy, Chair**  
North Carolina State  
Rehabilitation Council

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

Once again, we faced another challenging year in 2021 as the North Carolina State Rehabilitation Council continued our role to help the agency look at its goals and assess the effectiveness of its services in reaching those goals. As the pandemic continues, the agency continues to be flexible in providing services to people with disabilities throughout the state, while ensuring the personal safety of our staff and consumers.

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

We continue our public forums reaching consumers, agencies, and advocates throughout the state via our virtual platform. We continue to see increased participation in these public forums, and we have increased the number of forums we have conducted from two to three.

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



## OBJECTIVES

1

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

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

2

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

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

3

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

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

4

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

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



## OBJECTIVES

5

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

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6

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

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

7

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

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8

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



# STRATEGIC PLAN 2020-2022

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

1

**Increase marketing and outreach to individuals with disabilities, employers, and potential partners, including colleges and universities**

- a. Develop proposal for outreach, including leveraging social media and sharing success stories
- b. Identify strategies that can be achieved within the timeframe of the strategic plan
- c. Promote and/or implement the outreach strategies identified by the SRC

2

**Honor people's life choices by assuring that the Individualized Plan for Employment (IPE) goals and service provision are consumer-driven/consumer-focused**

- a. Review how VR is measuring casework quality and recommend new measures as the SRC finds appropriate
- b. Identify measures of consumer satisfaction with their involvement in their IPE to establish baseline data
- c. Monitor and evaluate performance on consumer satisfaction with their involvement in their IPE

3

**Facilitate the development of the VR program's capacity to improve service delivery capacity and staff and leadership training**

- a. Evaluate continuously the VR program's service delivery capacity and staff and leadership training
- b. Review available documents, data, and dialogue with division staff
- c. Offer input and make recommendations for improvement



## COMMUNITY OUTREACH

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

### STATE COUNCILS

Council on Education Services for Exceptional Children

NC Mental Health Planning and Advisory Council

NC Substance Use Disorder Federation

NC Council on Developmental Disabilities

NC Statewide Independent Living Council

NCWorks Commission

Commission for Mental Health, Developmental Disabilities,  
and Substance Abuse

### ACTIONS

**1**

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

**2**

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

**3**

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



## COMMITTEES



### Executive Committee

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

## ACTIONS

1. To expand SRC participation in the development and implementation of the Unified State Plan, the committee addresses state plan development, implementation, and progress toward plan goals and SRC goals within the "Goals, Priorities and Strategies" section of the plan during meetings with the division director. At each quarterly meeting, the Executive Committee, along with the division's Planning and Evaluation Section, report on the Unified State Plan to the full council for their input and approval.
2. Members were informed that the Dix Campus property which houses several agencies including DVRS has been sold and new offices will be built on a designated property in Raleigh. Staff were shown preliminary plans of the proposed building and office space. Anticipated move will be 2025. In the meantime, the City of Raleigh is developing the park as a venue for various community activities. New signage and structures are on display.
3. DVRS received a clean audit for its case management system. The Eagle audit, an internal audit process is underway by reviewing narratives regarding any changes that have taken place. ENCORE is the new case management system that is being developed and implemented with an anticipated go-live date in July 2022. The Rehabilitation Services Agency has been meeting quarterly with DVRS to assist in improving the 60-day eligibility and the 90-day IPE development deadlines. These two areas continue to require close monitoring by each office to achieve these performance goals. In addition, Quality Development Specialists are analyzing the system to identify any deficiencies within our business policies. The committee maintained its interest in receiving updates about these improvements. Key staff are working with workgroups on updating changes to the Unified Plan.

4. The budget will be maintained for the next year with no significant cuts. The Division is working on increasing the capacity for Work Incentive Counselors to educate consumers about their SSI/SSDI benefit options. As a result of the passage of the final budget, the Division of Services for the Blind (DSB) and DVRS will share an additional Work Incentive Planning Assistance Counselor between the two agencies. NC DVRS and DSB are also working to gain access to the NC Health Information Exchange which provides medical records from a database that protects consumer information and will be a pivotal improvement over having to wait to obtain records from larger entities such as university hospitals and clinics.
5. The pandemic has caused challenges for North Carolina and other states in providing opportunities for clients interested in pursuing small business opportunities. Through the help of the Small Business Advisory Committee (SBAC), objective feedback is given when making decisions to support small businesses which can sustain a livelihood for people who have the passion and the ability. Training sessions with staff are scheduled to be conducted by the agency's Small Business Specialist in the new year.
6. Incidents of Workplace Violence were reported. Workplace Violence is a concern that affects multiple divisions and not just one agency. Policies and procedures are meant to protect the rights of the client and staff. After careful review, more guidelines were initiated and shared with staff to provide appropriate resources to address situations of abuse or suicide.
7. DHHS Secretary Dr. Mandy Cohen stepped down the end of December, 2021. Dr. Cohen successfully led COVID-19 efforts during the height of the pandemic. She offered exceptional insight and unwavering commitment to the citizens of the state. COVID-19 cases are rising along with concerns over the new variants. Governor Cooper issued Executive Order # 224, citing that staff must provide proof of vaccination or undergo weekly COVID-19 testing. Failure to comply could result in disciplinary actions or termination. The field offices operate on a rotation basis for onsite staff. Negotiation per position and work plans were submitted to Human Resources for approval, based on meeting the business needs in the safest possible way.
8. DVRS will replace its current electronic case management system (CMS) with a cloud-based CMS, with a targeted go-live date of May 2022. Developing a new CMS required intensive collaboration between DVRS and DSB, ongoing gap analysis and joint application design to support business needs securely. Planning and implementation work has continued remotely in hopes of a seamless transition between the two systems.
9. Produced an electronic media annual report to post to the public website. The report summarized the work of the council and highlights essential components of its mission such as consumer satisfaction. Photos of members were included in the publication in alignment with other states.



## Consumer Input and Public Outreach Committee

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

### ACTIONS

1. Reviewed current methods and strategies for monitoring consumer input and public outreach. The contract with NC State University permits 1,600+ telephone surveys of agency consumers to be conducted. The feedback has provided improved data results to track trends and themes.
2. Quarterly Performance Updates were presented with comparison information from the previous year to document any significant changes or factors observed. COVID-19 initially impacted the number of applications and successful outcomes. As improvements with the pandemic occurred through the ease of restrictions, testing and vaccinations, it contributed to an uptick in these numbers. State leaders urged the public to remain cautious. Field offices remained open throughout the pandemic by offering varied options to clients for access via remote or limited in-person services while adhering to safety protocol measures.
3. The forum planning committee met on a weekly basis to make ongoing improvements based on feedback received after each event. Advertising strategies were discussed, for example, how to attract more participants using the virtual platform. The plan included early notifications and reminders by posting details of the forum on the department's social media sites; email outreach to community stakeholder groups with subsequent requests to post on their social media sites, and by electronic distribution of flyers to consumers and providers. NC State University's McKimmon Center was utilized for technical support both in the registration process and in hosting the forum. The focus was to make each of these events a free-flowing conversation and use a PowerPoint presentation to educate consumers about how the SRC works with DVRS to help ensure individuals were receiving the services they needed to become successful and live independently.



## Policy and Rules Review Committee

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

### ACTIONS

#### 1. Draft policies reviewed:

Financial Needs Survey

Allowable Net Monthly Income

In-Home and In-Person Services during COVID-19 Pandemic

Release of Confidential Information Without the Consent of the Client

Arranging for Pre-Employment Transition Services

Attention Deficit Hyperactivity Disorder

ENCORE Development

Counselor Expertise and Development

Comprehensive Transition Program

Residence Modifications

Laptop Computers Roll-Out

Vax-Up or Mask-Up Initiative

Home Modifications Final Version

Work Adjustment Services

Self-Employment Lean Canvas

Psychological Consultant

Self-Employment Policy Directive

Community Inclusion Phase-out

Policy Power Hour blog, newsletter and virtual events

2. COVID-19 prevailed into 2021 requiring constant review and updating of policies and procedural guidelines. Comprehensive Transition Program (CTP) is a post-secondary training program designed for the inclusion of students with intellectual disabilities for academic and socialization. CTP provides help with skills, independent living, counseling, and guidance.
3. Self-Employment is another important employment alternative for eligible clients. The policy objectives are: (1) to outline the conditions under which the Division will support self-employment; (2) to provide a clear and disciplined process to evaluate and select clients who have a high probability of succeeding in the small business of their choice; and (3) to provide follow-up and tracking to both assist the client to succeed long-term and help ensure that the Division's resources are successfully invested. To reduce the risks with self-employment, the processes and procedures are complex and not typically found in traditional employment. Investigation, analysis, consultation, revision, and evaluation are required to complete the process which can take up to six months or longer.
4. Community Inclusion Service was designed as a temporary gap measure service to help community rehabilitation programs engage consumers during the pandemic and ended on December 31, 2021.



# CONSUMERS SATISFACTION SURVEY

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

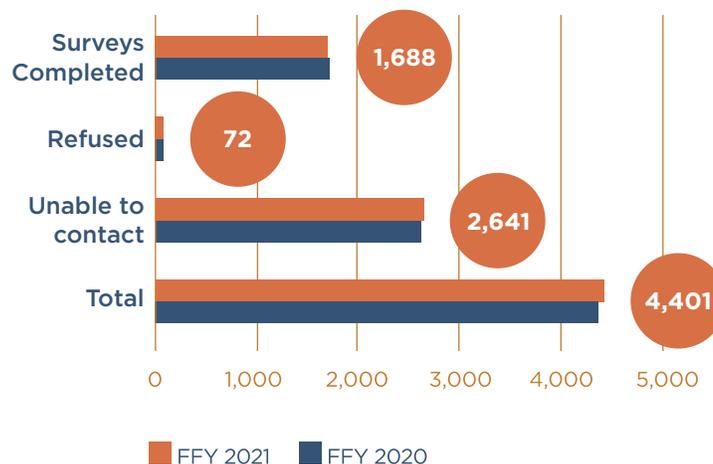
- The functions performed by the designated state agency
- Vocational rehabilitation services provided by state agencies, and other public and private entities responsible for providing vocational rehabilitation services to individuals with disabilities under the Act
- Employment outcomes achieved by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

## SURVEY PROCESS

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

The 2021 Client Satisfaction Survey was conducted November, February, May and August through a contract with the North Carolina State University, Center for Urban Affairs and Community Services. From a weighted sample of 1,688 clients with open or recently closed cases. After adjusting for clients who could not be contacted after six attempts, the completion rate was under 96 percent.

### Survey Completion Results





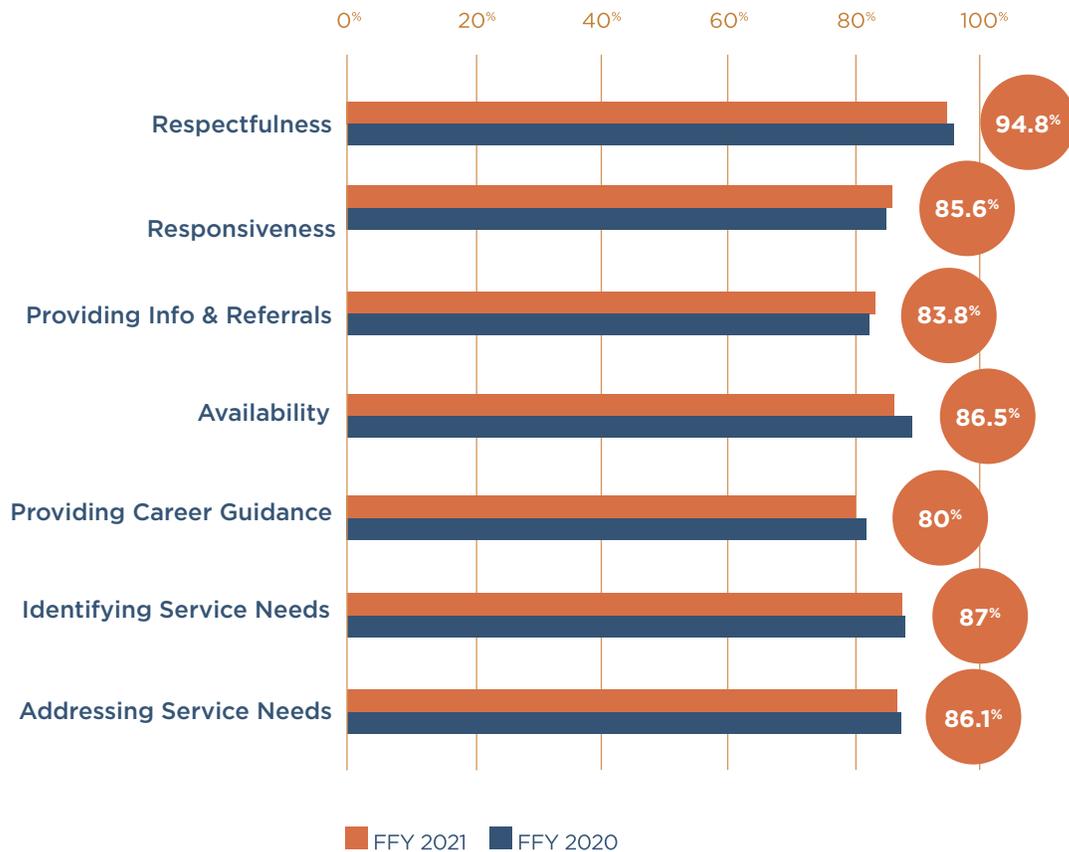
# CONSUMERS SATISFACTION SURVEY



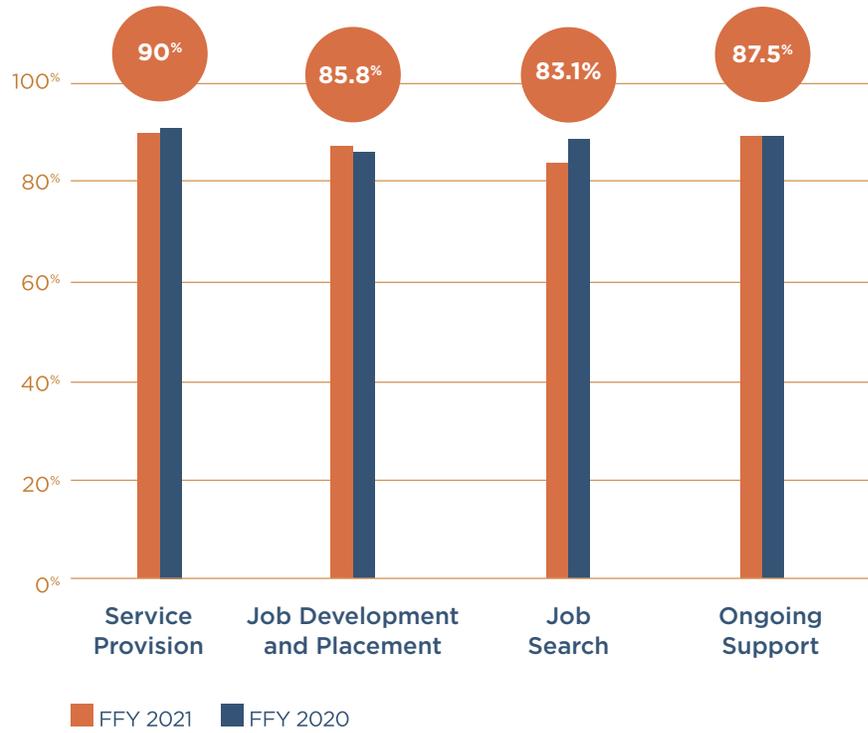
## SECTION II

This section contained fourteen items regarding the client’s experience with NCDVRS, including their interactions during eligibility, IPE development and after achieving employment. Clients indicating dissatisfaction were given the option to explain. FFY 2021 was very similar to that of the prior year across most of the questions asked in this section.

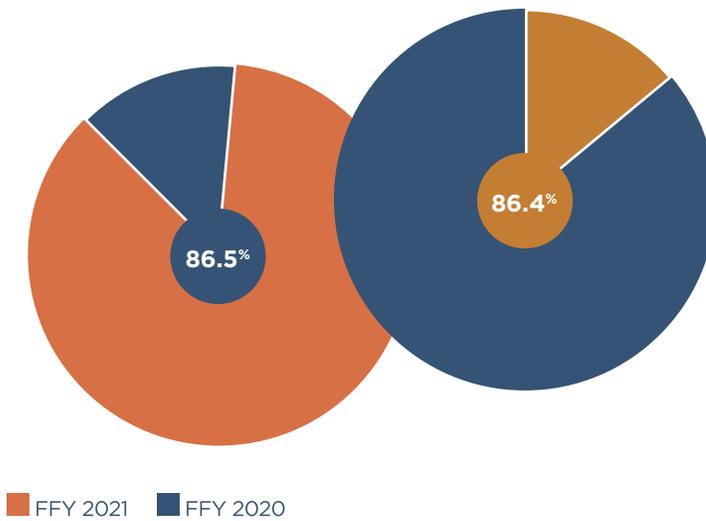
### Satisfaction with Counselor and Staff



### Satisfaction with Timeliness of Services



### Satisfaction with Overall Experience

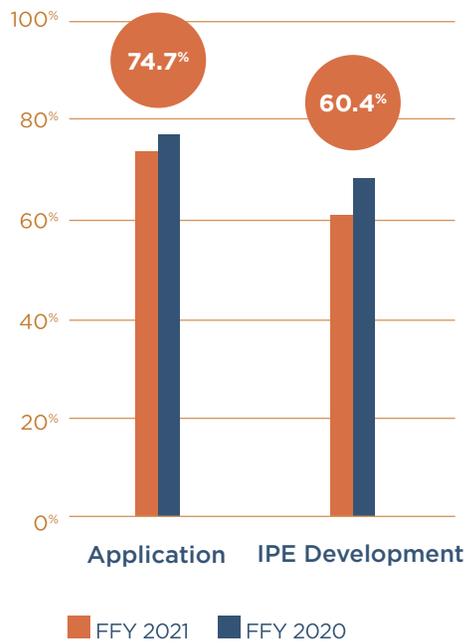




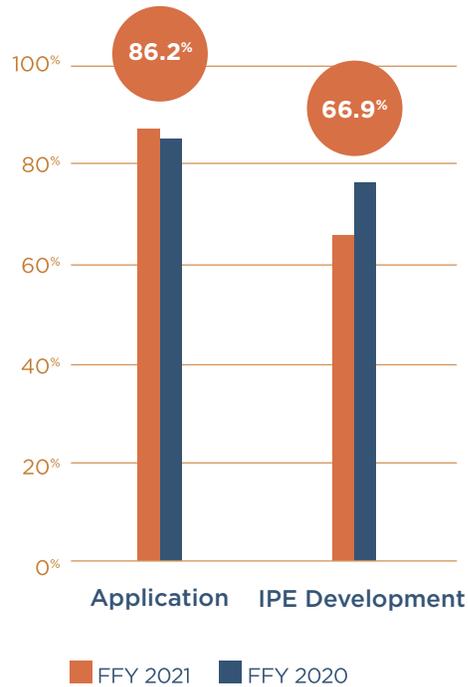
## SECTION II

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

**About Program**



**About Right to Appeal**

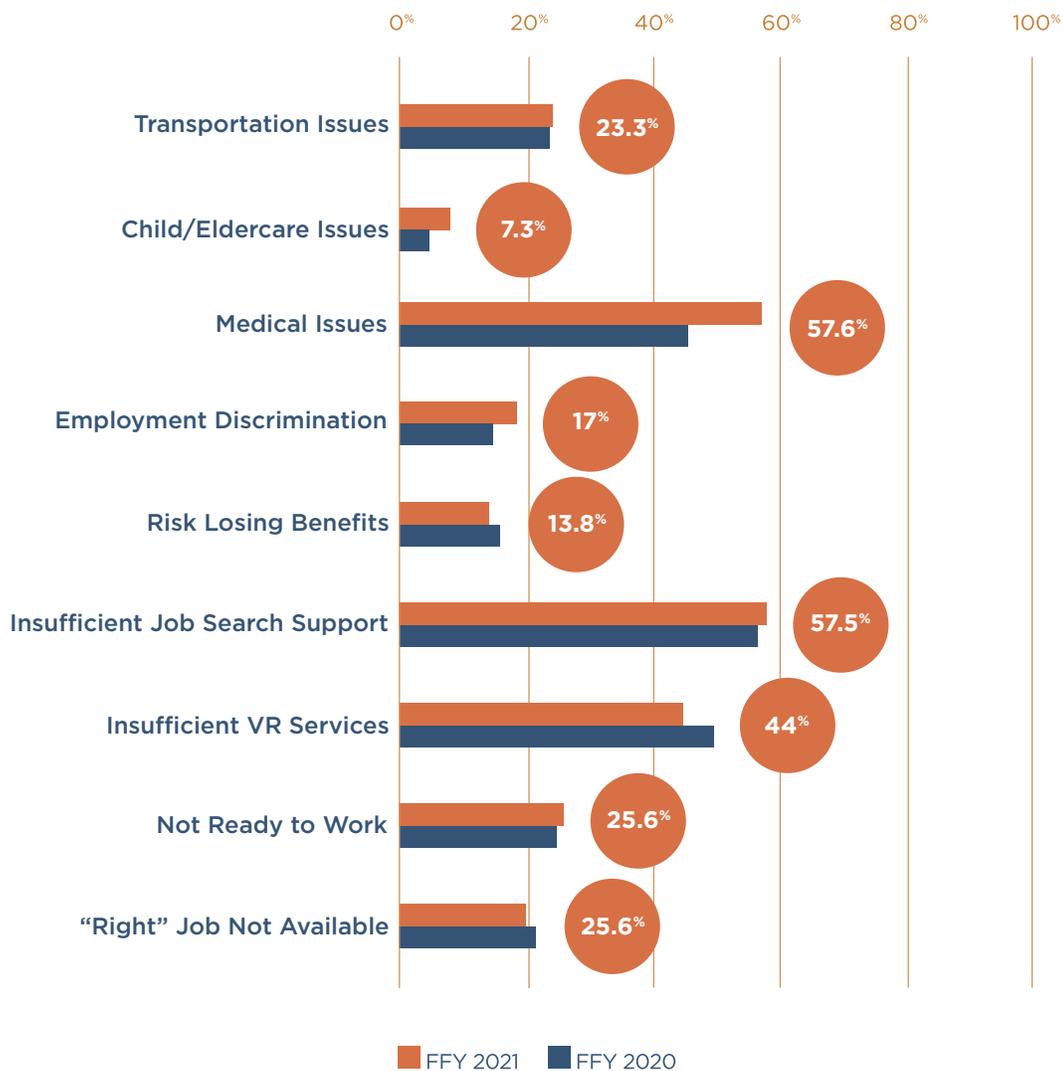




### SECTION III

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

#### Barriers to Employment



### SECTION IV

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



## VIRTUAL PUBLIC FORUMS

### 1 FIRST

June  
10

Featured staff, employers, and consumers from the Eastern Region. There were 80 individuals (not including panelists) registered for the event. Key topics at this forum were technology or hardware and training; VR processes and timelines; getting the messages out using new tools; VR service offerings; and connecting consumers by leveraging community advocates and healthcare providers for continued outreach; learning or understanding how individuals, industry or technology could help support the mission.

### 2 SECOND

September  
30

Featured staff, employers, and consumers from the Western Region. Individuals shared their successes and challenges. Participants from the Asheville Humane Society and several Project SEARCH locations were highlighted. The forum showcased the skill sets clients received and also brought awareness of the benefits of hiring people with disabilities. The positive feedback that was received was that the forum provided good visualization and personalization.

### 3 THIRD

December  
9

The focus was on the Central Region with statewide expansion to foster more effective and meaningful participation. Over 15,000 active clients, 480 providers and stakeholders were invited through email and social media outlets. Registration reached 462 with an impressive final count of 175 attendees, which is the highest number in attendance since in the inception of the state's SRC.



## RECOMMENDATIONS

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

1

**In support of their strategic plan pertaining to legislative advocacy, the council recommended again this year for the division to prepare customized reports for each NC legislative district featuring the beneficial return on investment that the VR program has on consumers and on the economy of each district within NC.**

DVRS Planning and Evaluation section will continue to support this request, revising the customized reports based on input and also adding success stories to provide a human element to the data presented. The reports will continue to be prepared and distributed to members of the NC General Assembly during the upcoming session.

2

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

DVRS supports all components of this recommendation and is currently addressing them.

3

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

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



## RECOMMENDATIONS

4

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

DVRS will continue to actively support jointly conducted input sessions three times annually canvassing various communities across the state focusing on how the VR program is addressing consumers' VR needs through its service provision.

5

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

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

6

**Whereas the SRC Consumer Input and Public Outreach Committee acknowledged decreasing response rates on client satisfaction self-administered written questionnaires, the council recommends that DVRS continue the use of the telephonic client satisfaction survey.**

Further, the council recommends extending the survey to clients in active status and employing a weighted sampling method to maintain costs and better ensure representation across disability types, minority status, age, and gender.

## MEMBERS TRAINING

Members were educated about DVRS' plan to move to a hybrid service delivery. Offices remained open with the rotation of on-site staff. Policies and procedures for the provision of remote services securely was updated and presented. In-person services were limited and updated as the operational level changed from Critical to Emergency Only. In-person services were based on the requests deemed very necessary but not considered life or death situations. Many staff volunteered for remote and on-site work to assist FEMA in the Greensboro area. Vaccine webinars were held and a department-wide town hall meeting. Requests for Disability Awareness Trainings called Windmills, skyrocketed. Employment First marked its second year, with state government becoming a model employer. The employment application was updated for accessibility and a self-disclosure tool implemented to reflect the number of people with disabilities employed. Changes were made to the agency's toll-free number allowing callers to have the ability to reach offices through a prompt. Spanish speaking individuals were directed to an outreach specialist with Community Integration Services and Support.

DVRS Director, Kathie Trotter reported on hiring and staff retention concerns. Internships within state government were expanded to include every department. Universities engaged in efforts to help with career to increase professional growth which was cited as one reason for staff departures. Plans were discussed to develop and update a Statewide Accommodations Guide. Posting improvements were simplified to accelerate hiring practices with flexibility in location or remote work through the launch of a pilot program in the Western Region of the state.

SRC members asked about incentives to keep counselors and increase pay for career advancements. Changes in salary are a complex issue which require many discussions from handling pay adjustments for the different money allocations, working with the department and Human Resources. One mechanism is for trainee(s) with bachelor's degree who is working toward a master's degree which will allow these rehabilitation counselors to move into an independent role with less supervision. Counselors-in-Charge, Assistant Unit Managers, Unit Managers, and Program Specialists are examples of growth positions. Encouraging growth from within increases responsibilities and builds NC leadership opportunities.

The agency is also looking at changing the name of DVRS. There is sentiment that the current name may reflect a less relevant medical model, and that a name reflecting what the agency does in modern terms can help with connecting with the current customers and move towards a more holistic approach emphasizing independence, inclusion, and accessibility. SRC members gave their feedback, and additional feedback is being sought internally and by community stakeholders. Furthermore, the Division is investigating the possibility of partnering with external entities to assist with updating methods of outreach.

The Research Triangle area is becoming more expensive to live in, and NC has a large military presence. John Marens, Client Assistance Program Director stated that other states are bumping up salaries in alignment with the Veteran's Administration or have formed unions. The SRC voted to develop strategies for a plan of action to address it with legislators.

Employers and DVRS staff from all three regions were invited to present at the quarterly council meetings. Yusef Ewais with AP Emissions Technology spoke about teaching clients "how to sell themselves" including people with a criminal past. Barriers can be broken through seeking consistent goals and finding the right fit. The right employee for the right employers. It's about finding champions. Eastern Regional staff shared about holding a virtual "Chat & Chew" every other Friday for staff to lunch together without discussing COVID-19. Participation increased for the program Voices Together, for a program serving individuals with autism and non-verbal disabilities.

In the fall, employers and staff from the Western Region held a round table discussion. Habitat for Humanity-Burke County offered clients encouragement and guidance to achieve higher pursuits. The staff at Fairfield Inn Marriott were so inspired by their deaf interns, they committed to learning sign language to be able to communicate with them. WorkSource West (WSW) works with Foothills Community School and NC School for the Deaf in Morganton. WSW serves 17 different counties. They are working on the curriculum for Work Adjustment Training with more focus on hard skills.

Staff from the Central Region presented at the December meeting. The unit manager from Chapel Hill noted the challenges in meeting production needs with the hopes of expanded manager presence. There are three offices in Carrboro, Sanford, and Siler City with twenty active employees. Through liaisons in the community, they have collaboration with Beyond Academics at Greensboro, a program for students with intellectual and developmental disabilities who are interested in furthering their education. UNC Center of Excellence is assisting in rebuilding their team primarily working with individuals with severe and persistent mental illness (SPMI).

Caramore is a unique Community Rehabilitation Provider that offers residential services to consumers. Peer support is an important component of the program. UNC Horizons has helped with the referrals and expediting services for people with SPMI. Other partnerships include the Chatham County Youth Development Center and NC Collaborative with the Department of Public Instruction.

The Fayetteville Unit Office has twelve counselors, three of whom cover independent living, one counselor for deaf and hard of hearing caseloads and three transitional counselors and five counselors handle general caseloads. COVID-19 saw a recent decline in the number of referrals for independent living caseload along with the loss of their psychologist. New partnership was formed with the Cumberland school system and working with the Transition Team. They work closely with NC Works in providing additional monthly meetings. The office has a culture of community which functions as a team in supporting each other and by emphasizing responsiveness to the needs of consumers within their area.

# 2021 SRC MEMBERS



**Peter Murphy**  
SRC Chair  
Salisbury, NC  
Representing  
Disability  
Advocacy Groups



**Doreen Byrd**  
Davidson, NC  
Representing  
Parent Training  
and Information  
Centers



**Tracey Craven**  
Graham, NC  
Representing  
Providers  
of Community  
Rehabilitation  
Services



**Cindy Harrell**  
Wilson, NC  
Representing  
Business  
and Industry  
(Termed 6/30/21)



**Celeste Hunt**  
Lumbee Tribal VR  
Maxton, NC  
Representing  
Director of  
Projects Under  
Section 121



**Agreta Limerick**  
Raleigh, NC  
Representing  
North Carolina  
Commission on  
Workforce  
Solutions



**John Marens**  
Immediate Past  
SRC Chair  
(7/1/21-12/31/21)  
Raleigh, NC  
Representing  
Client Assistance  
Program



**Anne  
Monterosso**  
Raleigh, NC  
Representing  
State IDEA  
Agency



**Sandy  
Pendergraft**  
Goldsboro, NC  
Representing  
Disability  
Advocacy  
Groups



**Clare "Ping" Miller**  
Cary, NC  
Representing NC  
Chamber  
of Commerce



**Alicia Coleman**  
Durham, NC  
Representing  
Business  
and Industry  
(9/28/21)



**Glacia Ethridge**  
Greensboro, NC  
Representing  
Non-Divisional  
Rehabilitation  
Counselors



**Gerald "Jerry"  
Higgins**  
Raleigh, NC  
Representing  
Disability  
Advocacy  
Groups



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



**Michael Maybee**  
Boone, NC  
Representing  
Labor



**John "Locke"  
Milholland IV**  
Raleigh, NC  
Representing  
Disability  
Advocacy Groups



**Sharon  
Nellenbach**  
Hickory, NC  
Representing  
Business and  
Industry



**David Tedrow**  
Durham, NC  
NCDVRS  
Consumers



**Kathie Trotter**  
Non-Voting  
Member  
Division Director  
Vocational  
Rehabilitation  
Services

**VACANCY**  
NC Statewide  
Independent  
Living Council



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

Division of Vocational  
Rehabilitation Services

**NORTH CAROLINA STATE REHABILITATION COUNCIL**

[www.ncdhhs.gov/dvrs](http://www.ncdhhs.gov/dvrs)

2021 MEETING SCHEDULE

**March 11-12** (Videoconference)

**June 18-19** (Videoconference)

**September 30-October 1** (Videoconference)

**December 9-10** (Videoconference)

NCDHHS does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or provision of services. 3/22