Department of Workforce Services

Mission
To bridge human and economic development for Wyoming’s future.

Vision
We envision a Wyoming with a well prepared economically self-sufficient workforce that empowers employees and employers to enjoy an improved quality of life.

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.

Contents
From the Administrator ................................................................. 3
Program Highlights ................................................................. 4
Programs.................................................................................. 4
Social Security Disability Determination Services .................. 9
State Rehabilitation Council ...................................................... 9
Success Stories ....................................................................... 11
Resources ................................................................................ 15
Contacts .................................................................................. 19
From the Administrator

I would ask that you take a minute and read the Wyoming Division of Vocational Rehabilitation’s (DVR) Annual Report for 2015. 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.

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 Federal Fiscal Year (FFY) 2015, a total of 4,470 Wyoming citizens with disabilities received a broad array of VR services. This number is down 99 from 2014, 662 were able to secure, regain or retain employment with estimated annualized earnings in excess of $13,399,528 with an estimated reduction in public assistance of $1,946,736.

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 Intellectual Disabilities, 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 DDS served approximately 4,723 Wyoming claimants during Federal Fiscal Year 2015. The DDS initial allowance rate was 48.7 percent, which was higher than the national average. The Presumptive Disability Decision on Title XVI cases was 6.8 percent. The Wyoming DDS has the highest production per work year in the region at this time.

Divisions, including DVR, 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,

[Signature]
Program Highlights

• 4,470 Wyoming citizens with disabilities received services ranging from vocational rehabilitation evaluation and eligibility determination to medical treatment, counseling, training and job placement; 662 persons were successfully rehabilitated by DVR.

• Eighty percent (80%) of the individuals served were significantly disabled.

• Eighty-eight percent (84%) of the individuals who were successfully rehabilitated (returned to work) were significantly disabled.

• The annualized earnings for 662 individuals rehabilitated during Federal Fiscal Year 2015 is estimated at $13,399,528.

• The annual savings to taxpayers, as a result of reduced public assistance payments to rehabilitated individuals, is estimated to be $1,946,736.

• Disability Determination Services (DDS) processed approximately 4,723 claims during Federal Fiscal Year 2015. Processing times continue to be some of the lowest in the nation while processing accuracy remains exceptionally high.

• 388 persons with the most significant disabilities received supported employment services; 257 supported employment clients were successfully rehabilitated this year.

• The Wyoming Independent Living Programs directly served 2,946 individuals. These programs responded to 2,346 requests for information and referral during the fiscal year.

• 155 DVR clients received assistance in the planning and establishment of a small business through Business Enterprise Program services; 36 individuals were successfully self-employed. 50 clients with a significant disabling condition received financial assistance through the Small Business Development Fund.

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 managers in four 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.

Independent Living

Wyoming is served by two Centers for Independent Living (CILs): 1) Wyoming Independent Living, Inc. (WIL) 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 2015, the CIL programs directly served 2,946 people and provided another 2,346 people with information and referral. Independent Living services in Wyoming are funded by Title VII of the Rehabilitation Act of 1973, as amended.
These numbers include both CIL’s IL, Project Out, Transportation, and the Consumer Directed Care programs. All affect a person’s Independent Living.

Chapter 1, Part B funds are awarded to DVR as 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.

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, 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 in-kind contributions from the contracting agency. DVR contracts with WIL to deliver these services statewide. In Federal Fiscal Year 2014, 210 individuals received direct services.

**For additional information contact:**

WY Services for Independent Living (WSIL)  
1156 South 2nd St., Lander, Wyoming 82520  
(307) 332-4889 | [www.wysil.org](http://www.wysil.org)

WY Independent Living, Inc. (WIL)  
305 West 1st St., Casper, Wyoming 82601  
(307) 266-6956 | [www.wilr.org](http://www.wilr.org)

**Council Members:**

Terms Expiring 2016  
Thomas Martin (Vice Chair), Laramie, WY

Terms Expiring 2017  
Stephen, Jeurgens (Secretary), Cody, WY

Amber Alexander, Casper, WY  
Jennifer Petri, Green River, WY  
Cheryl Godley (Chair), Casper, WY  
Jaime Bordeaux-Cureton, Casper, WY  
Amy Burns, Laramie, WY  
Vicki Swenson, Gillette, WY  
Lee Biedleman (term expires January 2019): Client Assistance Program  
Stephanie Jensen: Program Consultant (term expires January 2017), WY DVR

**SILC Website**: wyomingsilc.wyo.gov  
**WIL Website**: www.wilr.org  
**WSIL Website**: www.wysil.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-ventures to retail shops and other larger ventures. BEP can provide both technical and financial assistance, such as helping a client start a new business that may be home-based or 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 Federal Fiscal Year 2015 provided training and self-employment assistance to 155 DVR clients from 25 Wyoming communities. DVR clients received technical training and assistance with business planning and research, marketing, and advertising strategies, as well as patent and trademark research and assistance. Thirty-six individuals started small businesses. Businesses were started in different industry categories such as retail, service, and manufacturing. The
different types of businesses started included Painting, Bead Store, Car Detailing, Hair salon, Assertive Technology Adviser, Fine Art Creation and Retailing, Computer Repair, Leather Work & Saddle Making, Horse Shoeing, Catering, Permanent Cosmetic Tattoos, Sewing and Tailoring, Gun Manufacturing and Repair, Guitar and Music Sales, Welding, Vending Machine Operator. Several of our small business clients reported that they had met or exceeded their initial expectations and were either adding on additional services or considering hiring employees. Ten of these 36 business start-ups were created by people who are most significantly disabled.

**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**
In the year 2014, with the passage of “Employment First” legislation, Enrolled Act No. 53 by the Wyoming State legislature, successful transition of Wyoming youth from school to work and career has become a primary focus for the The Wyoming Division of Vocational Rehabilitation (DVR). DVR is redoubling its commitment to working with students, ages 16-21, with disabilities, transitioning from high school to the world of work.

DVR counselors, in coordination with our education partners, and other adult service providers work with students and their families to help students identify and pursue post high school career goals. Initially, DVR counselors provide consultation for the student, parents and educational personnel regarding vocational options, services and opportunities available to students with disabilities. During the student's subsequent transition meetings, a counselor determines the student's eligibility for DVR services, helps the student identify a vocational goal that fits with their strengths, interests and abilities and then identifies the services and potential training the student may need to achieve their identified vocational goal.

DVR in collaboration with our education and employer partners strive to develop opportunities and activities designed to engage youth in development of the job skills they will need to reach those goals. With this focus on youth, DVR is utilizing all counselors statewide to work with transition students. Additionally, DVR employs a transition consultant working statewide to support both field office and school district transition efforts. The transition consultant provides technical assistance and collaboration with the Department of Education and other transition related service providers. The DVR goal being to develop service access and delivery designed to ensure each student's successful transition to career and independent adult life.

VR counselors regularly schedule times in the schools where they are able to meet with students, parents, and education personnel. This has helped expedite students' receipt of services through DVR and increased parents and educators understanding of services VR can provide. The increased communication with the schools has helped school personnel better identify students as appropriate for referral to DVR in both timeliness and identified need for services. DVR and schools continue to co-develop workplace based opportunities for students while still in school to prepare them for making the transition from school to work.

In both the Memorandum of Understanding with the Department of Education and in the 2014 recommendations from the statewide Community of Practice in Transition: Secondary to Postsecondary, DVR continues to support several key components to successful transitions for students in Wyoming:

- The foundation for all transition planning begins with the individual through self-advocacy and informed choice.
- Inter and Intra agency collaboration is essential to effective transition. Beginning with professionally respectful communication among and inclusive of all stakeholders. Collaboration includes joint training and technical assistance for service providers and invested stakeholders.
• Coordinate, and streamline referral procedures, needs evaluations and application processes to allow multiple service providers usage of documentation and allow coordinated service provision.
• Enhance interagency sharing of relevant statistical and historical data to provide guidance in developing and improving transition services and outreach efforts.

Post Secondary Education
During Federal Fiscal Year 2015, 768 DVR clients were enrolled in post secondary training at Wyoming's Community Colleges, the University of Wyoming and other institutions of higher education:

<table>
<thead>
<tr>
<th>Institution</th>
<th># Enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casper College</td>
<td>63</td>
</tr>
<tr>
<td>Central Wyoming College</td>
<td>75</td>
</tr>
<tr>
<td>Eastern Wyoming College</td>
<td>22</td>
</tr>
<tr>
<td>Laramie County Comm. College</td>
<td>126</td>
</tr>
<tr>
<td>Northwest College</td>
<td>57</td>
</tr>
<tr>
<td>Sheridan College</td>
<td>60</td>
</tr>
<tr>
<td>Western Wyoming Comm. College</td>
<td>157</td>
</tr>
<tr>
<td>University of Wyoming</td>
<td>98</td>
</tr>
<tr>
<td>Out of State Institutions</td>
<td>93</td>
</tr>
<tr>
<td>Other Institutions</td>
<td>17</td>
</tr>
</tbody>
</table>

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.

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. On September 16, 2015, the TRS Advisory Committee voted to increase the surcharge from four cents per access line to eight cents per access line, effective January 1, 2016. Wyoming's TRS is certified by the Federal Communications Commission (FCC) through July 25, 2018.

On November 30, 2010, the Division of Vocational Rehabilitation released a Request for Proposal for Telecommunications Relay Service and Captioned Telephone Relay Service. Hamilton Telecommunications and Sprint Communications Company submitted proposals. After a thorough evaluation of the proposals by an evaluation committee composed of staff from the Department of Workforce Services, TRS Advisory Committee members, and other stakeholders, Sprint Communications Company was offered a contract to provide Wyoming Relay services. The term of the current Contract with Sprint Communications Company is through July 31, 2016.

In addition to Wyoming, Sprint Communications Company currently provides telecommunications relay services and captioned telephone relay services to 35 states and territories, the US Federal Government, and New Zealand.

The Wyoming Relay service with the most minutes of use 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 or—if using Web CapTel®—on a computer or mobile device with internet access. The average number of traditional CapTel® session minutes of service in Federal Fiscal Year 2015 was 6,064 per month. A total of 116,231 TRS and CapTel® session minutes were processed in Federal Fiscal Year 2015.

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, and speech-impaired. The equipment offered includes, but is not limited to: text telephones (TTYs); amplified telephones (corded, cordless, and cellular); voice-carry-over devices; in-line amplifiers; captioned
telephones; hearing-carry-over devices; amplified telephones with out-going speech amplification for weak speech; electrolarynxes for those with speech impairments; devices with large displays, Braille, and voice output for individuals with vision impairments; signaling devices; and miscellaneous devices (i.e. duplex adapters and surge protectors). Distribution percentages from October 1, 2014, to September 30, 2015, include: captioned telephones (8.7%), cordless amplified telephones (15.4%), corded amplified telephones (17.3%), amplified cellular telephones (9.6%), TTYs (1.9%), ring signalers (10.6%), voice-carry-over devices (0%), electrolarynxes (.9%), and in-line amplifiers (1.9%).

Wyoming Relay continues to run advertisements on television, radio, in newspapers, and on billboards. The advertising is designed to: educate the public about relay so they do not hang up when they get relay calls; provide information about 7-1-1 so they are aware of how easy it is to make all forms of relay calls; educate citizens who have recently lost their hearing about CapTel®; and provide statewide information about relay 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 the Wyoming Relay state office at 1-800-452-1408 (V/TTY) or email dws-wyrelay@wyo.gov.

Telecommunications Relay Service Advisory Committee
In 1991, the Wyoming Legislature enacted Statutes 16-9-202 through 16-9-204, which created the Telecommunications Relay Service Advisory Committee. This is a seven member committee appointed by the Governor for terms of three years. 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
Beth Ann Whitman (Rock Springs)
District 2 - Sweetwater, Carbon & Albany Counties
Brian Woody (Mountain View)
District 3 - Teton, Sublette, Lincoln & Uinta Counties
Bonnie Blackford (Gillette)
District 4 - Sheridan, Campbell & Johnson Counties
Nancy Axthelm (Cody)
District 5 - Park, Big Horn, Hot Springs & Washakie Counties
Edward Scott, Chair (Moorcroft)
District 6 - Crook, Weston & Niobrara Counties
Catherine Burns (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 a CapTel™ User - 1-877-243-2823
• Speech-to-Speech (STS) - 1-877-787-0503
• 900 Service - 1-900-230-3327
• Spanish Language Service (Servicio en Español) - 1-800-829-2783
• CapTel™ Spanish - 1-866-217-3362
• Wyoming Relay State Office - 1-800-452-1408
• To Obtain Specialized Telephone Equipment - 1-800-452-1408
• 24-hour Customer Service Center - 1-888-694-4450
• Wyoming Relay Customer Service (Spanish) - 1-800-676-4290
• Captioned Telephone Customer Service - 1-888-269-7477
• Captioned Telephone Customer Service (Spanish) - 1-866-670-9134
• Speech-to-Speech Customer Service - 1-877-787-1989
• Wyoming Relay Email - dws-wyrelay@wyo.gov
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 ceased 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 $3.1 million. Under the annual budget, the Federal government pays the State of Wyoming for administrative costs.

The Wyoming DDS served 4,723 Wyoming claimants during Federal Fiscal Year 2015. The Wyoming DDSs’ initial allowance rate was 48.7 percent, which was higher than the national average. The Presumptive Disability Decision on Title XVI cases was 6.8 percent.

In June 2015, the Wyoming DDS sent a representative to the Wyoming Medical Society Conference to recruit medical providers who would be willing to perform consultative examinations for the Wyoming. If evidence provided by the claimant’s own medical sources is inadequate to determine if he/she is disabled, additional medical information is sought by arranging a consultative examination from a qualified medical source. The Wyoming DDS was able to recruit providers in Cheyenne, Newcastle, and Saratoga to perform future consultative examinations as a result of attending the Wyoming Medical Society Conference.

In August 2015, the Wyoming DDS implemented an internal quality assurance module using its legacy system. The internal quality assurance module allows for random case reviews, special studies, and analyses. Implementation of the quality assurance module has increased quality, increased awareness, and provided training opportunities. The objective is to enhance overall performance, which will allow the Wyoming DDS to deliver better customer service to the public.

In March 2015, employees of the Wyoming DDS started a member chapter of the National Association of Disability Examiners (NADE) called the Wyoming Association of Disability Examiners (WADE). WADE is a nonprofit corporation. The following employees are members of NADE/WADE: Tara Ackerman, Bradley Adams, Jeff Graham, James Hruby, Robert McCormick, Jan Minear, Karyn Speight, William Walters and Amber White. NADE/WADE 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.

State Rehabilitation Council

Working on behalf of Wyoming citizens with disabilities, the Wyoming State Rehabilitation Council promotes competitive and integrated employment through support of the Wyoming Division of Vocational Rehabilitation to continually work to improve the quality of employment services for all people with disabilities.

Members are appointed by and serve at the pleasure of the Governor. Appointments are based on personal qualifications and the needs of the council. The membership reflects representation from persons with disabilities and disability advocacy groups, current and former applicants of Vocational Rehabilitation services, business, industry and labor, state education agencies, and community rehabilitation programs. The majority of members of the State Rehabilitation Council are volunteers who donate their time to fulfill the mission of the State Rehabilitation Council.

The responsibilities of the State Rehabilitation Council (SRC) are defined in The Workforce Innovation and Opportunities Act (WIOA) Title Four,
Section 105 of the Rehabilitation Act of 1973 as amended. 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 the 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.

This last year, members of the SRC have chosen not to renew their applications for membership on the council. That has caused a reduction in active members. The executive committee is dedicated to membership recruitment, retention, and training to address the membership needs of the council. The council revised its mission to better align with the current needs and direction of the DVR. By-laws were reviewed and amended and are in place. The council received training on the Vocational Rehabilitation process so they have a better idea as to what happens in the district offices. The Wyoming SRC is a member of the National Coalition of State Rehabilitation Councils (NCSRC). The SRC continues its efforts to collaborate with the State Independent Living Council (SILC) on issues of common interest to both councils. In an effort to further strengthen this relationship the SRC and the SILC have combined meetings twice a year.

The SRC continues to present certificates of appreciation to employers in various locations around Wyoming in acknowledgement of their efforts to responsibly employ individuals with disabilities. These businesses are identified after consultation with VR counselors in their communities.

The SRC has the website regularly updated. Also, meeting dates are posted on the website at the beginning of the fiscal year, along with a link to meeting minutes.

The client satisfaction survey is sent to all closed VR clients (26, 28 30) for their feedback on the services received and the customer service received.

At quarterly meetings, the DVR administrator provides the council with a report on activities and issues regarding the provision of DVR services. Other organizations, such as the Parent Information Center (PIC), Department of Education, NAMI, and the Protection and Advocacy, Client Assistance Program, routinely provide brief reports on issues relating to their programs and the employment of individuals with disabilities. The council will continue to work hard, stay persistent, and make a difference for all people with disabilities.

The SRC meets on a quarterly basis at varying statewide locations. Each meeting is open to the public. Future meeting dates, past meeting minutes, and the client satisfaction survey can be found at the following web site: wyomingworkforce.org/src.

Information may also be obtained by calling the current SRC Chairperson Cheryl Junge, at 307-473-7459.

If accommodations are needed to attend SRC meetings or information sessions. Accommodations may be arranged in advance by calling 307-777-7389.

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 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, and other agencies, to implement a proactive approach to improving the lives of people with disabilities.

Individuals can apply for membership on the SRC by calling 307-777-7389 or applying on the SRC web site.

Jim McIntosh for;
Cheryl Junge, SRC Chairperson
307-473-7459
Cheryl Claiborne

Cheryl came to our office feeling hopeless. She was having difficulty seeing at work and was soon let go from her employment due to her production being low. She had difficulty with alcohol for years prior to coming to VR and had been sober for an extended period when we first met. After eligibility was determined, Cheryl was informed that although she was sustaining her sobriety, she would still be required to attend an In-Patient Treatment program as a condition of working with another agency. She came to the office in tears letting me know that she would have to go to treatment and would be closing her case. I encouraged her to come back to us when she completed the program, as VR could really help her.

90 days later, Cheryl came back, the very same day she was released successfully from her treatment program. We were able to make her eligible again, address her vision problems by purchasing a pair of specialized glasses and get her working through job development as a front desk clerk in a hotel. Cheryl was unsure of herself, as she had only worked cooking and waitressing positions over the last few years. Through extensive Guidance and Counseling, on-the-job visits and the purchase of professional clothing, Vocational Rehabilitation was able to give Cheryl the confidence boost she needed to be successful on this job.

Two months in to her new job, she was given a promotion and a raise. She was told by her supervisor that she was the perfect face for the front desk staff as she is friendly, willing to help and always kind to her customers. Cheryl is confident, organized and is still maintaining her sobriety. She is happy with her work and feels that there are many more things she can do with this job and the rest of her life.

Cheryl still stops in to the office just to update on how she’s doing, show off a new hairstyle or chat about how good financial freedom feels. She recently told me that she shops on Amazon sometimes to find toys for her animals, a small luxury that she couldn’t afford before VR helped her. Cheryl is a special person, and through a lot of hard work and with a little help, she’s on the road to success.

Carol O’Halloran

Carol first came to the DVR Cheyenne office in February 2014. She was in-between jobs at the time, and found herself losing jobs, sometimes lasting only two weeks. She was active in individual counseling and therapeutic services, but continued to find herself in difficult situations with her co-workers.

One day, as we were meeting for guidance and counseling, Carol was crocheting. She was doing great work and her eyes began to light up when talking about it. Besides just crocheting, Carol knew how to make custom designs sewing, along with embroidery. She even taught a few classes in her off time. As we began to talk more, it just made sense to invite our Business Enterprise Program consultant to our next meeting.

As Carol began to work on her business plan, she started getting inquiries in the community. For instance, her chiropractor joined forces with her to sale homemade ice packs in his office. She began to make a small profit, but at times, was barely breaking even. It was around that time that she did obtain a seasonal position at a local craft store, working in the fabric section. As it was only seasonal, she began to continue to expand her services and community contacts.

Our office closed Carol’s DVR case successful in June 2015. Currently, she has a contract with a local distribution center mending work clothes and earns close to $1000 through this project each month. She has designed and mended girl’s beauty pageant dresses, has sold aprons for a local restaurant, and practically anything in between, to even include upholstery. Besides funding from the BEP program and vocational guidance and counseling, the most significant service that Carol received through our program was advertising. She now has her own website, her own logo and business cards. Her business continues to expand, and she could not be happier.

Jennifer Davis

Jennifer Olthoff/Davis has been maintaining a job as an office manager for over 5 years. When DVR first started working with her four years ago, she was completely deaf in her right ear and had limited hearing in her left although was able to function with the use of a hearing aid. While
the hearing aid was beneficial, she still had trouble hearing on the phone and in some social/work situations.

In 2012, DVR was capable of helping Jennifer obtain the cochlear implant in her right ear by covering her medications, helping with her co-pay, and assisting with other expenses. She did well for about three years following this surgery and was capable of performing her job during that time.

However, over the next 3 years, Jennifer’s natural hearing began to decrease and the use of a hearing aid was no longer helpful. Her ability to hear conversations, both on the phone and in person, and continue to work efficiently had also decreased. As of February 2015, she had lost all of her hearing in her left ear. Hearing aids and other assistive technologies were no longer helping and were determined to have no impact on her condition. Her only option was to receive another Cochlear Implant.

Jennifer has Blue Cross/Blue Shield as her insurance company. Two weeks prior to her scheduled surgery, she received a denial letter stating the surgery would not be covered as it is considered a hearing aid. Although a CI is not the same type of device, it is categorized the same. After 2 appeals and a letter to the Wyoming Insurance Commissioner, the final appeal was denied and the funding for this type of surgery was unavailable. Hence, without this surgery, Jennifer was at risk for losing her job because she could no longer help customers on the phone and was having complications with understanding customers in face-to-face interactions.

Wyoming DVR worked with the University of Utah Hospital Medical Center to reduce the overall cost of this surgery. Thus, after establishing a reasonable price, Wyoming DVR covered the cost of Jennifer’s surgery. Since the time of the surgery, Jennifer has returned to her job as an Office Manager/Human Resources Manager, has increased the amount she can hear within her left ear and will continue to increase her hearing in that ear as adjustments are made to the implant.

Jennifer is a good example of how willing people are to help others. Despite the challenges she may face, Jennifer always seems to look forward, finds the positive, and continues to be an excellent employee, wife, and mother.

Josh Bettcher

Josh Bettcher came to the Worland DVR office in the Spring of 2013. He had been gainfully employed with Admiral Beverages but after injuring his back, he was no longer able to do the physical labor work required of the job. Josh recognized that he would need to find employment in a less physically demanding field and he came to DVR seeking assistance to be trained to work as a computer repairman. Josh and his DVR counselor were able to make arrangements for Josh to complete on the job training with a local computer repair business to obtain the necessary knowledge and skills necessary to work in this capacity. Once several months of training were complete, Josh decided to venture out on his own. Josh learned many valuable skills while completing his training but he also grew frustrated with the business practices of the local repair companies as he did not feel that the service fees were fair and honest. Josh expressed a desire to establish his own computer repair business targeted towards middle class and low income families who needed basic computer repair and maintenance to keep their computers up and running. He was referred to the Business Enterprise Program and with the help from Inge Huband, he was able to complete an approved business plan. Through this business plan Josh was able to obtain funding for the supplies, equipment, and advertising needed to get his business up and running. In January 2015 Josh’s business, Integrity Computer Services, began offering services to the Worland community. Since that time Josh has been working on building up his clientele and is slowly growing his business. With the assistance of DVR, Josh was able to obtain employment in a less physically demanding field doing something that he is skillful at and that he enjoys.

Melanee

Melanee was a 25 year old single woman who first came to Vocational Rehabilitation in Rock Spring in 2009. She had struggled for years with substance abuse beginning at an early age. Melanee had several legal issues throughout her life due to her use and was ultimately given the opportunity to participate in Sweetwater County Drug Court rather than be charged with a felony.
Through the process with Drug Court Melanee was referred to Vocational Rehabilitation to assist her with her employment needs. Melanee successfully completed inpatient treatment through Southwest Counseling and continues to support her sobriety through self help activities. Her work history was limited to customer service and entry level positions such as cook, waitress, and an aid at the Child Development Center. From the experience Melanee had with children through the CDC and research into this career path, she determined that she would like to obtain her education in Elementary Education. Melanee began her education at Western Wyoming Community College during which times she maintained high grades as well as a part time job. Upon completion of her Associate’s degree she transferred to Valley City State University and pursued her Bachelor’s degree. This was a long road for Melanee during which time her mother passed away from cancer, she gave birth to a little boy and got married. However, throughout this period her hard work paid off. She completed her Bachelor’s degree in December of 2014 and was offered a fulltime position teaching at Jackson Elementary in Green River. Melanee has worked hard to complete her goal and was very successful in doing so.

Mike Randall

Mike Randall is a Wyoming native, a small business owner and Jacksons DVR’s neighbor. He owns and runs the Teton Barber which is located below the Jackson DVR office so when he walked in the door one day we did not think much of it. Mike, in fact, did need DVR’s help. For the past few years Mike has experienced hearing loss. He knows this because he finds himself turning up the volume quite often on the TV and he misses important pieces of conversations with people. He lived with it. It was not until he was unable to communicate well with his customers and co-workers; he was unable to take phone messages or schedule appointments over the phone that he did something about it. Mike went to Audiology and was struck by how severe his hearing loss really is. When Audiology recommended Mike access services through DVR he knew exactly where to go and who to see.

DVR was able to help Mike and he now has a new set of hearing aids. Mike cannot believe the difference that this small service made in his life. He feels a renewed sense of confidence in his barber shop working with all of his customers. His co-workers are just as impressed with the difference, Mike is back to his old self, cracking jokes with everyone in the shop and he has even started answering the phone again.

Walking by the Teton Barber on the way up the stairs to work has always been a pleasant part of the day with friendly waves and smiles exchanged. Ever since Mike got his hearing aids the waves are more enthusiastic and the smiles last a little longer.

Rita Rozzo

Rita Rozzo applied for Vocational Rehabilitation in February 2014 at the age of 39 at application time. She has already been through three different residential substance abuse treatment centers. She had been convicted of a felony for delivery of a controlled substance and was participating in a local intensive outpatient treatment center (Cornerstone) after 14 years of active addiction. Rita also had a co-occurring diagnosis of Major Depressive disorder. In addition, Rita struggled with Chronic Obstructive Pulmonary Disease, Lumbar Degenerative Disc Disease, and a Kidney disorder.

Rita’s employment history was sporadic and she had resigned from several of her past employment due to her addiction and physical limitations. Rita applied with Vocational Rehabilitation to obtain assistance with finding gainful employment. Rita and the previous DVR counselor set a goal of obtaining her Certified Nursing Assistant certification. Rita enrolled in the course and successfully completed the training. However when Rita applied to take the exam to obtain her license the National Council of State Boards of Nursing denied Rita from taking her exam due to her criminal history. Instead of giving up Rita pursued with finding gainful employment. Vocational Rehabilitation assisted her with a job coach to assist her with pre-employment skills and gaining gainful employment. When Rita reached her ten month sobriety Cornerstone stated that she failed her urinalysis. Rita denied the use of controlled substance and advocated for herself by talking to her probation officer and Cornerstone. It was determined that she needed to go to Utah and participate in a poly-graph test to prove her innocence and pay for the poly-graph herself. She went to the test and it was determined that she was telling the truth. Rita has now complete her intensive rehabilitation successfully.
and just recently successfully completed her probation and parole successfully. With the guidance and counseling provided to Rita through Vocational Rehabilitation she was able to advocate for herself and prove her innocence.

With Vocational Rehabilitation help she was able to obtain employment with Uinta County as a janitor. This job accommodates her physical limitations and gives her support in maintaining her sobriety. This employment allows Rita to watch her grandchild during the day and be the kind of mother to her daughter that she always wanted to be and knew she could be. Sometimes the biggest achievements cannot be measured with monetary achievements, it’s measured in personal happiness and reaching set goals.

**Tom Cumbie**

Mr. Tom Cumbie applied for DVR services in 2014, when the company for which he worked went out of business. He had been working with community resource programs through the Adult DD Waiver when decided to enlist DVR’s support to obtain community-integrated employment.

Through VR counseling and job development, Mr. Cumbie explored possibilities and applied for various jobs, even briefly accepting one at a local grooming shop. Throughout the process, Mr. Cumbie was able to gain significant insight into what type of long-term jobs he felt would best fit his individual interests, skill, strengths, and limitations. Mr. Cumbie was so motivated to find such employment that he continued to actively participate in VR counseling and guidance as well as job development, even while recovering from surgery and actively participating in a myriad of sports during the 2015 Special Olympics season.

When the opportunity to work as a staff member at Dan D Rentals presented itself, it appeared that Mr. Cumbie had found the perfect fit. He was excited about the prospect of having a job where he would be able to work outdoors. Mr. Cumbie was hired at Dan D Rentals on June 24, 2015, and has been an asset to their company ever since.

DVR provided Mr. Cumbie with job coaching services and the work clothes and shoes required for him to successfully do the job he loves. Mr. Cumbie’s strong work ethic, motivation to succeed, and likable personality significantly contributed to his success throughout the DVR process. He has now found a job where he truly is the perfect fit and is consistently recognized as an outstanding employee by his employer.

**Whitney Saxton**

During Whitney Saxton’s senior year at Evanston High School she was referred to DVR by the Consulting Teachers at the Special Education Department. Early on in the vocational conversation of determining what type of employment Whitney would like, her mother said, “Whitney’s real strength is working with individuals who have significant disabilities and also senior citizens.” Whitney possesses a good understanding of her disabilities and the extra supports she required to complete high school. She learned to advocate for herself and to also show compassion for others who are dealing with life’s challenges. Whitney had been served by an IEP all through her school years. After Whitney earned a high school diploma, her vocational goals included living independently in an apartment with supports and also maintaining a part-time job. When she applied for DVR services Whitney had never been competitively employed.

Five years after applying for DVR services Whitney is working as a Teacher’s Aide in the Special Education Department at Davis Middle School. Whitney works part-time, five days a week. Her job duties include assisting students with English, working with students in the learning lab, assisting with the school recycling program and also helping more significantly disabled students interact socially during lunch time. Along the way to achieving her dream job, Whitney completed several different work experiences with various career goals. Then the opportunity was provided by the Special Education Department to provide a work experience for Whitney at Davis Middle School. A Job Coach was provided for a short period of time to help Whitney learn the duties of her job. Natural supports were established through the school staff. DVR paid for a work experience for six months. At the completion of the work experience Whitney was hired as a Teacher’s Aide to work specifically with the students who are more significantly disabled. Whitney is a very strong asset to the school. She has used her strength’s and interests to become employed in her dream job. She is not just employed, she has a career working with Middle School Students and making a difference in their lives.
Resources

Wyoming Economic Benefit
In Federal Fiscal Year 2015, Wyoming DVR rehabilitated 662 individuals with disabilities, resulting in estimated annualized earnings of $13,399,528. In addition, the annualized savings to taxpayers as a result of reduced public assistance payments to rehabilitated individuals is estimated to be $1,946,736.

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

<table>
<thead>
<tr>
<th>Public Assistance Recipients</th>
<th>Public Assistance Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before DVR Services</td>
<td>307</td>
</tr>
<tr>
<td>After DVR Services</td>
<td>156</td>
</tr>
<tr>
<td>Savings in Public Assistance</td>
<td></td>
</tr>
</tbody>
</table>

Characteristics of Individuals Served
The following information describes characteristics of the 4,470 individuals who were served by the Wyoming Division of Vocational Rehabilitation Program during FFY 2015.

<table>
<thead>
<tr>
<th>Major Disabling Condition</th>
<th>%</th>
<th>Race</th>
<th>%</th>
<th>Gender</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orthopedic</td>
<td>30.0</td>
<td>White</td>
<td>93.9</td>
<td>Male</td>
<td>54.4</td>
</tr>
<tr>
<td>Psychiatric</td>
<td>37.6</td>
<td>American Indian</td>
<td>4.5</td>
<td>Female</td>
<td>45.6</td>
</tr>
<tr>
<td>Developmental Disabilities</td>
<td>20.4</td>
<td>Black</td>
<td>3.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hearing</td>
<td>5.9</td>
<td>Asian</td>
<td>0.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visual</td>
<td>2.2</td>
<td>Hawaiian/Pacific Islander</td>
<td>0.4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Conditions</td>
<td>3.8</td>
<td>Multi Race</td>
<td>1.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hispanic (any race)</td>
<td>8.5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Expenditures by Funding Source & by Federal Funding

#### Expenditures by Funding Source

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Federal Funds</th>
<th>General Funds</th>
<th>Special Rev. Funds (TRS)</th>
<th>Enterprise Funds (WC)</th>
<th>Agency Funds (BEP)</th>
<th>Total Expenditures</th>
<th>% of Grand Total Expend.</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Rehab w/Other Match</td>
<td>$8,926,128</td>
<td>$2,041,811</td>
<td>$0</td>
<td>$63,035</td>
<td>$30,879</td>
<td>$11,061,853</td>
<td>70.14%</td>
</tr>
<tr>
<td>Disability Determ. Services</td>
<td>$2,886,619</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$2,886,619</td>
<td>18.30%</td>
</tr>
<tr>
<td>Telecom. Relay Svc. (TRS)</td>
<td>$0</td>
<td>$0</td>
<td>$501,436</td>
<td>$0</td>
<td>$0</td>
<td>$501,436</td>
<td>3.18%</td>
</tr>
<tr>
<td>Administration</td>
<td>$0</td>
<td>$447,591</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$447,591</td>
<td>2.84%</td>
</tr>
<tr>
<td>IL – Part B</td>
<td>$294,927</td>
<td>$32,770</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$327,697</td>
<td>2.08%</td>
</tr>
<tr>
<td>Supported Employment</td>
<td>$204,550</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$204,550</td>
<td>1.35%</td>
</tr>
<tr>
<td>IL – Chapter 2</td>
<td>$222,600</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$222,600</td>
<td>1.41%</td>
</tr>
<tr>
<td>Social Security Reimbursement</td>
<td>$29,365</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$29,365</td>
<td>0.19%</td>
</tr>
<tr>
<td>Independent Living-Gen Funds</td>
<td>$0</td>
<td>$58,535</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$58,535</td>
<td>0.37%</td>
</tr>
<tr>
<td>Business Enterprise Program</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$23,039</td>
<td>$23,039</td>
<td>0.15%</td>
</tr>
<tr>
<td>In-Service Training</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Workers Comp State Only</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>$12,564,189</strong></td>
<td><strong>$2,588,944</strong></td>
<td><strong>$501,436</strong></td>
<td><strong>$63,035</strong></td>
<td><strong>$53,918</strong></td>
<td><strong>$15,771,552</strong></td>
<td><strong>100.00%</strong></td>
</tr>
<tr>
<td><strong>% of Grant Total Exp.</strong></td>
<td>79.66%</td>
<td>16.42%</td>
<td>3.18%</td>
<td>0.40%</td>
<td>0.34%</td>
<td>100.00%</td>
<td></td>
</tr>
</tbody>
</table>

WC: Worker’s Compensation Funds  
BEP: Business Enterprise Program Funds
Occupations of 715 Rehabilitated Individuals

Based on data from the 2010 Census, over 44,000 Wyoming residents between the ages of 16 and 64 have a disability; nearly 50% of these individuals are unemployed. The following chart illustrates the placement occupations for the 662 individuals employed during FFY 2015.

SOC Major Groups - Each occupation is placed within one of these 22 groups

<table>
<thead>
<tr>
<th>SOC</th>
<th>Number of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Management</td>
</tr>
<tr>
<td>13</td>
<td>Business &amp; Financial</td>
</tr>
<tr>
<td>15</td>
<td>Computer &amp; Mathematical</td>
</tr>
<tr>
<td>17</td>
<td>Architecture &amp; Engineering</td>
</tr>
<tr>
<td>19</td>
<td>Life, Physical, &amp; Social Science</td>
</tr>
<tr>
<td>21</td>
<td>Community &amp; Social Services</td>
</tr>
<tr>
<td>23</td>
<td>Legal</td>
</tr>
<tr>
<td>25</td>
<td>Education, Training, &amp; Library</td>
</tr>
<tr>
<td>27</td>
<td>Arts, Design, Entertainment, Sports, &amp; Media</td>
</tr>
<tr>
<td>29</td>
<td>Healthcare Practitioners &amp; Technical</td>
</tr>
<tr>
<td>31</td>
<td>Healthcare Support</td>
</tr>
<tr>
<td>33</td>
<td>Protective Service</td>
</tr>
<tr>
<td>35</td>
<td>Food Preparation &amp; Serving Related</td>
</tr>
<tr>
<td>37</td>
<td>Building and Grounds Cleaning &amp; Maintenance</td>
</tr>
<tr>
<td>39</td>
<td>Personal Care &amp; Service</td>
</tr>
<tr>
<td>41</td>
<td>Sales &amp; Related</td>
</tr>
<tr>
<td>43</td>
<td>Office &amp; Administrative Support</td>
</tr>
<tr>
<td>45</td>
<td>Farming, Fishing &amp; Forestry</td>
</tr>
<tr>
<td>47</td>
<td>Construction &amp; Extraction</td>
</tr>
<tr>
<td>49</td>
<td>Installation, Maintenance, &amp; Repair</td>
</tr>
<tr>
<td>51</td>
<td>Production</td>
</tr>
<tr>
<td>53</td>
<td>Transportation &amp; Material Moving</td>
</tr>
<tr>
<td>55</td>
<td>Military</td>
</tr>
</tbody>
</table>

Total 662
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 of the indicators in Federal FY 2015 (October 1, 2014 through September 30, 2015).

<table>
<thead>
<tr>
<th>Evaluation Standard 1 – Employment Outcomes</th>
<th>RSA Standard</th>
<th>WY DVR Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVR must assist any eligible individual to obtain, maintain, or regain high quality employment.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Performance Indicator 1.1. | The number of individuals who achieved an employment outcome in the current year must equal or exceed the number from the previous year. | 715 | 662 |
| Performance Indicator 1.2. | The percentage of individuals who exited the VR Program after receiving services who achieved an employment outcome. | 55.8% | 58.7% |
| Performance Indicator 1.3. | The percentage of individuals who achieved an employment outcome and are earning at least the minimum wage. | 72.6% | 95.3% |
| Performance Indicator 1.4. | Of those earning at least the minimum wage, the percentage who are individuals with significant disabilities. | 62.4% | 87.6% |
| Performance Indicator 1.5. | 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. | 52% | 55% |
| Performance Indicator 1.6. | 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. | 53.0% | 62.6% |

| Evaluation Standard 2 - Equal Access to Services | DVR must ensure that individuals from minority backgrounds have equal access to VR services. | | |
| Performance Indicator 1.2. | The service rate for individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minorities with disabilities. | 80% | 86% |
Contacts

Central Office
614 S Greeley HWY
Cheyenne, WY 82007
(307) 777-7386

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

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

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

Evanston District Office
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
551 Running W. Drive, Suite 100
Gillette, WY 82718
(307) 682-2672
* 1-877-474-4086
Area Served: Campbell, Weston, & Crook Counties

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

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

Lander District Office
1295 12th Street
Lander, WY 82520
(307) 332-4465
Area Served: Southern Fremont County

Laramie District Office
3817 Beech Street #100
Laramie, WY 82070
(307) 745-3160
Area Served: Albany County

Rawlins District Office
1703 Edinburg Street
Rawlins, WY 82301
(307) 324-2238
* 1-877-473-7209
Area Served: Carbon County, State Penitentiary

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

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

Sheridan District Office
1 South Scott Street
Sheridan, WY 82301
(307) 674-7529
* 1-866-423-5989
Area Served: Johnson & Sheridan Counties and Wyoming Girls School

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

Worland District Office
1200 Culbertson #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)
2617 E. Lincolnway
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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