

North Carolina  
**State Rehabilitation Council**

**REFLECTIONS**  
on a Mission

2018 ANNUAL REPORT



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**U.S. Rehabilitation  
Services  
Administration**



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**Self Employment**



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**Job Growth**



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**Public Forums**



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**Customer Feedback**



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**Advocacy**



Baldwin "Keith" Renner, Chair  
North Carolina State  
Rehabilitation Council

## Message from the Chair

For the past two years it has been an honor to serve as your North Carolina State Rehabilitation Council Chair and I am pleased to present our 2018 annual report. The State Rehabilitation Council (SRC) partners with the Division of Vocational Rehabilitation Services (DVRS) to plan and improve services that help people with barriers achieve ambitious goals for competitive, integrated employment. SRC members identify and advocate for strategies that accomplish this goal in the most efficient and expedient manner within the framework of policy guidelines.

In 2018, the SRC held public forums across the state, inviting consumers, employers, VR professionals and community leaders to voice opinions about our state VR programs, to comment on what is working, and to offer suggestions for additional program needs. These forums allow us to hear success stories and learn about innovative practices at the local level that are key to developing strategies that elevate the morale of staff and advance the provision of quality services to consumers. The council has supported the development of successful partnerships between VR offices and local businesses, expanding opportunities for consumers to gain work experience and find competitive, integrated employment throughout North Carolina. When employers hire VR consumers, it's a win-win: the business gains a qualified, productive employee and the job seeker increases their independence and self-sufficiency, benefiting their family as well as their community.

The SRC's list of accomplishments is exceptionally long and I find it hard to choose which individual ones to highlight here. To me, they all are significant. I am very proud of the coordinated and diligent work of our members to develop and complete the updated SRC Strategic Plan, which clarifies the council's purpose and facilitates progress towards our goals.

## **The Mission of the Council**

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

## **The 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 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.

## 2018: The Year in Numbers

DVRS Employment Services helped

**5,122**

individuals with disabilities achieve **competitive, integrated employment**

DVRS Employment Outcomes

**\$9.94** average hourly wage

**28** average hours worked per week

NCILRP helped

**1,302**

**North Carolinians** achieve their goals for independence

NCATP made

**1,492** short-term device loans

and made contact with

**11,104** people through outreach efforts

**34.5%**

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

NCCAP assisted

**1,315** clients

and provided mediation, negotiation and advocacy in

**129** cases

# SRC Objectives

1. To carry out the following, after consulting with the state's Workforce Development Board: review, analyze and advise the Designated State Agency (DSA) regarding the performance of the Designated State Unit (DSU) under Title IV of the Opportunity Act, particularly with responsibilities related to eligibility (including order of selection); extent, scope and effectiveness of the services provided; and functions performed by state agencies that affect the ability of individuals with disabilities in achieving outcomes under this title.
2. To carry out the following in partnership with the Division of Vocational Rehabilitation Services (DSU): develop, agree to, and review state goals, in accordance with Section 101(a) (15) (C); evaluate the effectiveness of the vocational rehabilitation program; and submit reports of progress to the commissioner in accordance with Section 101(a) (15) (E).
3. To advise the NC Department of Health and Human Services (DSA) and the Division of Vocational Rehabilitation Services (DSU) regarding activities authorized to be carried out under this title and assist in the preparation of the state plan and amendments to the plan, applications, reports, needs assessments and evaluations required by this title.
4. To the extent feasible, conduct a review and analysis of the effectiveness of, and consumer satisfaction with:
  - a) Vocational rehabilitation functions and services provided by the Department of Health and Human Services, other state agencies and public and private entities responsible for providing vocational rehabilitation services to individuals with disabilities under the act
  - b) Employment outcomes achieved by eligible individuals receiving services under the act, including the availability of health and other employment benefits in connection with those employment outcomes.
5. Prepare and submit an annual report to the Governor and the Commissioner of the Rehabilitation Services Administration on the status of vocational rehabilitation programs operated within the state and make the report available to the public.
6. To avoid duplication of efforts and to expand the number of individuals served.

7. To coordinate with the activities of other councils within the state, including: the Statewide Independent Living Council; the advisory panel established under Section 612(a) (21) of the Individuals with Disabilities Act Amendments of 1997; the state Council on Developmental Disabilities; the state Mental Health Planning Council; the state Workforce Development Board; and other public and private organizations, groups, and functions such as the Council of State Administrators for Vocational Rehabilitation, the National Rehabilitation Association and the NC Rehabilitation Association.
8. To provide for coordination and to establish working relationships between the NC Department of Health and Human Services and the Statewide Independent Living Council, and the centers for independent living in the state.
9. To perform other functions consistent with the purposes of this title comparable to other functions performed by the council.

## **SRC Strategic Plan 2017-2019**

The council met in March 2017 to review and develop a new strategic plan. The plan has five strategic goals and sub-strategies. These goals provide guidance when formulating each SRC meeting agenda and establishing committee priorities. The SRC's commitment to the goals has aided in accomplishing their mission for the period ending in calendar year 2018.

1. To sustain service capacity of the NC Division of Vocational Rehabilitation Services
2. To ensure individualized services planning is client-driven
3. To improve marketing, communication and outreach
4. To improve the efficiency of the vocational rehabilitation process
5. To improve or create transportation options for vocational rehabilitation consumers

During every quarterly council meeting, the chair reviews the five goals and sub-strategies to ensure the council is meeting their goals.

# SRC Standing Committees

## Executive Committee

The Executive Committee acts on behalf of the council, consistent with its purpose as outlined in its bylaws. The committee is 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.

To further expand SRC participation in the development and implementation of the Unified State Plan, the council's Executive Committee addresses state plan development, implementation, and progress towards plan goals and SRC goals within the "Goals, Priorities and Strategies" section of the plan during meetings with the division director. At each quarterly meeting, the Executive Committee, along with the division's Planning and Evaluation Section, reports on the Unified State Plan to the full council for their input and approval.

Members discussed inviting a consumer to share their personal success story at each forum location. Additionally, the council requested incorporating success stories as a standard feature in their annual report. Community Rehabilitation Programs (CRPs) reported a decline in the number of referrals and discussed changing their business models to provide work adjustment services in competitive, integrated settings. A prominent barrier to employment is an increase in substance use and abuse as a result of the nationwide opioid crisis. Part of the solution is more federal funding for treatment and awareness programs. Additionally, the demand for benefits counseling has increased as more people with disabilities seek employment, but are concerned about the loss of benefits before they achieve self-sufficiency.

In spring 2018, members voted to continue the annual return-on-investment (ROI) project in its current form. ROI packets include a cover letter to legislators, customized ROI report for each legislative district, and consumer success stories. This project reflects a goal of the SRC's 2017-2019 Strategic Plan for to inform lawmakers about the positive economic impact of employing people with disabilities.

This year, 18 members of the North Carolina State Legislature joined members of the NC Rehabilitation Association at the 24th annual C. Odell Tyndall

Legislative Breakfast to hear testimonials from individuals with disabilities who achieved their goals through the help of vocational rehabilitation and independent living services.

North Carolinians with disabilities were impacted by Hurricane Florence and other extreme weather events. DVRS staff experienced difficulties in reaching consumers and assessing equipment damages and technology needs. The number of applicants declined in comparison to the previous year; however, pre-employment transition services (Pre-ETS) increased. Rural areas tended to see less staff turnover than in previous years. Delays in services occurred in obtaining medical records. More strategic planning is needed to educate consumers about documentation requirements at the time of application. Quality Development Specialists reviewed cases for errors and to ensure equitable treatment of consumers.

The Executive Committee advocates for strong leadership roles on the council and carefully reviews the membership terms. The recommendation was made to form a Membership Committee to recruit for new member nominations to the council. New members are encouraged to serve on designated committees to provide more balanced representation. The Executive Committee produced an annual report, which was printed and posted to DVRS' public website. The report summarizes the work of the council and highlights essential components of its mission, such as consumer satisfaction.

## Consumer Input and Public Outreach Committee

The 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. The committee also gathers information using the consumer satisfaction survey, public forums and feedback from the Client Assistance Program. The committee reviewed the current methods for monitoring consumer input and public outreach.

The committee continues to support the exclusive use of telephone surveys. Data collection for the consumer satisfaction survey coincided with other projects without incurring added costs. Additionally, the feedback mechanism remained useful in tracking trends and themes.

The committee, along with full council participation, also gathered input from two public forums, which were held in Dallas-Gastonia on April 12 and Goldsboro on December 13.

## Policy and Rules Review Committee

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

VR policy changes included the following topics: pre-employment transition services, residential modifications, prior approvals, extended services, rehabilitation counselor proficiency, Louisburg College tuition rate payments, cash management, the Employee Engagement Survey, background checks, and the role of Quality Development Specialists.

## Community Outreach, Advocacy and Member Development

The council's goal is to have greater impact on its mandates in the areas of community outreach, advocacy and member development.

### Liaison Activities

The council designates members to serve as SRC representatives to seven liaison groups, as well as a number of special interest groups. To fulfill that mission, the council continues to focus on identifying candidates who can effectively liaise with these groups. Involvement is seen as a critical opportunity to partner with key stakeholders, as well as provide strategic paths for community outreach, advocacy, and member development. The seven groups are:

- ◆ Council on Education Services for Exceptional Children
- ◆ Mental Health Planning Council
- ◆ NC Substance Abuse Federation
- ◆ NC Council on Developmental Disabilities
- ◆ NC Statewide Independent Living Council

- ◆ NC Commission on Workforce Development
- ◆ Commission for Mental Health, Developmental Disabilities, and Substance Abuse

The ongoing information exchange between stakeholder groups has helped to educate members within each sector. Members attended various conferences. The NCWorks Commission continued working closely with DVRS and other stakeholders through various WIOA workgroups, workforce boards and NCWorks offices. The annual NCWorks Partnership Conference in Greensboro, entitled *NC Job Ready: All In!*, was attended by 1,000 workforce development professionals from around the state. The theme of the NC Rehabilitation Association's 63rd annual Training Conference in Cary was *Balancing the Scales of Work & Wellness: Mind, Body & Soul* and featured tracks on wellness, disability and leadership.

## Public Forums

In addition to feedback gathered from the consumer satisfaction survey and the division's public website, the council held forums in the western and eastern regions of the state. At the April 12 forum, held at the NC Cooperative Extension Center in Dallas-Gastonia, topics included transportation needs and the importance of clear communication with VR staff. Consumers were encouraged to speak with their counselors about the VR process and timeline, including when they should expect to be contacted by their counselor.

Additional topics included job placements based on the individual's abilities and the role of job coaches. Job coaches work with clients to form partnerships and create open dialogues, and work with employers using a "team" approach. One client expressed the desire to be placed with a similarly aged counselor who would be able to relate better to her own situation. Increasing scholarships for private universities was recommended as a way to improve VR services. Another participant shared what it was like to receive services after previously providing them to others. Additionally, the unique barriers faced by single parents of children with disabilities was discussed.

The December 13 forum was held at WorkSource East, a DVRS facility in Goldsboro, NC. A parent shared her daughter's struggle to keep a job because of her disability, despite her strong desire to become self-sufficient. After participating in one of WorkSource East's most popular training programs, the daughter is working in pet grooming. With the help of a job coach, she is making a difference in the community and becoming a role model for others.

Pre-ETS are increasingly provided in schools throughout North Carolina. Pre-ETS programs allow DVRS to reach more potentially eligible students and identify eligible youth and students who can apply for and begin receiving services. Another participant with hearing loss spoke about the discrimination they experienced due to the public perception of disability as being something visible. Another attendee posed a question about how employers and the general public are being educated about disabilities and employment. One suggestion was to market VR consumers according to their abilities and interests.

A client with medical conditions and learning disabilities was able to graduate from the program and get a job. One client's sage advice to participants was to remember to focus on your ability because "if you focus on your disability, the employer will focus on it too."

The forums continue to serve as a valuable way to obtain consumer input and increase awareness of the SRC's advocacy role in ensuring that the needs of the consumer are met. Members strategized with regional and local staff to find viable solutions that can be implemented statewide.

## SRC Member Training

In December 2018, three new council members participated in an orientation session to learn about their role and received an SRC Reference Manual. During the quarterly full council meetings, members engaged in discussions with regional and local managers and guest speakers about the challenges of providing services and cultivating partnerships with community organizations and local businesses.

Members learned about the North Carolina Department of Transportation's summit, which covered funding, existing services, routes, timeframes, and ideas for future transit routes and rail systems that cross county lines. Everybody Works campaign events were held in Dare and Buncombe counties to promote the bottom-line benefits of disability inclusion and raise awareness of resources available to support North Carolina employer efforts to recruit, hire and retain employees with disabilities.

The council was updated on DVRS collaboration with workforce development partners, including an initiative that involved DVRS rehabilitation engineers working with NCATP staff to evaluate NCWorks career centers across the state to ensure ADA compliance. The vacancy

rate for DVRS staff remains an issue, and is primarily due to the division being unable to compete with compensation packages offered by other employers. In June, the state implemented a new classification system, which reduced the number of classifications from 3,500 to 1,000; a new compensation system was implemented in the fall. The NC Department of Health and Human Services Employee Engagement Survey was completed by 795 DVRS employees, a response rate of over 90 percent. The questions receiving the highest “engagement average” indicated that employees felt their work was meaningful, challenging, and important to their manager and the division’s success. Many employees felt that promotions were not based on performance and that they were not being recognized by management for producing results.

A second cohort of NCDHHS Project SEARCH interns graduated in May, and all interns achieved their goal of competitive, integrated employment after graduation. DVRS partnered with Alliance Behavioral Healthcare, the Capitol Area Workforce Development Board, the NC Council on Developmental Disabilities, Wake Technical Community College and the UNC TEACCH Autism program to support LiNC-IT, an initiative helping young people with autism find paid internships with information technology and financial services firms in North Carolina.

The North Carolina Client Assistance Program successfully advocated for a policy change for Louisburg College, which is the only two-year residential college in the state. Louisburg College tuition rate reimbursements will now be comparable with those of a private, four-year university program.

After a two-year vacancy, the North Carolina Statewide Independent Living Council (SILC) hired a new director. SRC members were encouraged to serve on the SILC for a more diverse representation from all parts of the state, especially in the eastern and western regions where recruitment is difficult. The SRC supported DVRS’ commitment to working with SILC to engage the Centers of Independent Living (CIL).

Due to a change in IRS regulations, members of state boards must now be registered and entered into the payroll system, whether they receive a per diem or not. Because compliance was mandatory for continued federal funding, NC Temporary Solutions was selected to handle the matter.

The Rehabilitation Services Administration (RSA) held a monitoring visit in mid-July and reviewed program performance, transition and pre-employment transition services, supported employment services,

fiscal integrity and implementation of WIOA mandates. The RSA team met independently with counselors, regional directors, fiscal services staff and members of the SRC. RSA's final report will be shared with the SRC when available.

The department and DVRS leadership provided assistance at emergency shelters that were opened in response to Hurricane Florence, working twelve-hour shifts. DVRS also helped to staff special teams that evaluated needs of individuals, including those with disabilities, in emergency shelters, working closely with other divisions, departments, FEMA and Red Cross. NCATP staff provided and coordinated the distribution of communication tools and durable medical equipment to shelters and individuals in need in the aftermath of the hurricane.

A team of DHHS employees joined the Virginia Beach-based disaster response ministry, Operation Blessing, when it deployed to East Lumberton in Robeson County. The team provided relief services to Lumberton-area families adversely impacted by epic flooding from the nearby Lumber River, helping to fill and move sandbags, remove waterlogged HVAC ductwork and inspect supports underneath houses. Four weeks after the storm, agencies were asked what services they were providing to residents in the storm districts. The SRC wanted to be kept apprised of the continuing efforts to provide storm related assistance.

SRC members received a presentation from the manager of communications and strategic initiatives for the Division of Vocational Rehabilitation Services, Division of Services for the Blind, and Division of Services for the Deaf and Hard of Hearing. After providing a broad overview of DVRS brand identity and messaging strategy, she shared a visual presentation of updated publications. The council suggested that future SRC annual reports incorporate success stories and include photos of SRC members.

Orange Enterprises, Inc. (OE) shared information about their organization and partnership with LabCorp, which employs DVRS consumers in recycling and refurbishing used computers. With assistance from WINTAC, OE collaborates with the DVRS Chapel Hill office to provide all five required Pre-ETS to students in Orange County schools, including job exploration counseling, work-based learning experiences, post-secondary counseling, workplace readiness training, and instruction in self-advocacy. OE also provides customized employment services for justice-involved youth with disabilities.

The council was updated on activities at WorkSource East (WSE) in Goldsboro. WSE is a training facility that features twelve certificate programs. They take referrals from VR offices and enrolled students come from all over the state. There is a residential component called Magnolia Place with a 40-bed capacity and a waiting list. The training takes 90-120 days and is accredited by NCARF. WSE's mission is to provide marketable skills to consumers, and business relations representatives work closely with transition counselors to ensure that graduates gain competitive, integrated employment upon graduation. WSE has between 40-60 consumers per semester, ages 18-26, who are given an opportunity to develop in-demand skills within a small, college-like environment. WSE has a Business Advisory Council and meaningful partnerships with community organizations and local businesses. They conduct an annual field survey and have the autonomy to make programmatic changes based on suggestions from the survey.

Sandy Pendergraft, Neuro Resource Facilitator with the Brain Injury Association of North Carolina (BIANC), educated fellow SRC members with an overview of the organization. BIANC has five brain injury resource centers statewide and is funded by state and federal grants. Pendergraft also discussed how the brain controls everything with different levels of injuries from traumatic to non-traumatic and the severity scale for each classification. Falls are the primary reason for brain injuries for babies and the older population. Factors of severity and location of injury can make the recovery process longer. Once you have an injury, you will have it the rest of your life and it will require more rehabilitation and treatment. It can impact your daily life, result in short-term or long-term memory loss, and affect not only the individual with a brain injury, but also the people around them. BIANC provides information and referrals for service, including for active duty and veterans of the armed forces; resources for individuals with a brain injury, families, caregivers and survivors; and educational workshops and trainings on brain injury awareness and prevention.

# Review and Analysis of the Client 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 outcome

## Overview of Survey

Measurement scales include four sections:

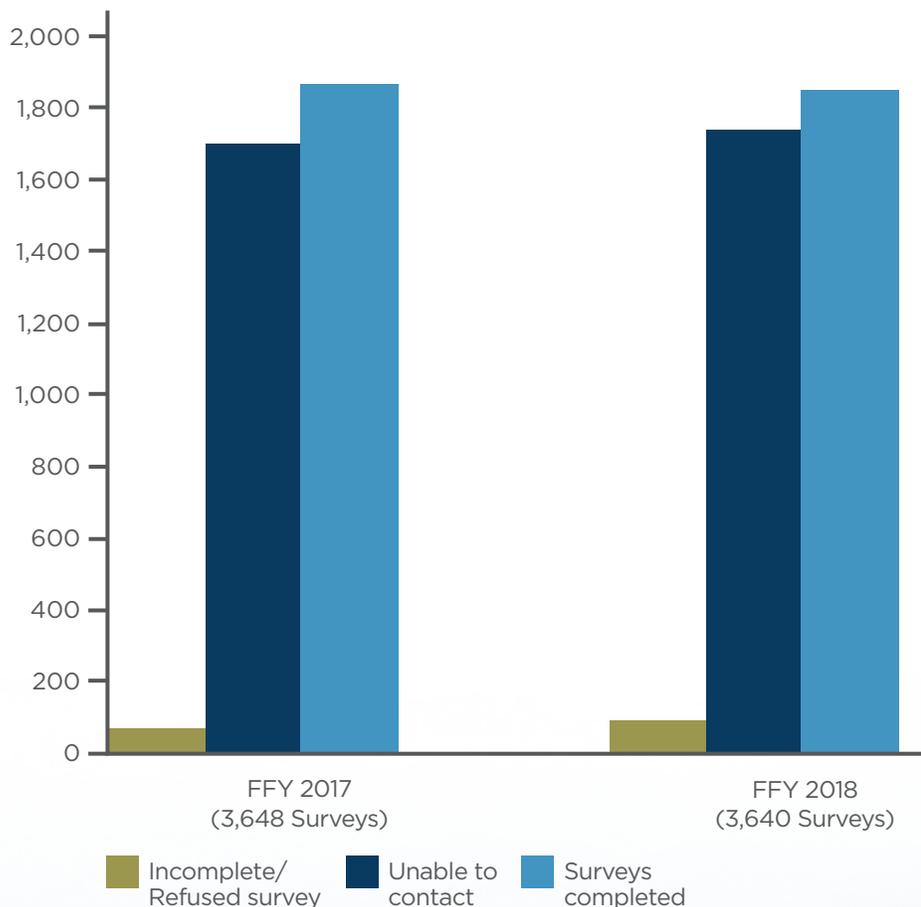
- I. Satisfaction with VR Counselor and Staff
- II. Client Assistance Program (CAP) Information
- III. Barriers to Employment
- IV. Additional Questions

## Survey Process

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

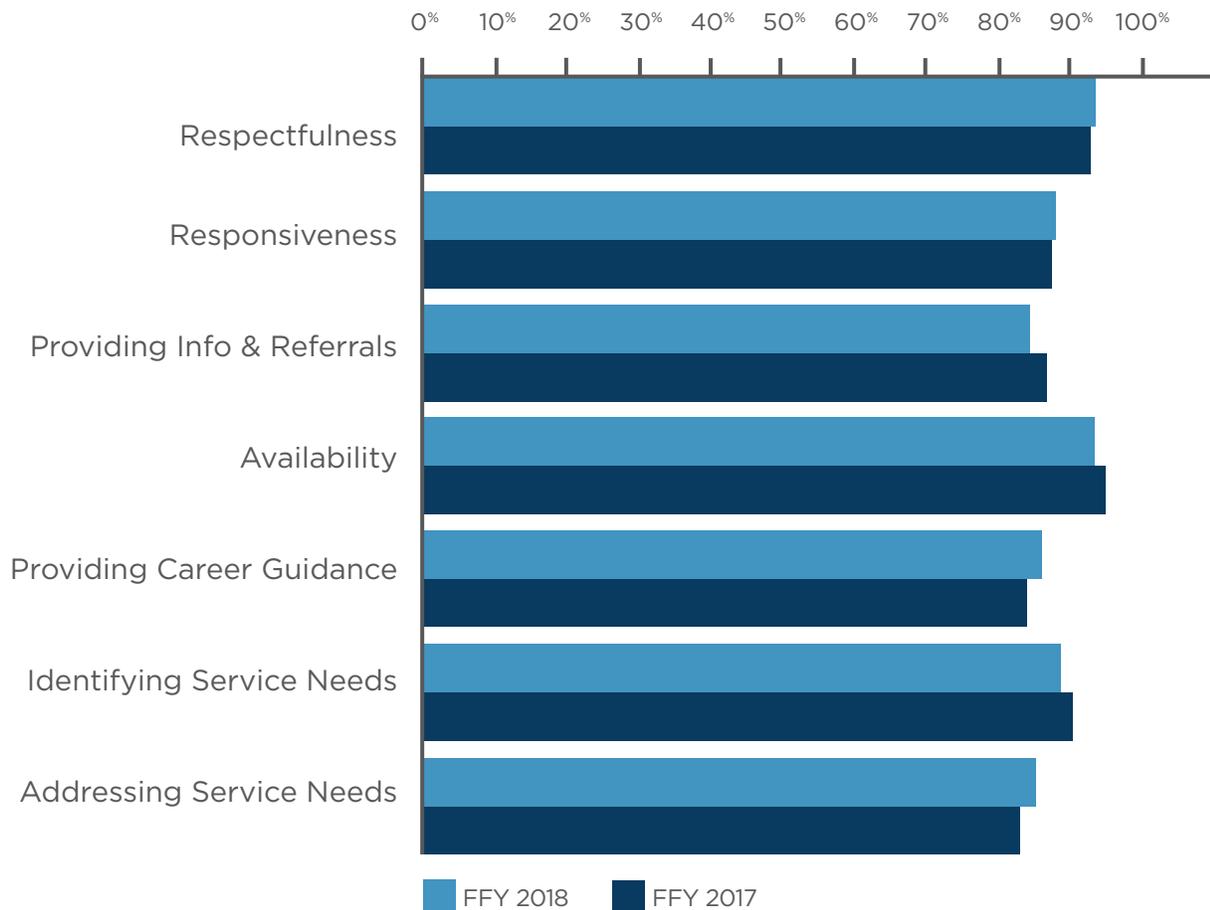
The 2018 Client Satisfaction Survey was conducted by telephone through a contract with the North Carolina State University, Center for Urban Affairs and Community Services. Using a weighted sample of 1,810 clients with open or recently closed cases and adjusting for clients who could not be contacted after six attempts, the completion rate was nearly 97.8 percent.

### Survey Completion Results

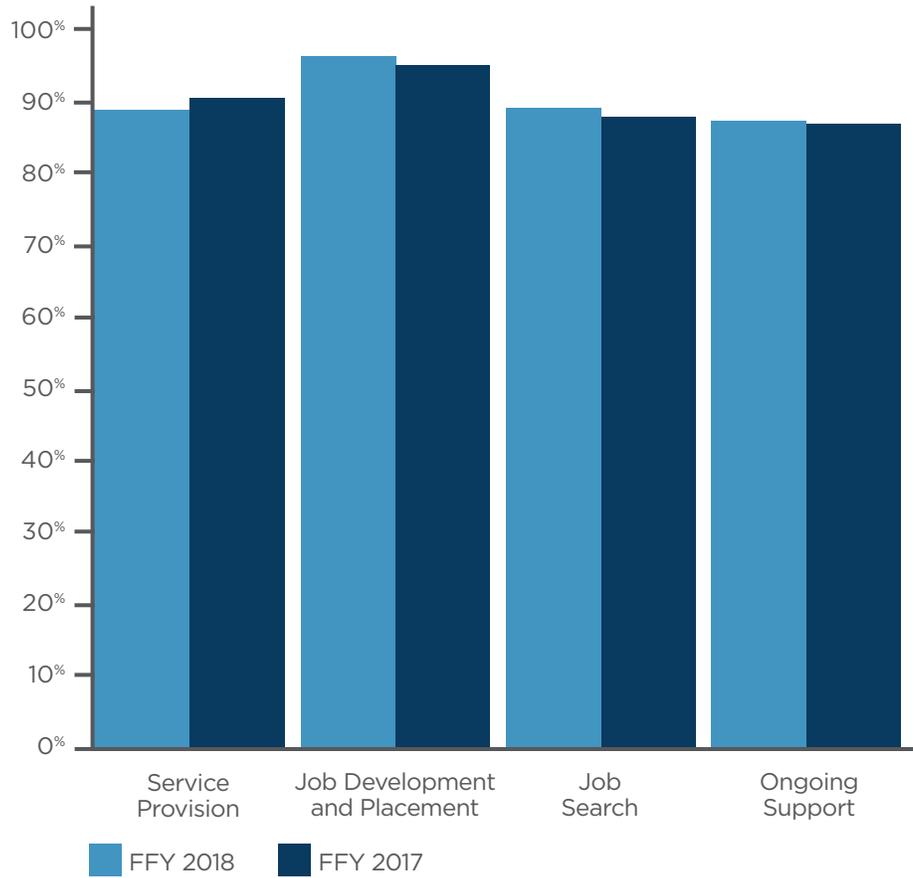


**Section I.** Satisfaction with Counselor and Staff contained 14 items regarding the client’s experience with DVRS, including their interactions during eligibility determination, IPE development and after achieving employment. Clients indicating dissatisfaction were given the option to explain.

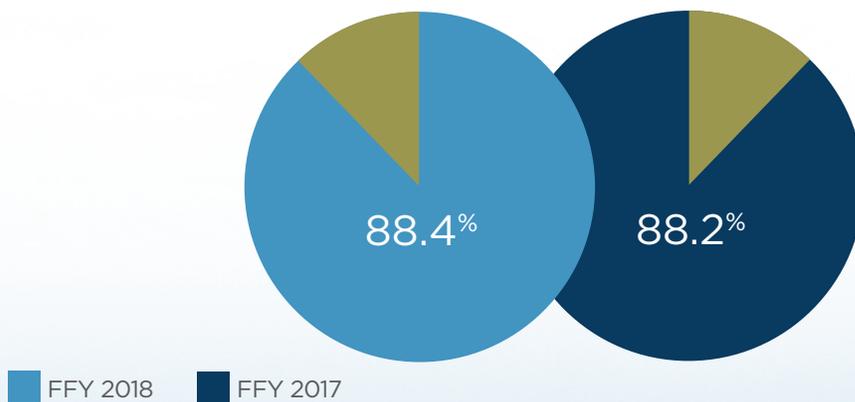
### Satisfaction with Counselor and Staff:



### Satisfaction with Timeliness of Services:

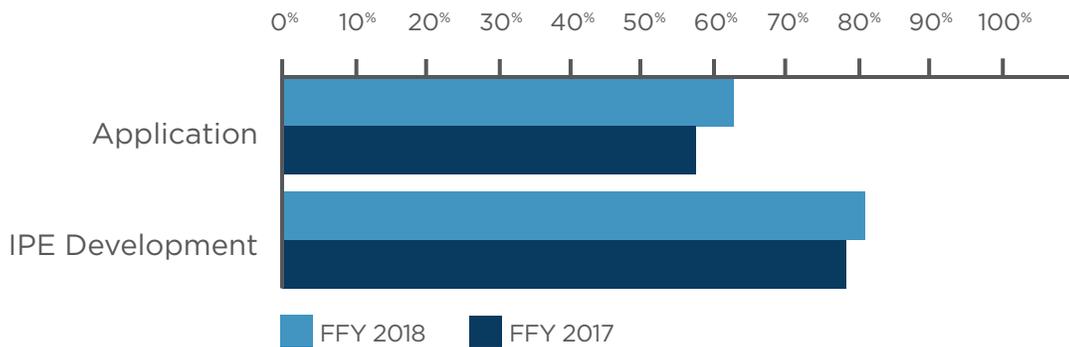


### Satisfaction with Overall Experience:

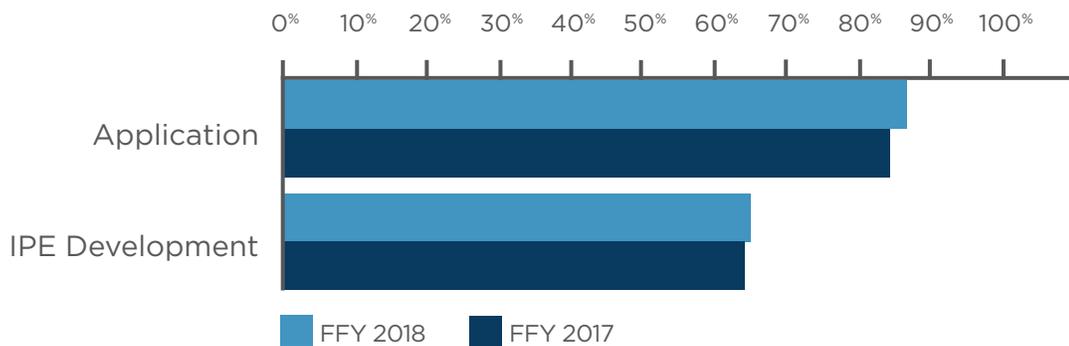


**Section II.** Questions about the Client Assistance Program include sub-items to determine if clients received information about NCCAP’s services (a) when they applied for services and (b) when they were developing an individualized plan for employment (IPE).

**Informed about Client Assistance Program at time of:**

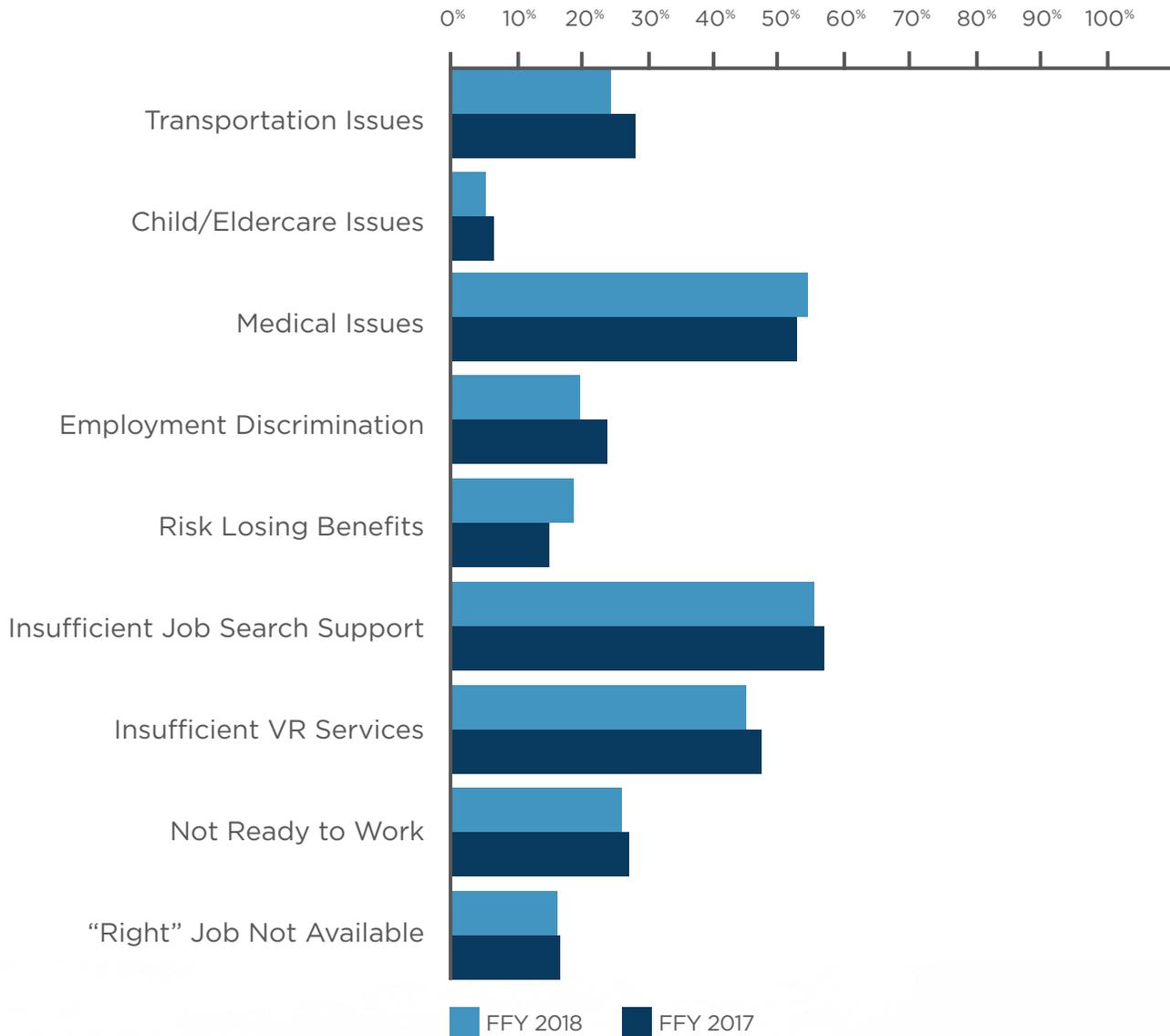


**Informed about right to appeal at time of:**



**Section III.** Barriers to employment contained nine items that were prompted if the client reported they were not working when the survey was conducted.

### Barriers to employment:



**Section IV.** Additional Questions included an open-ended question for all clients, asking what DVRS could do to improve services, as well as two items prompted for clients who exited the VR process without a successful employment outcome. These 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.

# Council Recommendations

The Executive Committee provided the following recommendations to the division regarding goals, priorities, and strategies.

## **Recommendation 1:**

In support of their strategic plan pertaining to legislative advocacy, the council recommended again this year for the division to prepare and distribute customized reports for each legislative district featuring the beneficial return on investment that the VR program has on consumers and on the economy of each district within NC. The DVRS Planning and Evaluation section will continue to support this request, revising the customized reports based on input and also adding success stories to highlight the human element to the data presented. The reports will be prepared and distributed to NC legislators during the short session.

## **Recommendation 2:**

Whereas the council recognizes that employment options are generally decreasing in rural NC and, since many consumers cannot relocate to more urban areas due to their dependence on natural supports, the division's self-employment option should remain a well-supported service within the division. DVRS supports this recommendation and expects to continue refining its current processes, partnerships and policies during federal fiscal year 2019 to maintain this service as a viable option for individuals who are well-matched to this type of employment as determined through its evaluative processes.

## **Recommendation 3:**

The council recommended that a Client Assistance Program activity update be added as a standing item for quarterly full council meetings; that regional staff be provided standardized questions and topic areas to guide their reports to the council. The division incorporated the recommended changes and will continue with these standing topics until the council recommends further adjustments.

**Recommendation 4:**

The council recommended continuation of consumer input sessions, held in conjunction with council meetings, to gather input from various communities across the state and strongly encouraged staff attendance at such sessions whenever possible. The division will continue to support these twice-annual sessions and seek input on how the VR program is addressing VR consumers' needs through its service provision.

**Recommendation 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, the council recommends regular updates regarding key vacancies, including direct service positions such as counseling positions, so that the council may advocate appropriately as required by the strategic plan. The division supports this recommendation and will continue to work with council members to regularly provide updates through statewide and regional vacancy reports.

**Recommendation 6:**

Acknowledging the decreasing response rates for self-administered, written questionnaires on client satisfaction, the council recommended that the division continue to use the telephonic client satisfaction survey. Further, the council recommended extending the survey to clients in active status and employing a weighted sampling method to maintain costs while ensuring representation across disability types, minority status, age, and gender. The division supports this recommendation and will adjust its sampling practices, contracts, and purchase orders accordingly.

### **Recommendation 7:**

In recognition of the importance of reliable transportation solutions for consumers preparing for, obtaining, and maintaining employment, the council recommends the division actively explore partnerships focusing on creative transportation solutions that will better meet the needs of all individuals with disabilities within the state. The division also recognizes the significance of this need and supports this recommendation by working with the NC Department of Transportation to address these needs at the systems level, while exploring other solutions and partnerships.

## 2018 Meeting Schedule

April 12-13	Dallas-Gastonia
June 13-14	Raleigh
October 24-25	Raleigh
December 13-14	Goldsboro

# Members of the North Carolina State Rehabilitation Council: 2017-18

**Baldwin “Keith” Renner**, Chair  
Representing Labor

**John Marens**, Vice-Chair  
Representing the NC Client Assistance Program (NCCAP)

**Margaret “Meg” Ackley**,  
Representing Regional Rehabilitation Centers for the Physically Disabled

**Cindy Arrington**  
Representing NC Statewide Independent Living Centers (SILC)

**Quintin Boston**  
Representing Parent Training and Information Centers

**Doreen Byrd**  
Representing Parent Training And Information Centers

**Brenda Cogdell**  
Representing Community Rehabilitation Services Providers

**Patti Cox**  
Representing State Education Living Agency (IDEA)

**Glacia Ethridge**  
Representing Non-Divisional Rehabilitation Counselors (Appointed 9/2018)

**Wayne Giese**  
Representing Disability Advocacy Groups

**James “Jim” Godfrey**  
Representing Business and Industry Sector

**Cindy Harrell**  
Representing Business and Industry Sector

**Gerald “Jerry” Higgins**  
Representing Disability Advocacy Groups

**Celeste Hunt**  
Representing Directors of Projects Under Section 121

**Agreta Limerick**  
Representing NC Department of Commerce, Division of Workforce Solutions

**Peter Murphy**  
Representing Disability Advocacy Groups

**Sandy Pendergraft**  
Representing Disability Advocacy Groups

**Vacant**  
1) NC Chamber of Commerce  
2) VR Consumers

## Non-Voting Member

**Tara K. Myers**, Division Director Vocational Rehabilitation Services (Termed 10/2018)

**Chris Egan**, Senior Director (Effective 10/2018)



## **NC STATE REHABILITATION COUNCIL**

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Fax 919-733-7968 | [www.ncdhhs.gov/dvrs](http://www.ncdhhs.gov/dvrs)

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Department of Health and Human Services | Mandy K. Cohen, Secretary  
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