



Woodrow Wilson Rehabilitation Center

2011 Annual Report



Printing Sponsored by the Woodrow Wilson Rehabilitation Center Foundation

Woodrow Wilson Rehabilitation Center 2010-2011 Annual Report

Message from the Director:

Since 2009, WWRC has seen an extraordinary increase in demand for and utilization of its programs. Through targeted strategies to serve more clients in a shorter period of time, WWRC has increased its average daily census from 290 in 2009 to 321 in 2011, with a recent all time [daily] high of 390. The Center served approximately 3115 cases over the past year, a significant increase from the 2009 service level of 2646. With new program offerings such as an expanded Life Skills Transition Program, a more focused Vocational Evaluation service, and additional Driving programs, referrals have also been at record levels. During 2010, nearly all of the Center's 32 goals were completed, and the Center exceeded every performance metric established. Examples include the Life Skills Transition Program, which experienced a 40% increase in the number of clients served in the nine-week program, and the Post Secondary Education Rehabilitation Transition (PERT) Program, which increased the number of clients receiving first-time evaluations by 10%.

Throughout the performance cycle, the Center has partnered more closely with its clients to strengthen opportunities to engage and offer feedback about WWRC's community. In addition to Client Focus Groups and Exit Surveys routinely conducted throughout the year, effective November 1, 2010, the following additional "client voice forums" have been implemented: an electronic Client Suggestion Box, Client Town Hall Meetings, and a Training/Residential Services Client Advisory Council (consisting of client representatives from each training area).

The level of service at WWRC has placed high demands on staff to operate with expanded and sustained workloads while maintaining positive outcomes for clients. This has certainly been challenging. WWRC's rehabilitation rates have been maintained as it continues to help people with disabilities become employed. Blueprint III (BPIII) focuses on sustaining utilization levels, while preserving quality, improving business processes, and supporting staff who operate the programs and services at WWRC. It is a pleasure to serve people with disabilities from all across Virginia and beyond and to be a part of the Virginia Department of Rehabilitative Services, our key partner in this compelling venture of helping people with disabilities go to work.

Sincerely,

Rick Sizemore

Richard L. Sizemore, Director, WWRC



Woodrow Wilson Rehabilitation Center 2010-2011 Blueprint Highlights and Accomplishments

WWRC achieved all performance metrics established during State Fiscal Years (SFY) 2010 and 2011.

WWRC partnered with the DRS Charlottesville Field office to facilitate medical rehabilitation referrals from UVA, Health South and the Kluge Children's Rehabilitation Center to WWRC. This partnership resulted in 47 referrals to WWRC for a sustained average targeted census of eight to 10 medical clients receiving attendant care and an increase in community outpatient referrals for medical evaluations and treatment.

The expansion of the WWRC Life Skills Transition Program (LSTP) resulted in a 40% increase in the number of clients served. As part of the Life Skills Transition Program expansion, WWRC has developed a program evaluation plan to monitor and track the vocational training and employment outcomes of LSTP clients.

WWRC staff from multiple programs (Vocational Evaluation, PERT, and the Life Skills Transition Program), participated in Agency Assistive Technology (AT) Training, co-sponsored by DRS, VATS, and WWRC. As of November, 2010, all WWRC Vocational Evaluators, over 80% of the PERT staff, and 50% of the Vocational Training staff have successfully completed this intensive training program.

WWRC increased the number of "Transition Services" provided to clients during the past year. The PERT Program served a total of 591 clients through conducting initial evaluations (488), Situational Assessments (72) and Transition Academies (31). In addition, WWRC served six clients via a mobile assessment and hosted a Career Day for 35 students from local area high schools.



Three clinics were scheduled to bring WWRC assistive technology (AT) evaluation services to the Abingdon Rehabilitation Engineering Shop for clients in Southwest Virginia. Thirteen clients received evaluations and guidance for procuring any recommended AT.

WWRC staff conducted an in-depth study for integrating Assistive Technology (AT) within WWRC's Vocational Services.



The study documented current AT practices in Vocational Evaluation, level and type of AT utilization, challenges/barriers/opportunities for AT integration, and specific recommendations.

WWRC established a Career Readiness Certificate (CRC) Lab and became an official WorkKeys Test Administration Site. All WWRC Vocational Training and Life Skills Transition Program clients have access to the *Aztec Ready for Work* and *Occupational Foundations Learning Series* for improved workplace literacy and readiness skills.



WWRC used federal grant funding to improve access to AT for vocational rehabilitation (VR) clients and to enhance its video-conferencing network on campus for provision of direct services and to facilitate more effective and efficient client/family/community partner pre-admissions planning and ongoing rehabilitation team processes.



WWRC completed a pilot study regarding the feasibility of a substance abuse (SA) program at WWRC for individuals with traumatic brain injury (TBI). The purpose of the pilot study was to determine 1) to what extent clients with TBI will be able to benefit from the program; 2) if program participants would be prepared to engage in job seeking or career development and 3) to what extent can the existing facility structure and programming accommodate the SA treatment program. While the pilot study was substantially integrated into the routine and structure of WWRC daily activities and processes, a fully implemented program of 15-20 clients or more would present a significant challenge to WWRC's existing activities and processes.



WWRC utilized US Department of Education (USDOE)/Readiness for Emergency Management in Schools (REMS) federal grant funds to install a mass emergency alert and notification system and strengthen its overall emergency management system through improved use of technologies, ongoing education and training programs, and policy enhancements.

WWRC was awarded an Autism Speaks Family Services Community Grant, implemented in partnership with the Fairfax and Henrico DRS Field Offices and participating Employment Service Organizations. Through this grant initiative, VR clients with autism/autism spectrum disorders (ASD) will benefit from a customized ASD service delivery model that links comprehensive assessment findings and recommendations with evidence-based practices and intervention strategies and leverages the resources and expertise across "systems" for improved employment outcomes.

WWRC's Medical Services Division hosted a successful three-day Spinal Cord Injury Conference for over 20 Occupational and Physical Therapists and Assistants in May, 2010.



A Message from the WWRC Foundation



Dr. Pam Cobler (left) & Martha Brooks

For more information:

www.wwrcf.org
540-332-7186 or
800-345-9972 Ext. 7186

pam.cobler@mswheelchairva.com
brooksmartha6@gmail.com

It is my distinct honor to serve as the Executive Director/Chief Executive Officer of the WWRCF. With Martha Brooks, our Administrative Assistant, and with the entire Board of Directors, we have made successful progress in re-establishing a governing and working board, attending the Jessie Ball duPont Fund Institute, developing a website for marketing and information purposes, developing a Strategic Plan through 2013, and clarifying our sole purpose of operating exclusively for the benefit of, or to carry out the purposes, needs, and requests of the Woodrow Wilson Rehabilitation Center. The Board of Directors made a decision in November 2010 to hire full-time personnel after almost a decade of only having part-time staff.

The Woodrow Wilson Rehabilitation Center Foundation was chartered in 1960 and became incorporated in the Commonwealth of Virginia on July 2, 1981. The Foundation is registered with the U.S. Internal Revenue Service as a 501(c)3 not for profit organization. The WWRCF has been instrumental in facility and program development and has played a key role in the construction of buildings on campus, equipment costs or donations, and other materials and resources within the facilities and programs.

The Foundation has received over \$50,000 in board donations, company donations, and in-kind donations, in addition to approximately \$15,000 in technical assistance grant money and \$120,000 competitive grant money from the Jessie Ball duPont Fund. The Foundation is also currently working and serving with the Ms. Wheelchair Virginia Program in board of directors' work, AmeriCorps Service, and events planned in 2011.

Dr. Pamela C. Cobler

WWRC Foundation: 2010-2011 Accomplishments

- Hired full time and part time staff,
- Re-established and built a Governing Board in the areas of diversity in youth, culture, business, and talents,
- Developed a close identification between the Foundation and other businesses and agencies,
- Initiated a fundraising and development program for financial stability (including grant writing and fundraising events), and
- Developed our mission, our vision, and values, our goals and objectives, and our case statement.

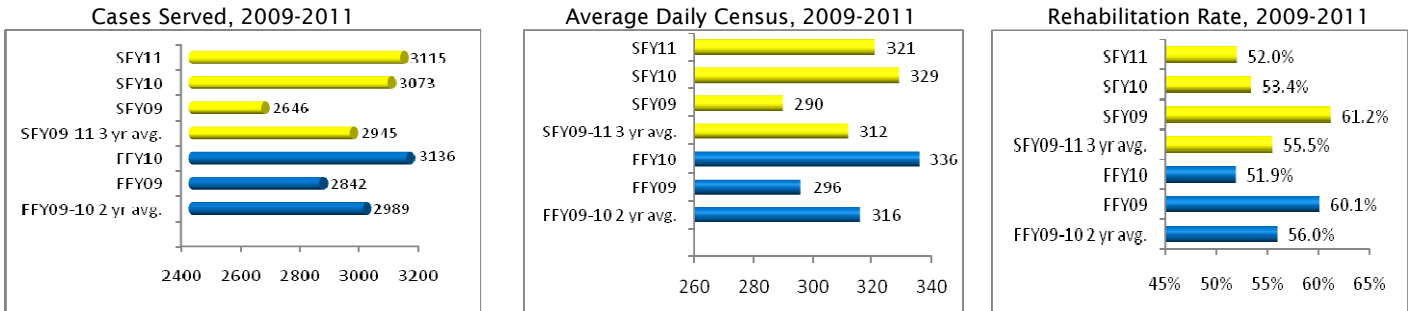
WWRC Foundation: 2011 Board of Directors

- Emmett Toms, Board Chair, Dominion Resources Services, Inc.
- Thomas C. Jorgensen, Vice Chair, The Bradford Company
- William Fuller, Ph.D., Treasurer, Virginia Housing Development Authority
- Charles F. Hilton, Esq. Secretary, Wharton, Aldhizer & Weaver, PLC
- Hiawatha Nicely, Jr., New Century Consultants, Inc.
- Robert A. Almond, Virginia Department of Education
- Robert Henderson, Department of Social Services of Emporia
- Brenda Long, Ph.D., Virginia Association of Career Education
- Nelson Graves, Virginia Employment Commission
- Dale Batten, Department of Rehabilitative Services
- Linda Hershey, Greater Augusta Regional Chamber of Commerce
- James A. Rothrock, Ex-Officio, Commissioner, Department of Rehabilitative Services
- Richard L. Sizemore, Ex-Officio, Director, Woodrow Wilson Rehabilitation Center

Staff:

- Pamela C. Cobler, Ed.D., Executive Director
- Martha Brooks, Administrative Assistant

Woodrow Wilson Rehabilitation Center Statistical Trending Data



WWRC Vocational Training Data by Training Service Area, SFY 2008-2010

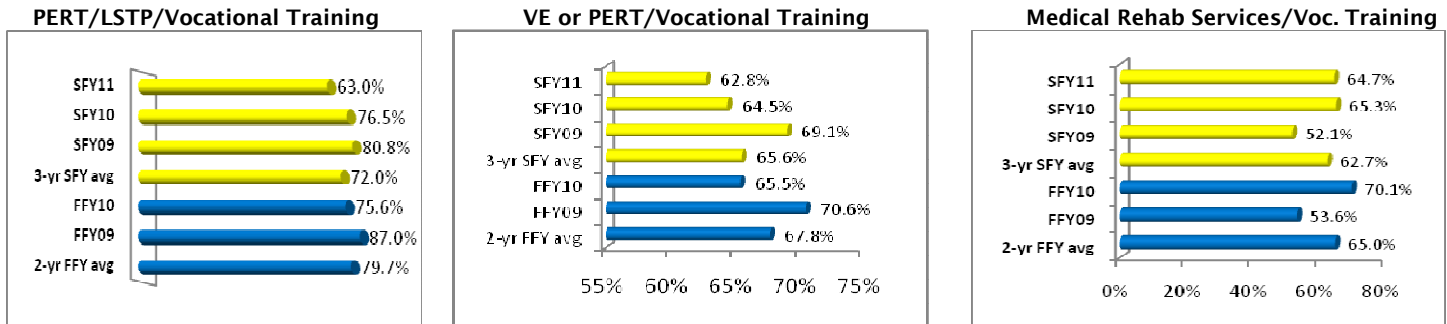
Vocational Training Data	Auto Mechanics	Building Trades	External Training Option	Food Service	Health Occupations	Materials Handling	Business & Information Technology	Total
Training Graduates	36	42	138	84	66	138	73	577
Program Success Rate	69.2%	71.2%	60.8%	87.5%	94.3%	72.6%	70.2%	72.3%
Rehab Rate	78.9%	84.2%	66.1%	77.0%	82.7%	73.7%	53.9%	71.1%
Graduate Rehab Rate	82.1%	93.1%	84.9%	80.3%	84.0%	80.0%	68.6%	81.4%
Avg. Hourly Wage	\$8.67	\$8.96	\$9.17	\$7.87	\$9.01	\$7.97	\$9.17	\$8.64
Percent Graduates Employed in Field	56.5%	55.6%	60.0%	69.8%	83.3%	68.4%	77.1%	67.3%

- * Data is presented for State Fiscal Years 2009-2011 and Federal Fiscal Years 2009-2010.
- * Data for SFY2011 is projected (projections were based on data through June 7, 2011).
- * State Fiscal Year (SFY) is from July 1 – June 30; Federal Fiscal Year (FFY) is from October 1 – September 30.
- * Rehabilitation Rate (also referred to as the “rehab rate”) represents the number of successful closures where a consumer obtained employment, divided by the total number of consumers closed either successfully (employment) or unsuccessfully.
- * WWRC Vocational Training data is based on consumers that exited a training program, regardless of outcome, between July 1, 2007 and June 30, 2010.

Number of Clients Served By WWRC Service Area

WWRC Service Area	SFY11	SFY10	SFY09	SFY 2009-2011 Avg.	FFY10	FFY09	FFY 2009-2010 Avg.
Medical Rehab Services	1802	1750	1463	1672	1798	1658	1728
Vocational Evaluation (VE) Total	1069	1085	927	1027	1068	1005	1037
VE (Non-PERT)	575	566	472	538	547	518	533
PERT	473	488	437	466	499	472	486
PERT Transition Academy	21	31	18	23	22	18	20
Vocational Training - Fully Enrolled	410	441	438	430	448	420	434
LSTP (9-week program)	356	346	209	304	392	248	320

Rehabilitation Rates By Services Received



- * The SFY 2009-2011 averages (three-year average) includes projected data for the remainder of SFY11, based on data through June 7, 2011).
- * PERT = Postsecondary Education Rehabilitation Transition Program.
- * Vocational Evaluation has three classifications of client: 1) clients referred to as “adults” (or Non-PERT); 2) PERT clients; 3) PERT clients attending a three-day Transition Academy.
- * Rehabilitation Rates for services received at WWRC are based on the services that the DRS consumer received during their entire DRS case. Consumers could be represented in more than one category (e.g. a client that received PERT, LSTP, Vocational Training, and a Medical service that was closed, would be represented in all three graphs above).
- * Data is available in text format upon request.

WWRC Council of Organizations

The Council of Organizations is a 501(c)3, non-profit charitable organization governed by a volunteer board established in 1952. The Council consists of a group of individuals who assist the clients and staff of the Woodrow Wilson Rehabilitation Center with gifts, monies and volunteer services.



Ms. Wheelchair Virginia 2011-2012 Emily McGrail



Emily is a former elementary school teacher who is currently seeking to return to school to obtain her Master's degree. A 2000 Graduate of Radford University, Emily received a Bachelor of Science in Interdisciplinary Studies and holds a Collegiate Professional License for K-5 Elementary Education. A cancer survivor, she began using a wheelchair after complications from radiation therapy to treat a spinal cord tumor that she had since birth. Emily's platform for advocacy is "Educating Our Future on How There is Ability in Disability". Her Motto of Inspiration is "There is ability in disability". After being crowned Emily commented, "As Ms. Wheelchair Virginia 2011, I will be a voice for those with disabilities, and I hope to be an inspiration to ALL Virginians."

Ms. Wheelchair Virginia, a 501(c)3, is the largest Ms. Wheelchair state program in the country. Focusing on the accomplishments of Virginians with disabilities the mission is to educate, advocate and raise awareness of the abilities and needs of the disability community; but more importantly, to inspire and motivate Virginians as role models of courage and hope.

WWRC Accreditations

Accreditation Commission for Health Care (ACHC) - www.achc.org

Accreditation Committee of the Council on Occupational Education (COE) - www.council.org

