

2009 Annual Report

**Wyoming Department of Workforce Services
Division of Vocational Rehabilitation**

Department of Workforce Services

Mission

We bridge human and economic development for Wyoming's future.

Division of Vocational Rehabilitation

Mission

To advance opportunities for persons with disabilities in Wyoming to be employed and independent.

Vision

Assist individuals with disabilities in overcoming challenges to employment

Values

- I. We value people with disabilities;
- II. We value staff and their contributions;
- III. We value responsible leadership and management;
- IV. We value an efficient and effective rehabilitation program;
- V. We value financial and human resources that meet the needs of people with disabilities.

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Wyoming Department of Workforce Services

Joan K. Evans, Director

From the Administrator



I would ask that you take a minute and read the Wyoming Division of Vocational Rehabilitation's (DVR) Annual Report for 2009. Our accomplishments during the past year serve to substantiate the dedication, expertise and professionalism of our staff in efficiently and effectively advancing opportunities for individuals with disabilities to enter into successful employment outcomes. With emphasis on quality employment outcomes for clients, performance management remains the cornerstone of DVR's continuous improvement process. Wyoming DVR exceeded all seven performance indicators in State Fiscal Year 2009.

The public Vocational Rehabilitation (VR) Program continues to be one of the most cost effective programs ever created by Congress. It enables individuals with disabilities to work and become taxpaying citizens. In State Fiscal Year (SFY) 2009, a total of 4,638 Wyoming citizens with disabilities received a broad array of VR services, 630 were able to secure, regain or retain employment with estimated annualized earnings in excess of \$12,423,000 with an estimated reduction in public assistance of \$1,067,000.

All eligible clients are being served with access to a broad array of individualized services. DVR is continuing its initiatives with respect to the transition for students with disabilities to post secondary life, individuals with Acquired Brain Injuries (ABI), individuals with Serious and Persistent Mental Illness (SPMI), returning veterans with disabilities and assistive technology.

The Comprehensive System of Personnel Development, increasing costs for medical services, evaluations and consumer training contribute to the mounting fiscal challenges confronting the VR program.

The Disability Determination Services served approximately 4,000 Wyoming claimants during Federal fiscal year 2009. The DDS initial allowance rate was 51.9 percent, which was higher than the national average. The Presumptive Disability Decision on Title XVI cases was 33.7 percent. The average processing time for Social Security Disability Insurance (SSDI) was 72.1 days, which was lower than the national average. The average processing time for Supplemental Security Income (SSI) was 74.3 days, which was lower than the national average.

DVR, along with the other Divisions within the Department of Workforce Services, have developed teams that are benefiting mutual customers by providing comprehensive services through the One Stop Centers. Using the team approach, developing cross education training will further facilitate networking opportunities with colleagues, employers, individuals with disabilities, and members of the State Rehabilitation Council. Through ongoing effort, cooperative initiatives and partnerships will be forged and enhanced to provide comprehensive, client-centered services that promote opportunities for quality employment outcomes.

We encourage your review of this report, which demonstrates the positive impact DVR's programs have in Wyoming. Thank you for your continued support.

Respectfully,

A handwritten signature in blue ink that reads "Jim McIntosh". The signature is written in a cursive style with a large initial "J".

Jim McIntosh, Administrator

Program Highlights

- 4,638 Wyoming citizens with disabilities received services ranging from vocational rehabilitation evaluation and eligibility determination to medical treatment, counseling, training and job placement; 630 persons were successfully rehabilitated by DVR.
- Eighty-three percent (83%) of the individuals served were significantly disabled.
- Eighty-nine percent (89%) of the individuals who were successfully rehabilitated (returned to work) were significantly disabled.
- The annualized earnings for 630 individuals rehabilitated during State Fiscal Year 2009 is estimated at \$12,423,000.
- The annual savings to taxpayers, as a result of reduced public assistance payments to rehabilitated individuals, is estimated to be \$1,067,000.
- Disability Determination Services (DDS) processed approximately 4,000 claims during Federal Fiscal Year 2009. Processing times continue to be some of the lowest in the nation while processing accuracy remains exceptionally high.
- 574 persons with the most significant disabilities received supported employment services; 167 supported employment clients were successfully rehabilitated this year.
- The Wyoming Independent Living Programs directly served 2,497 individuals. These programs responded to 6,068 requests for information and referral during the fiscal year.
- 179 DVR clients received assistance in the planning and establishment of a small business through Business Enterprise Program services; 29 individuals were successfully self-employed. Twenty-four clients with a significant disabling condition received financial assistance through the Small Business Development Fund.
- 5 text telephones (TTY's), 22 amplified telephones, 9 captioned telephones (CapTel™), 1 Voice Carry Over (VCO) device, 20 signaling devices, 1 in-line amplifier, and 1 set of headphones were distributed free of charge to individuals with communication impairments through the Telecommunications Relay Service (TRS) Program.

Programs

General Rehabilitation

Employment for people with disabilities is the primary objective of the General Rehabilitation program. In this program, each State dollar is matched with approximately four Federal dollars.

The conditions of eligibility for the General Rehabilitation program are defined under the Rehabilitation Act as individuals having:

- a physical or mental impairment which constitutes or results in a substantial impediment to employment; and
- the ability to benefit in terms of an employment outcome from vocational rehabilitation services.

General Rehabilitation services are delivered through 16 field offices staffed by 29 VR counselors and 20 assistants. These offices are managed by area consultants in five service regions. Evaluation of rehabilitation needs, rehabilitation counseling and guidance, referral services, assistive technology, and job development are core services available to clients.

Other major services include diagnostics and evaluation, training, and transportation. The client and counselor work together to develop an Individualized Plan for Employment (IPE) that outlines the objectives and services required to accomplish the client's vocational goal.

Governor's Committee on Employment of People with Disabilities

Creating a positive environment for the independence and employment of people with disabilities is the primary focus of the Governor's Committee on Employment of People with Disabilities (GCEPD). The GCEPD focuses on employment and the removal of barriers to employment for people with disabilities. This is accomplished in part by serving as a resource for individuals, employers, employees, businesses and people who want information about the needs and requirements of persons with disabilities.

The GCEPD serves as a coordinating unit for local

groups and advocacy committees in communities throughout Wyoming. The GCEPD also serves as a liaison between DVR and the State Independent Living Council (SILC), Centers for Independent Living (CIL's) and the Visually Impaired Program.

The GCEPD provides information and technical assistance on the Americans with Disabilities Act (ADA) and other civil rights laws and issues concerning people with disabilities to employers, state and local governments, businesses and the general public.

Independent Living

Wyoming is served by two Centers for Independent Living (CIL): 1) Wyoming Independent Living Rehabilitation, Inc. (WILR) in Casper, Wyoming and 2) Wyoming Services for Independent Living

(WSIL) in Lander, Wyoming. These CIL programs provide services to persons with significant disabilities that include maintaining employment. The purpose of the CIL is to help people with disabilities to continue living in their homes and communities. In Federal Fiscal Year 2009, the CIL programs directly served 2497 people and provided another 6068 with information. Independent Living services in Wyoming are funded by Title VII of the Rehabilitation Act of 1973, as amended.

These numbers includes both CIL's IL, Project Out, Transportation, Consumer Directed Care programs, and the Youth Corp program. All affect a person's independent living.

Chapter 1, Part B funds are awarded to DVR as

Dustin Client, Evanston

Dustin Matthews applied for Vocational Rehabilitation services during his senior year at Evanston High School. That is when I first met him in 2002. Like many high school seniors Dustin had a goal of obtaining a college degree. Dustin's dream was to work in the field of criminal investigation. Dustin's abilities and also his character and determination are second to none. When he graduated from high school Dustin's grades were tremendous. He received a scholarship from Western Wyoming Community College that paid for tuition costs to obtain an Associates Degree. He then went on to obtain a Bachelor's Degree from the University of Wyoming with the assistance of the Presidential scholarship and also support through DVR. After seeking employment in his field of study it was determined that he would need additional skills to be employable in this career field. This meant furthering his education even more and Dustin graduated with a Master's Degree in Management of Computer Information Systems Spring of 2009. He is currently a sales representative for Dell Computers. Dustin will also begin teaching a computer information class at Western Wyoming Community College Outreach in Evanston next semester.

Many other individuals have had similar aca-

demic success, but Dustin's is unique because of the challenges he has overcome to achieve his goals. He is quadriplegic and extremely limited physically. He is able to maneu-



ver his electric wheelchair with the use of muscles in his right shoulder and arm. Dustin navigates his computer with the use of a stick placed in his mouth and also a Kensington Turbo Ball. He requires daily attendant services. But it is not my intention to focus on his disabilities. I chose Dustin for my success story because of his abilities, innovation and determination to achieve his goals. Dustin accessed all accommodations afforded to him. He learned to advocate for his specific needs. Dustin has faced many road blocks along his vocational journey, but he found ways to negotiate around those barriers and keep moving forward. He is an inspiration to me both personally and professionally and I feel very privileged to have been able to provide Vocational Rehabilitation services to assist Dustin in achieving his vocational goals.

a formula grant based upon the State's population. The 90% Federal funds are matched by 10% State General funds and are contracted out to the two CIL programs in Wyoming. The two Centers use these funds to provide case services, information and referral, and consumer/system advocacy for people with significant disabilities throughout the State of Wyoming. Part B funds are also used by the Wyoming State Independent Living Council (SILC). These funds are used by SILC primarily to review, evaluate and monitor the Independent Living State Plan.

Chapter 1, Part C funds are granted to Wyoming's two independent living centers. The funds are used to cover administrative expenses, support benefits, and direct client services. This program is 100% federally funded.

The Independent Living - Chapter 2 - Visually Impaired Program (VIP) provides independent living services to individuals age 55 and over who are blind or have a severe vision loss affecting their ability to live independently. The program provides support groups, orientation and mobility training, daily living training, personal counseling, and adaptive equipment. The Federal program is awarded to DVR with a required 10% State match. The match is provided by a combination of funds from DVR and the contracting agency. DVR contracts with WILR to deliver these services statewide. In State Fiscal Year 2008, 485 individuals received direct services from the VIP project and another 3,393 received information and referral services.

For additional information contact:

WY Services for Independent Living (WSIL)
1156 South 2nd Street
Lander, Wyoming 82520
(307) 332-4889
www.wysil.org

WY Independent Living Rehabilitation, Inc. (WILR)
305 West 1st Street
Casper, Wyoming 82601
(307) 266-6956
www.wilr.org

Council Members:

Terms Expiring January 2009

Carol Ann Marsh, Evansville, WY
Dianne Culhane, Sheridan, WY
John Culhane, Sheridan, WY
Angela Turner, Cheyenne, WY

Terms Expiring January 2010

Dorothy Cronin, Casper, WY
Ken Hoff, Casper, WY
Nora M. Sullivan, Byron, WY

Terms Expiring January 2011

William (Bill) Marsh, Evansville, WY 83636
Pamela Ann Hall, Sheridan, WY
Shane Moore, Cheyenne, WY
Patricia (Ann) Picot, Cheyenne, WY

EX-OFFICIO

Lee Beidleman, Client Assistance Program
Woody Absher, Program Consultant
WY Division of Vocational Rehabilitation

SILC Website: www.wyomingsilc.com

WILR Website: www.wilr.org

Business Enterprise Network

The Business Enterprise Program (BEP) serves those DVR clients who are interested or involved in self-employment. Self-employment includes various types of businesses, from home-based micro-enterprises to retail shops and other larger ventures.

BEP can provide both technical and financial assistance, from helping a client start a new business that may be home-based to acquiring an existing business. Occasionally, assistance in modifying a business for its owner is necessary when needed to accommodate the client's disability.

BEP funds are obtained from the vending machine services in State buildings throughout Wyoming. These funds are matched by Federal dollars and comprise the Small Business Development Fund.

Self-Employment Assistance

The Business Enterprise Program (BEP) in State Fiscal Year 2009 provided training and self-employment assistance to 179 DVR clients from 25 Wyoming communities. DVR clients received

Jose Client, Torrington

When Jose Velazquez first came to DVR in 2001, he needed an interpreter to translate for him. Jose had injured his right shoulder and elbow while working at a packing plant in Scottsbluff, Nebraska. Vocational rehabilitation coordinated services with Nebraska Worker's Compensation and Eastern Wyoming College to assist Jose with earning his GED. Jose accomplished that goal in 2004 after being awarded the Wyoming Adult Basic Education Student of the Year.

Jose credits his VR Counselor and other individuals "on his team" with encouraging him and not letting him give up his goal of becoming a teaching assistant. He had worked very hard to complete his GED, and he knew it would not be easy to continue with his studies. It has been a difficult journey at times, but Jose has found he has an aptitude to work with all ages.

In August of 2004 Jose accepted a position of teaching English as a Second Language (ESL)/GED tutor at Eastern Wyoming College while enrolled in classes of his own. Jose works with adults of all ages and teaches ESL at the detention center. Jose drives the activity bus for Eastern Wyoming College and is the assistant coach for the high school girls soccer team.

While volunteering at Torrington Learning Center for one of his classes, Jose discovered that he really enjoys three and four-year-olds, too. The teacher he worked with at TLC was instrumental in persuading Jose to apply for a teaching assistant position in her room. VR had made this referral previously, but Jose was not hired at that time. VR again referred Jose

when the positions were advertised at the beginning of the TLC school year. When his VR Counselor called the center director to advocate for Jose, the director said, "you don't need to, we know Jose!"



Jose continues to teach ESL, drive the activity bus, and coach soccer, as TLC is willing to work around these other jobs. He also serves as an interpreter for TLC in addition to working 35 hours/week in the classroom. Jose has achieved his goal of employment as a teaching assistant and no longer needs DVR services. He continues to take one class a semester; however, this is now funded through other resources.

Vocational rehabilitation provided Jose with the following services: vocational counseling and guidance; interpreter; tuition & fees; books; supplies; assistive technology; and job placement. Jose was always very appreciative of all who provided encouragement and services. He is very proud that he no longer has to have someone interpret for him and is able to communicate on his own. Now he can help others with that service.

Jose shared with his DVR Counselor that he is still learning from all those around him. While working at TLC with the Head Start children, Jose stated he is even eating much healthier!

technical training and assistance with business planning and research, marketing, and advertising strategies, as well as patent and trademark research and assistance. Twenty-nine individuals started small businesses. Businesses were started in many different industry categories such as retail, service and manufacturing. The different types of businesses started include raising and selling show cattle, wood work-

ing, independent owner-operated truck driving, vending machine operator, trash pick-up services, micro-current treatment and electrolysis, small construction and painting, window washing services, tour guide services, tree-trimming, and various different arts and crafting businesses. One of this year's new business owners was able to create and maintain two part-time positions for the started business.

Vending Services

BEP is responsible for the management of vending machine services in State buildings. Vendor contracts are awarded to private enterprises through a competitive bid process. Commissions from the vending machines are the primary source of revenue for the Business Enterprise Program. Proceeds are held in a special Small Business Development Fund. These funds are available to individuals who have a significant disabling condition and want to operate their own business.

Transition from School to Work

The Wyoming Division of Vocational Rehabilitation (DVR) maintains its commitment to working with students, ages 14-24, with disabilities, transitioning from high school to the world of work. DVR's Transition Consultant and Counselors, in coordination with our education partners, work with students and their families helping students identify goals they have following high school and activities they can engage in to help them develop the skills they will need to reach those goals. DVR is continuing to work towards having a specifically designated counselor to work with transition students in all regions of the state.

Initially, DVR counselors provide consultation services for the student, parents and educational personnel regarding vocational options, services and opportunities available to students with disabilities. During a student's subsequent transition meetings, a counselor determines a student's eligibility for DVR services, helps a student identify a vocational goal that fits with their strengths, interests and abilities and then identifies the services and potential training a student may need to achieve their identified vocational goal.

DVR's increased focus and allocation of resources toward the school to work transition effort seems to be making a difference in the number of transition students who are able to benefit from our services. During FFY 09, which concluded September 30, 2009, DVR worked with 1437 transition students statewide. In FFY 2008 DVR worked with 1198 transition students statewide and in FFY 2007 we worked with 1060 transition students. The number

of transition students we worked with in FFY 2009 is an increase of 19.9% over FFY 2008 and it's a 35.5% increase over the number of students with disabilities we were able to work with in FFY 2007.

During the past three years, DVR has focused our efforts on increasing the awareness of services available to students with disabilities through our agency and connecting with education personnel at the schools who can help identify the students who can benefit from our services. In a number of communities around the State, VR counselors have regularly scheduled times in the schools when they are able to meet with students and education personnel. This has helped expedite a student's receipt of services through DVR and educational personnel understanding of the type of services VR can help with. The increased communication with the schools has also helped school personnel better identify when a student is appropriate for referral to DVR for services and activities a student can become involved with while still in school that better prepares them for making the transition from school to work.

Seven key components of the Vocational Rehabilitation – Department of Education Agreement:

1. Joint training for agencies personnel;
2. Uniform referral procedures;
3. Technical assistance to school districts;
4. Monitoring transition students' progress;
5. Interagency sharing of client statistical and historical data;
6. Transfer of ownership and shared payment for assistive technology devices and services; and
7. DVR provision and coordination of vocationally-related services which include situational assessment, career exploration, job shadowing, rehabilitation counseling, and work experience for students determined eligible for DVR services.

DVR collaborates with the Department of Education (DOE) in a number of ways:

DVR was a member of DOE's State Transition Council;

DVR is a member of DOE’s Wyoming Advisory Panel for Students with Disabilities; and

DVR Transition Consultant attends DOE conferences specific to transition issues.

Post Secondary Education

During State Fiscal Year 2009, 842 DVR clients were enrolled in post secondary training at Wyoming’s Community Colleges, the University of Wyoming and other institutions of higher education:

<i>Institution</i>	<i># Enrolled</i>
Casper College	89
Central Wyoming College	62
Eastern Wyoming College	29
Laramie County Comm. College	105
Northwest College	67
Sheridan College	60
Western Wyoming Comm. College	128
University of Wyoming	70
Out of State Institutions	34
Other Institutions	198

DVR does not normally pay the full cost of a client’s post secondary education; maximum efforts are made to secure scholarships and grant assistance, and clients must apply for a Federal Pell Grant to assist with the cost of training. In addition, DVR’s rules and regulations on financial assistance require that if a training program is available in Wyoming, payment for out-of-state educational expenses will be calculated at the same rate available at public in-state institutions.

Acquired Brain Injury

The Wyoming Division of Vocational Rehabilitation (DVR) having recognized the dramatic need for enhanced brain injury survivor services in the state has developed a five year statewide Acquired Brain Injury (ABI) service improvement plan titled PROJECT B.R.A.I.N. (Brain Rehabilitation And Information Network) that is designed to expand and improve rehabilitation services for brain injury survivors. DVR has committed a substantial amount of funding \$500,000, over a five year project period, to help develop education resources and an contact information network

regarding ABI issues. This project is being managed by the Brain Injury Association of Wyoming & 2010 will be the fourth year of the project.

The mission of the Brain Injury Association of Wyoming is to create a better future through brain injury prevention, research, education and advocacy. Some of the activities the Brain Injury Association of Wyoming is involved with during the year aimed at fulfilling this mission include:

They have a Community Resource Team (CRT) Director who travels to different communities in the state who works with local support groups in Wyoming communities to address the needs of acquired brain injury survivors (and their families) from the point of injury/illness. Towards this end, Community Resource Teams have been developed with the input of hospital administrators, nursing and social work staff, support group leaders, vocational rehabilitation representatives, brain injury survivors and family members to identify and improve services help to meet the needs of individuals with ABI’s and their families.

The Brain Injury Association of Wyoming, (BIAW) has developed informational materials for use in hospital emergency rooms and admission departments, vocational rehabilitation offices, VA’s and other agencies that work with individuals with ABI’s. The project has developed a communications network which includes an updated website with forums, chat, video download, and an acronym directory to assist professionals working with the brain injury survivor population and resource contact information list. A use-ability review of their website was completed in the past year and a detailed plan for revision was completed. The changes identified will enable users from a wide range of educational, cognitive, and professional backgrounds to more easily locate items of interest.

The Brain Injury Association of Wyoming also publishes and distributes a quarterly newsletter which is designed with large font, color and spacious layout of articles that makes it more reader friendly for brain injury survivors. The newspaper contains contact information regarding where and when Brain in-

jury support groups are being held around the state, articles from brain injury survivors, notes from ABI task force meetings and community resource team development progress. BIAW has continued to expand their distribution of the newspaper and other informational materials they produce in their outreach efforts in providing education, awareness and knowledge about Acquired Brain Injury related issues.

The BIAW also puts on an annual brain injury conference each March which provides sessions on a variety of ABI related topics and service provider information unique to the needs of this disability group and oversee the semi-annual Brain Injury Task Force meetings. The task force meetings are held to provide recommendations and assistance re-

garding program development moving forward with BIAW and the evaluation of progress towards creating resources and natural supports at the local level in communities throughout the State of Wyoming.

Wyoming Relay Service

The Telecommunications Relay Service (TRS), pursuant to Title IV of the Americans with Disabilities Act (ADA), is designed to provide universal telephone service for all Americans, including people who are deaf, hard of hearing, deaf-blind, and/or speech-impaired. Wyoming law provides authorization for the Telecommunications Relay Service and an Equipment Distribution Program funded by a telephone line surcharge. The surcharge remained at six cents per access line. Wy-

Paula Client, Cody

Paula moved to Cody, WY in 2003 to be closer to family. She was living in New Jersey and lost her job after the Sept. 11, 2001 tragedy. Paula has suffered from asthma for over six years, however; since Sept 11, her asthma has severely worsened.

Paula was trained as a graphic designer and was successfully employed in this field for 35 years. She has also been self-employed as an electrologist since 1997. Since asthma worsened, Paula had not been able to find stable employment. She approached Vocational Rehabilitation for assistance with self-employment options and marketing.

Paula works as an electrologist out of her home. She cannot work in beauty salons or spas due to the scents and chemicals used with hair styling. Paula has had a small and steady client based since resuming her trade in Cody.

Paula met with the VR Counselor and the Small Business Consultant regarding her self-employment options. She received assistance from both programs for business advice, marketing options, and upgraded equipment. From the Small Business Consultant, Paula learned to value her skills and services so that her customer base would also. She adjusted her business plan with current market information that allowed

her to raise her fees and to view her services as a business.

Paula has been very successful with her business upgrades. She has increased her client base, expanded into product sales, and increased her marketing in this area.

Paula states, "The addition of the micro-current service has been a plus because it helps me to offer another skin related service." This added service allows her to manage the fluctuation in service demand. At the time of case closure, Paula was averaging \$1000/ month income. This is double what she was earning prior to VR services.

Paula has managed to maintain this level of business growth since her case was closed. She has steady clientele and is taking in new clients weekly. Through this employment, Paula's self-esteem and coping abilities have improved. She is less depressed and more able to be a productive part of the Cody, WY business community. Even though her health is still a concern, Paula is managing her business and is doing well with the career path she has chosen.



oming's TRS is certified by the Federal Communication Commission through July 25, 2013.

The fastest growing Wyoming Relay service continues to be CapTel™. CapTel™ is an enhanced voice-carry-over service that allows individuals with hearing loss to view word-for-word captions of their telephone conversations on a specialized telephone. The average number of CapTel™ minutes of service each month increased from 5,679 in State Fiscal Year 2008 to 6,307 in State Fiscal Year 2009. Web CapTel™ became available in 2008. With Web CapTel™, you no longer have to use a special telephone in order to access Captioned Telephone service. You can now access it from any computer that has Internet access (for captions), along with any standard, amplified, cordless, or mobile phone (for voice). There are no long distance charges associated with making a Web CapTel™ call and the font size and color, as well as the background color, can be changed to make reading the captions easier.

Hamilton Telecommunications was selected as Wyoming's Telecommunications Relay Service provider as the result of a competitive bidding process in 2004, and continues to provide relay services to the citizens of Wyoming.

In addition to Wyoming, Hamilton Telecommunications, based in Aurora, Nebraska, currently provides relay services to Arizona, the District of Columbia, Georgia, Idaho, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Montana, New Mexico, Pennsylvania (CapTel™ only), Rhode Island, Saipan, the Virgin Islands, and Wisconsin.

The Equipment Distribution Program offers a variety of different types of specialized telephone equipment to meet the needs of individuals who are deaf, hard of hearing, deaf-blind or speech-impaired. The equipment offered includes, but is not limited to, text telephones (TTYs), amplified telephones, voice-carry-over devices, in-line amplifiers, a captioned telephone, hearing-carry-over devices, out-going amplified telephones for weak speech, devices with large displays/Braille/voice output for individuals with vision impairments,

and signaling devices. The equipment most requested and distributed are captioned telephones, cordless amplified telephones and a telephone ring signaler.

Wyoming Relay ran television advertisements, radio advertisements, newspaper advertisements and billboard advertising to educate the public about relay so they do not hang up when they get relay calls and also about 7-1-1 so they are aware of how easy it is to make a relay call. Wyoming Relay also ran television and radio advertisements to educate citizens who have recently lost their hearing about CapTel™. Wyoming Relay also had booths at health fairs around the state. Finally, Wyoming Relay worked with the Department of Education to provide information about relay statewide to students, their parents and service providers.

Individuals and organizations who would like more information or training on Wyoming Relay or specialized telephone equipment for individuals with hearing loss can call Wyoming Relay Customer Service at 1-888-694-4450 (V/TTY) or e-mail lcieli@state.wy.us.

Telecommunications Relay Service Advisory Committee

In 1991, the Wyoming Statutes 16-9-202 through 16-9-204 created the Telecommunications Relay Service Advisory Committee. This is a seven member committee appointed by the Governor for three year terms. The Committee provides advice concerning the administration of the Wyoming Relay Program and annually determines the amount of the telephone surcharge per access line. Members are selected from appointment districts.

Patricia McCabe (Cheyenne)
District 1 - Goshen, Platte & Laramie Counties

Kenneth A. Coiteux (Laramie)
District 2 - Sweetwater, Carbon & Albany Counties

Lynette Nate (Cokeville)
District 3 - Teton, Sublette, Lincoln & Uinta Counties

John D. Cosner (Gillette)
District 4 - Sheridan, Campbell & Johnson Counties

Vacant
District 5 - Park, Big Horn, Hot Springs & Washakie Counties

Vacant
District 6 - Crook, Weston & Niobrara Counties

Heather Parsons (Casper)
District 7 - Fremont, Natrona & Converse Counties

Wyoming Relay Numbers

All Call Types - 7-1-1 OR Dial...

- TTY (Text Telephone) -1-800-877-9965
- Voice - 1-800-877-9975
- Voice Carry Over (VCO) - 1-877-877-1474
- To reach CapTel User - 1-877-243-2823
- Speech to Speech (STS) - 1-877-787-0503
- Spanish Language Service (Servicio en Español) - 1-800-829-2783
- Wyoming Relay State Office - 1-800-452-1408
- To Obtain Specialized Equipment - 1-800-452-1408
- 24 Hour Customer Service Center - 1-888-694-4450
- Customer Service Email - wyrelay@hamiltonrelay.com

Social Security Disability Determination Services

Disability Determination Services (DDS) makes decisions of disability and blindness for both Title II and Title XVI of the Social Security Act on behalf of the Commissioner of the Social Security Administration (SSA). Following preliminary claim preparation, the DDS completes the development and adjudication of the medical, psychological and vocational factors of eligibility. Two levels of appeal concerning denied claims are adjudicated in the agency. DDS provides a Certified Hearing Officer to adjudicate appeals when benefits are terminat-

ed related to continuing claim review and update showing cause of end of awarded benefit.

The DDS is 100 percent federally funded. The Federal fiscal year budget was \$2.63 million. Under the annual budget, the Federal government pays the State of Wyoming for administrative costs.

The DDS served approximately 4,000 Wyoming claimants during Federal fiscal year 2009. Average processing time for Social Security Disability Insurance, Title II, for Federal Fiscal Year 2009 was 72.1 days, which was lower than the national average. Average processing time for Supplemental Security Income, Title XVI, for Federal Fiscal Year 2009 was 74.3 days, which was lower than the national average. The Wyoming DDS initial allowance rate was 51.9 percent, which was higher than the national average. The Presumptive Disability Decision on Title XVI cases was 33.7 percent, which was higher than the national average.

The Wyoming DDS implemented the Compassionate Allowance (CAL) process earlier this year. The CAL initiative is designed to quickly identify diseases and other medical conditions that invariably qualify under the Listing of Impairments based on minimal, but sufficient, objective medical information. All CAL – identified conditions are entered into the Predictive Model (PM) and are selected for CAL processing based solely on the claimant’s allegations listed on the Disability Report. CAL cases receive expedited processing within the context of the existing disability determination process.

The following Disability Examiners are members of the National Association of Disability Examiners (NADE): Gabriel Barajas, Jeff Graham, Judy Lebsack, Ree Lindgren, Jan Minear, Karyn Speight and William Walters. NADE is committed to furthering the art and science of disability evaluation, enhancing public awareness about disability evaluation, and furthering the professional recognition for disability evaluation practitioners.

The Wyoming DDS continues to implement spe-

Maria Client, Douglas

Thirty years after initially coming to Douglas to stay with an aunt and uncle, Maria Harting opened a photography studio, called Past and Present Photography. She picked up her interest in photography from her uncle in 1977 and then attended the New York Institute of Photography, earning certifications in wedding and portrait work.

Maria came to VR after an injury on the job. She was working with Worker's Compensation and chose to apply for the WC/VR Option. Maria also worked on her business plan with Marion Cotterman, Business Enterprise Consultant.

Maria's studio focuses on old-time western photographs. She was able to obtain over 100 costumes portraying outfits from the Old West, as well as the Civil War. Maria has continued to gather props for pictures. Her husband built a backdrop in her studio to replicate an old bar-back. Many of the pictures are taken in front of a green screen and the customer can then choose over 2000 backdrops. She is capable of printing the photographs immediately on-site with the use of a special printer. Maria has also taken pictures at mud-bogs, moto-cross races, and made calendars with sites from Wyoming and "Dogs Around Douglas".

Maria has been very creative in her advertising and



promotional ideas. She had an open house during the Wyoming State Fair, and she has taken pictures at a local greenhouse for fall, where children are surrounded by pumpkins, gourds, and straw bales. Maria has also made a large sleigh for Santa and the children to sit for pictures during the Douglas Christmas Open House event.

Past and Present Photography offers regular portrait work, senior photos, weddings, and parties. Maria also makes it fun while in her studio and she offers packages at prices comparable to the large chain stores.

As her VR Counselor, I am so pleased to see how by everyone working together, VR, WC, Business Enterprise, and Maria and her family members, she is able to work again at something she really loves.

cific protocols for Military Casualty cases, terminal illness cases, low birth weight cases and claimants who are homeless. When a claim is received by the DDS from SSA, it is reviewed and expedited according to these initiatives and protocols.

State Rehabilitation Council

Mission Statement: The Wyoming State Rehabilitation Council's Mission is to review, analyze and advise the Division of Vocational Rehabilitation

in the delivery of effective rehabilitation services which lead to employment for individuals with disabilities, and in partnership with the Division of Vocational Rehabilitation, advance the use of resources necessary to promote the independence of Wyoming's citizens with disabilities.

The responsibilities of the State Rehabilitation Council (SRC) are defined in Section 105 of the Rehabilitation Act of 1973. By this Act, the SRC is authorized to review, analyze and advise the Wyoming Division of Vocational Rehabilitation (DVR) on the performance of the Vocational Rehabilitation program. In partnership with DVR, the SRC

develops and reviews state goals and priorities, evaluates the effectiveness of the vocational rehabilitation program, assists in the preparation of the Unified State Plan, and reviews customer satisfaction. Members are appointed by and serve at the pleasure of the Governor, and appointments are based on personal qualifications and the needs of the Council. Members are a representation of persons with disabilities; disability advocacy organizations; current and former consumers of vocational rehabilitation services; medical professions; state educational agencies; and representatives of business, industry and labor.

The SRC meets on a quarterly basis. SRC meeting locations and times are published prior to each meeting in the statewide Casper Star-Tribune newspaper. Future meeting times and locations, as well as the minutes from past meetings are posted at the following web site: wyomingworkforce.org/aboutus/partners_assoc_src.aspx. Information may also be obtained by calling the current SRC Chairperson, Joe Thomas at 307-382-5666.

Please let us know if you need any accommodations to attend our meetings or information sessions. Accommodations may be arranged in advance by calling 307-777-7389. You may also stop by our booth at the annual MEGA Conference for more information about both the SRC and DVR.

The SRC is dedicated to ensuring that Wyoming residents with disabilities receive effective services by conducting and reviewing a needs assessment survey; reviewing programs and policies being implemented; evaluating the SRC's Client Satisfaction Surveys and contacting those surveyed who indicate a desire to discuss concerns regarding their individual VR experience with an SRC representative; and by working in cooperation with such groups as the Wyoming Division of Vocational Rehabilitation, Wyoming Statewide Independent Living Council, Parent Training and Information Center, Client Assistance Program, Brain Injury Association, the Wyoming Department of Education, Business Leadership Network, and other agencies to implement a proactive approach

for the betterment of persons with disabilities.

The State Rehabilitation Council invites you to join us in continuing our mission. If you are interested in becoming a member of the SRC, an application form can be obtained by calling (307) 777-7389.

SRC Contact Information:

Joe Thomas, Chairperson
P.O. Box 38
Reliance, WY 82943
(307) 382-5666
Joethomas383@yahoo.com

Executive Committee

The Executive Committee works toward the coordination and the establishment of working relationships between DVR and the SRC. Members of the committee discuss new nominations for the SRC, policies, and solutions to improve the communication between DVR and the SRC.

The goal of this committee is to facilitate a positive partnership between DVR and the SRC. This working relationship is crucial in providing a stronger and more effective DVR.

Communications Committee

The Communications Committee has the responsibilities of coordinating and communicating with other councils and human resource entities, performing and coordinating public relations, and maintaining the Employer Recognition Program. Staying informed of the activities of other organizations concerned with the disabled population provides powerful networking tools and helps to avoid duplication of efforts.

Promoting the awareness and function of Vocational Rehabilitation creates connections between VR consumers and the employers who can benefit from hiring them. The Communications Committee makes employment information available to employers, consumers and parents by participating in the annual MEGA Conference, as well as other conferences and opportunities to increase SRC and DVR visibility. In conjunction with the SRC's quarterly meetings, this committee also fa-

cilitates an information session that is open to anyone interested in gaining information about available resources or having concerns addressed.

The importance of the employers' efforts in utilizing people of differing abilities cannot be overlooked. This committee collaborates with the Business Leadership Network to recognize employers around the state who support employment of people with disabilities. Without employers' will-

ingness to recognize people's talents, many VR efforts would be without consequence and a willing, qualified workforce would go untapped.

Review Committee

The Review Committee has the yearly responsibility to review DVR's section of the State's Unified Plan to identify any areas that may need further attention. Other responsibilities are to make sure client satisfaction survey results are accounted

Shannon Client, Casper

This is not a typical rags to riches story. Shannon is not becoming wealthy as the manager of the 12-24 Club in Casper. Her testimony of a life free of drugs and alcohol and finding redemption by giving back, however, is more precious than a king's ransom.

Shannon's story begins not atypically – unfortunately. As a young woman, coming from a family of abuse where drugs and alcohol was prevalent, she was vulnerable to becoming an addict herself. She first tried methamphetamines when she was 13 and alcohol when she was 16. By the time she was 20, she was an addict, making a living selling drugs and using drugs intravenously almost daily. By the time she was 26, she had been arrested on forgery and drug possession charges, had lost custody of her two children and was divorced. The longest job she ever held was for four months – as a bartender.

She came to DVR after making a conscious decision to change her life. Her first step was to become clean and she did so by completing an inpatient alcohol and drug treatment program. She was on probation requiring frequent urinalysis and strict probationary guidelines. She didn't opt for this because it was easy – she did so because she wanted to stay clean and she wanted to live. Shannon's disabilities were polysubstance abuse/dependence, post-traumatic stress disorder and depression. She had to work hard to overcome them by working her 12-Step program, participating in individual and family counseling and with anti-depressant medication.

With DVR assistance, Shannon earned an Associates Degree in Probation and Parole. She has remar-

ried and has custody of her children, who are doing well overall and particularly in school. They hope to go to college like their mother. After obtaining her degree, Shannon became employed as a manager of the



12-24 Club, which is a small café and clubhouse used primarily by 12-Step programs.

As a manager, she frequently hires individuals who are in recovery to assist them with developing a work ethic, work skills and obtaining a positive work history. Many, like her, have none of these skills when hired and in this way she has become a grass-root, community social worker. She further gives back to the community by hiring DVR clients and giving them a second chance as well.

Shannon remains active in her AA and NA groups and she is now not only a sponsee but a sponsor, helping over a dozen other individuals to obtain and maintain sobriety. Through a grant from the McMurry foundation the 12-24 Club is in the process of remodeling a two-story building downtown and will be moving to it by the end of the year. She is actively involved with the planning, organizing and fund-raising projects for this building project, as well as, managing the day-to-day operations of the clubhouse and café.

No, Shannon's story is not a typical rags to riches story – it's much better than that.

for from DVR. This is a very important role of the SRC, and the Review Committee assesses client concerns regarding the DVR service delivery system.

Council Members:

Joe Thomas – Chairperson
Executive Committee
Reliance, Wyoming

Mark Pixley – Chairperson Elect
Executive Committee
Sheridan, Wyoming

Lee Beidleman,
Executive Committee
Cheyenne, Wyoming

Marion Cotterman - Treasurer
Communications Committee
Wheatland, Wyoming

Dorothy Worrell
Brain Injury Association of Wyoming
Review Committee
Casper, Wyoming

Jan Jones
Parent Information Network
Communications Committee
Cheyenne, Wyoming

Jim McIntosh, Administrator (non-voting)
Division of Vocational Rehabilitation
Executive Committee
Cheyenne, Wyoming

Laura McKinney
Review Committee
Cheyenne, Wyoming

Ray Metcalf
Communications Committee
Riverton, Wyoming

Lisa Osvold, Deputy Director, DWS
State Workforce Investment Board
Communications Committee
Cheyenne, Wyoming

Bob Rowan
Native American Rehab. (121 Project)
Review Committee
Lander, Wyoming

Debbie Terech
Communication Committee
Evanston, Wyoming

Becky Taggart
Communications Committee
Lyman, Wyoming

Marsha Krotz, VR Counselor
Review Committee
Evanston, Wyoming

Jane Nichols
Communication Committee
Sheridan, WY

Deb Simon
Department of Education
Review Committee
Riverton, WY

Wyoming Business Leadership Network

The Wyoming Business Leadership network was established in 1997 through funding from the Wyoming Division of Vocational Rehabilitation. The initial Business Leadership Chapter began in Cheyenne in 1997 with subsequent chapters established in the communities of Evanston in 2000, the Bridger Valley area in 2002, the Lander & Riverton area in 2004, Rock Springs in 2005 and the most recent chapter established in the Sheridan and Buffalo communities in 2008.

The purpose behind the Business Leadership Networks is two fold. The first of which is to provide education and awareness of disability related issues for employers and the general public. The second purpose is to work in conjunction with the

local vocational rehabilitation staff in the communities where networks have been established to assist in connecting individuals with disabilities with employment opportunities.

The BLN chapters meet with vocational rehabilitation staff monthly to help identify our client’s employment needs and then coordinate their efforts with the community business partners they have to help facilitate employment opportunities for our clients. BLN directors also help our client’s with resume writing, interviewing skills and networking with employers to help reach successful employment outcomes.

BLN activities include award programs that recognize outstanding employees with disabilities and businesses and organizations which excel in outreach efforts working with individuals with disabilities. They work with local media outlets promoting

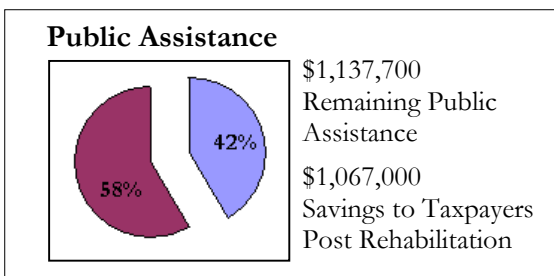
the publication of stories that focus on successful employment outcomes for individuals with disabilities and the many benefits employers realize as a result of employing an individual with a disability. They hold career expo’s, employer site visits and employer roundtables that help connect job seekers and employers.

The Mentor-ability program is another facet of services BLN’s offer in their coordination of efforts with the Division of Vocational Rehabilitation. This program works with students in the schools to help facilitate the school to work transition effort for students with disabilities. They help students with job preparedness activities, help increase their awareness of employment opportunities available and arrange mentoring and job shadowing opportunities for students in a variety of work environments with the assistance of volunteer business partners they have connected with in the communities they serve.

Resources

Wyoming Economic Benefit

In 2009, Wyoming DVR rehabilitated 630 individuals with disabilities, resulting in estimated annualized earnings of \$12,423,000. In addition, the annualized savings to taxpayers as a result of reduced public assistance payments to rehabilitated individuals is estimated to be \$1,067,000.



Prior to receiving DVR services, many people with disabilities rely on public assistance. With the help of Vocational Rehabilitation, these individuals can become employed and substantially reduce their dependence on public assistance.

Public Assistance Costs Go Down

	Public Assistance Recipients	Public Assistance Costs
Before DVR Services	231	\$ 2,204,700
After DVR Services	129	\$ 1,137,700
Savings in Public Assistance		\$ 1,067,000

Characteristics of Individuals Served

The following information describes characteristics of the 4,638 individuals who were served by the Wyoming Division of Vocational Rehabilitation Program during SFY 2009

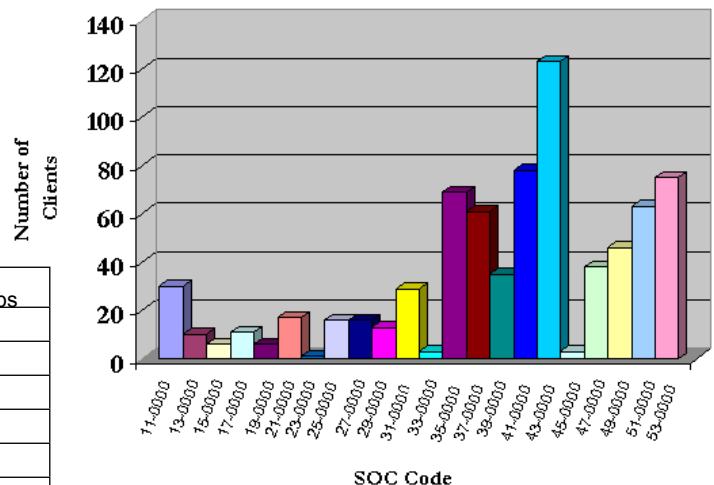
Major Disabling Condition	%	Race	%	Gender	%
Orthopedic	25.4	White	93.4	Male	51.6
Psychiatric	36.6	American Indian	2.9	Female	48.4
Developmental Disabilities	18.1	Black	2.3		
Hearing	4.3	Asian	0.3		
Visual	2.5	Hawaiian/Pacific Islander	0.1		
Other Conditions	13.1	Multi Race	1.0		
		Hispanic (any race)	8.2		

Occupations of 630 Rehabilitated Individuals

Based on data from the 2000 Census, over 46,000 Wyoming residents between the ages of 21 and 64 have a disability; nearly 40% of these individuals are unemployed. The following chart illustrates the placement occupations for the 630 individuals employed during SFY 2009.

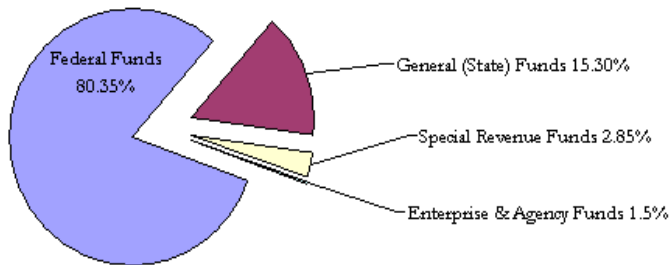
SOC Major Groups - Each occupation is placed within one of these 22 groups		
SOC		# of Clients
11	Management	25
13	Business & Financial	17
15	Computer & Mathematical	8
17	Architecture & Engineering	5
19	Life, Physical, & Social Science	10
21	Community & Social Services	15
23	Legal	1
25	Education, Training, & Library	30
27	Arts, Design, Entertainment, Sports, & Media	17
29	Healthcare Practitioners & Technical	14
31	Healthcare Support	30
33	Protective Service	8
35	Food Preparation & Serving Related	60
37	Building and Grounds Cleaning & Maintenance	56
39	Personal Care & Service	20
41	Sales & Related	58
43	Office & Administrative Support	96
45	Farming, Fishing & Forestry	8
47	Construction & Extraction	25
49	Installation, Maintenance, & Repair	45
51	Production	30
53	Transportation & Material Moving	52
	Total	630

Standard Occupational Classification Major Groups

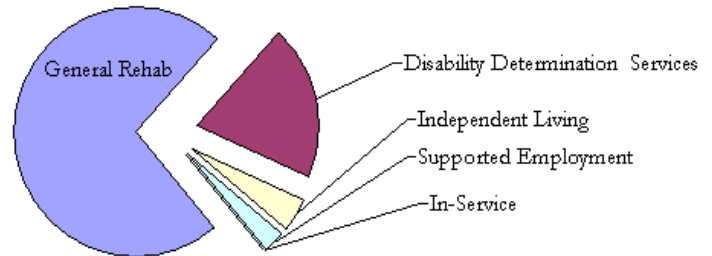


Expenditures by Funding Source & by Federal Funding

Expenditures by
Funding Source



Expenditures by Federal Funding



Program Name	Federal Funds	General Funds	Special Rev. Funds	Enterprise Funds (WC)	Agency Funds (BEP & WBLN)	Total Expenditures	% of Grand Total Expend.
General Rehab w/Other Match	\$8,691,465	\$1,951,697	\$0	\$44,992	\$123,148	\$10,811,302	70.75%
Disability Determ. Services	\$2,304,154	\$0	\$0	\$0	\$0	\$2,304,154	15.08%
Telecom. Relay Svc.	\$0	\$0	\$483,152	\$0	\$0	\$483,152	3.16%
ARRA – Voc. Rehab. Svc.	\$416,238	\$0	\$0	\$0	\$0	\$416,238	2.72%
IL – Part B	\$285,769	\$31,752	\$0	\$0	\$0	\$317,521	2.08%
Supported Employment	\$261,907	\$0	\$0	\$0	\$0	\$261,907	1.71%
Administration	\$0	\$325,438	\$0	\$0	\$0	\$325,438	2.13%
IL – Chapter 2	\$231,628	\$0	\$0	\$0	\$0	\$231,628	1.52%
Social Security Reimbursement	\$70,808	\$0	\$0	\$0	\$0	\$70,808	0.46%
Business Enterprise	\$0	\$0	\$0	\$0	\$36,736	\$36,736	0.24%
In-Service	\$19,330	\$1,774	\$0	\$0	\$0	\$21,104	0.15%
GRAND TOTAL	\$12,281,299	\$2,310,661	\$483,152	\$44,992	\$159,884	\$15,279,988	100.00%
% of Grant Total Exp.	80.37%	15.12%	3.16%	0.29%	1.05%	100.00%	

WC: Worker's Compensation Funds

BEP: Business Enterprise Program Funds

WBLN: WY Business Leadership Network Funds

Performance Standards

The Rehabilitation Services Administration (RSA) has established Evaluation Standards and Performance Indicators for the Vocational Rehabilitation Program. Because these Standards are monitored by RSA, they are tracked by Federal Fiscal Year rather than State Fiscal Year. Wyoming DVR exceeded all indicators in Federal FY 2009 (October 1, 2008 through September 30, 2009).

Federal Fiscal Year 2009	RSA Standard	WY DVR Results
<p>Evaluation Standard 1 – Employment Outcomes. DVR must assist any eligible individual to obtain, maintain, or regain high quality employment.</p> <p><i>Performance Indicator 1.1.</i> The number of individuals who achieved an employment outcome in the current year must equal or exceed the number from the previous year.</p> <p><i>Performance Indicator 1.2.</i> The percentage of individuals who exited the VR Program after receiving services who achieved an employment outcome.</p>	699	705
<p><i>Performance Indicator 1.3.</i> The percentage of individuals who achieved an employment outcome and are earning at least the minimum wage.</p>	55.8%	65.4%
<p><i>Performance Indicator 1.4.</i> Of those earning at least the minimum wage, the percentage who are individuals with significant disabilities.</p>	72.6%	98.7%
<p><i>Performance Indicator 1.5.</i> The average hourly earnings of individuals earning at least the minimum wage, as a ratio to the average hourly earnings for all individuals in Wyoming who are employed.</p>	62.4%	87.6%
<p><i>Performance Indicator 1.6.</i> Of those earning at least the minimum wage, the difference between the percentage whose own income is their largest source of support when they exited the VR Program, and the percentage whose own income was their largest source of support at the time they applied for VR services.</p>	52%	55%
<p>Evaluation Standard 2 - Equal Access to Services. DVR must ensure that individuals from minority backgrounds have equal access to VR services.</p> <p><i>Performance Indicator 1.2.</i> The service rate for individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minorities with disabilities.</p>	53.0%	61.9%
<p><i>Performance Indicator 1.2.</i> The service rate for individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minorities with disabilities.</p>	80%	82%

Contacts

Central Office

122 West 25th Street, 1100 Herschler Bldg.,
1st Floor East,
Cheyenne, WY 82002
(307) 777-7386

Casper District Office - 01

851 Werner Court, Suite 120,
Casper, WY 82601
(307) 261-2172
Area Served: Natrona County

Cheyenne District Office - 02

1510 East Pershing Boulevard,
Cheyenne, WY 82002
(307) 777-7364
Area Served: Laramie County

Cody District Office - 11

1026 Blackburn, #3,
Cody, WY 82414
(307) 527-7174; *1-877-473-7207
Area Served: Park & Big Horn Counties &
Yellowstone National Park

Douglas District Office - 13

311 Russell Avenue,
Douglas, WY 82633
(307) 358-4688; *1-866-217-1401
Area Served: Converse & Niobrara Counties

Evanston District Office - 19

350 City View Drive, #205,
Evanston, WY 82930
(307) 789-2766; *1-877-473-7208
Area Served: Uinta County & WY State Hospital

Gillette District Office - 17

1901 Energy Court, #140,
Gillette, WY 82718
(307) 682-2672; *1-877-474-4086
Area Served: Campbell, Weston, & Crook Counties

Jackson District Office - 22

155 West Gill, P. O. Box 2873,
Jackson, WY 83001
(307) 733-3742; *1-866-293-3742
Area Served: Teton County

Kemmerer District Office - 12

P. O. Box 87,
Kemmerer, WY 83101 (mailing address)
20 Adaville Road,
Diamondville, WY 83116 (physical address)
(307) 877-9334; *1-866-367-6143
Area Served: Lincoln & Sublette Counties

Lander District Office - 10

259 Main Street,
Lander, WY 82520
(307) 332-4465
Area Served: Southern Fremont County

Laramie District Office - 05

710 Garfield, #110,
Laramie, WY 82070
(307) 745-3160
Area Served: Albany County

Rawlins District Office - 06

215 West Buffalo, #312, Carbon Bldg.,
Rawlins, WY 82301
(307) 324-2238; *1-877-473-7209
Area Served: Carbon County, State Penitentiary

Riverton District Office - 09

609 East Madison, #3,
Riverton, WY 82501
(307) 856-2393; *1-866-335-3140
Area Served: Northern Fremont County

Rock Springs District Office - 04

2451 Foothill Boulevard, Suite 100,
Rock Springs, WY 82901
(307) 362-2770; *1-866-858-4125
Area Served: Sweetwater County

Sheridan District Office - 03

61 South Gould,
Sheridan, WY 82301
(307) 674-7529; *1-866-423-5989
Area Served: Johnson & Sheridan Counties and
Wyoming Girls School

Torrington District Office - 07

1618 East 'M' Street,
Torrington, WY 82240
(307) 532-4431; *1-877-474-7493
Area Served: Goshen & Platte Counties

Worland District Office - 20

1200 Culbertson, Suite F,
Worland, WY 82401
(307) 347-3396; *1-866-448-4703
Area Served: Washakie & Hot Springs Counties
and Wyoming Boys School

Disability Determination Services (DDS)

821 West Pershing Boulevard,
Cheyenne, WY 82002
(307) 777-7341; 1-800-972-2372

* Toll Free numbers restricted to use by in-state
Wyoming callers.



DVR is an equal opportunity employer with equal opportunity programs.
Auxiliary aids and services are available to individuals with disabilities upon request.

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Wyoming Department of Workforce Services
Joan K. Evans, Director