



# Kentucky Report 2002

**Vocational Rehabilitation**

**Putting people and solutions to work**

# annual report 2002

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# Commissioner's Report



The Department of Vocational Rehabilitation is a program that has enjoyed a long and productive history in the commonwealth.

Our success is largely due to having a highly skilled and diverse workforce that believes in the abilities of individuals with disabilities, values participatory leadership, embraces collaboration and partnerships.

We are fortunate to have received support from our State Council for Vocational Rehabilitation, legislators, advocacy groups, consumers, and employers.

Throughout this annual report we have included information about the types of services provided and the number of individuals that have benefited in terms of employment. We provide services to eligible individuals at approximately sixty district offices, one-stop centers, schools, community centers, mental health facilities, and numerous other locations throughout the state.

The Carl D. Perkins Comprehensive Rehabilitation Center is our state owned and operated facility that provides a variety of services, on campus, to assist consumers of the Vocational Rehabilitation program to achieve employment and independence. We look forward to many more productive years and numerous successes as we continue to work with state, federal, and public partners interested in the employment of individuals with disabilities. I want to express my thanks and appreciation to all of our staff for the outstanding job they do each day in serving individuals with disabilities, especially those with the most significant disabilities. Our staff have been good stewards of the resources received and will continue to do so in the up coming years.

Sincerely,

A handwritten signature in cursive script that reads "Bruce Crump".

Commissioner Bruce Crump

As secretary of the Cabinet for Workforce Development, I am excited about the opportunities our agency provides for Kentuckians – for all Kentuckians – regardless of where they live, what their educational levels are, or under what circumstances they enter the workforce.

The Cabinet for Workforce Development provides Kentuckians with opportunities they deserve – opportunities for job training, opportunities for adult and technical education and opportunities for employment.

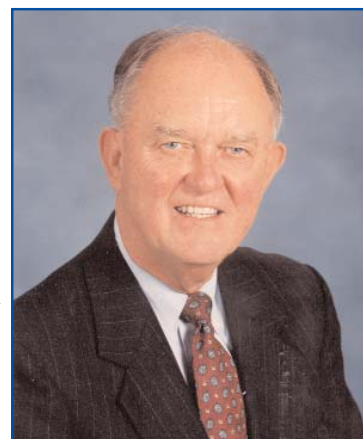
The Department of Vocational Rehabilitation continues to play an important role in the cabinet by assisting people with disabilities to enter the workforce. More importantly, the department helps people become self-sufficient members of society by providing them with opportunities to prove themselves in education and in the workforce.

I want to thank the Statewide Council for Vocational Rehabilitation and every DVR consumer and staff member for the important contributions they make to the workforce of the Commonwealth of Kentucky.

Sincerely,

A handwritten signature in cursive script that reads "Allen D. Rose".

Secretary Allen D. Rose



# statewide council for VOCATIONAL REHABILITATION

**David H. Allgood, Co-chair**

*Louisville*

**John Basham**

*Louisville*

**Danny Belcher**

*Preston*

**Roland Blahnik**

*Louisville*

**Don Bozarth**

*Midway*

**H. Howell Brady, Jr.**

*Georgetown*

**Bruce Crump, Commissioner**

*Frankfort*

**Jimmy Duff**

*Eddyville*

**Cheryl Ellis**

*Corbin*

**Gerry Gordon-Brown**

*Frankfort*

**Carl D. Hall**

*Prestonsburg*

**Pamela Hancock, Chairperson**

*Henderson*

**Don R. Horn**

*Owensboro*

**Marlene Huff**

*Lexington*

**Jason Jones**

*Lexington*

**Gloria Jordan**

*Berea*

**Preston Lewis**

*Frankfort*

**Paulette Logsdon**

*Louisville*

**Darrell Mattingly**

*Lebanon*

**Leah B. McCain-Settles**

*Lexington*

**Kathryn McGee**

*Edgewood*

**J. Carl Metz**

*New Castle*

**Benjamin Richmond**

*Louisville*

**George Warren**

*Henderson*

**Carolyn Wheeler**

*Lexington*

**Jimmy Wise**

*Dwale*

2002 Council Members

# welcome ABOARD

April 15, 2002 was a big day for the Department of Vocational Rehabilitation (DVR). It was on that day the Cabinet for Workforce Development Secretary Allen D. Rose announced the appointment of Bruce Crump as the new commissioner of the department. The

announcement came with very little surprise considering Bruce has worked in the vocational rehabilitation field for 27 years, the last seven spent as deputy commissioner.

Bruce brings with

him a vast array of accomplishments and experience. He earned a bachelor's degree in psychology from Eastern Kentucky University in 1974 and joined the Department of Vocational Rehabilitation in 1975. He worked as a certified rehabilitation counselor in local offices in LaGrange, Pee Wee Valley, Louisville for 18 years and as a field administrator in Lexington.

During this time, he earned a master's degree in counseling psychology from Spalding University in Louisville.

He came to the department's central office in Frankfort as a staff assistant in 1993 and became deputy



Commissioner Bruce Crump delivers some words of encouragement during the 2002 Employee Recognition Dinner. The dinner marked one of his first official acts as commissioner.

commissioner in 1995.

Bruce holds the distinction of being the first commissioner of DVR to have American Sign Language as his second language.

The appointment of Bruce came with great praise from staff across Kentucky who have developed a deep respect for a person that has dedicated his career to persons with disabilities.

## 2002 in Review



Job Placement Specialist Suzanne Isaacs (left) poses with Lexmark employer Darlene Martin and DVR Commissioner Bruce Crump at the 2002 Employee Recognition Dinner in Lexington.

The Department of Vocational Rehabilitation could not survive without the support of the business community. Fortunately for persons with disabilities that relationship continues to be a strong one.

Never is that more evident than at the Statewide Council for Vocational Rehabilitation's (SCVR) annual employer recognition dinner and this year's gathering was no different. More than 100 guests, made up of employers, Statewide Council members and vocational rehabilitation staff, gathered at the Marriott Griffin Gate Resort in

chairperson of the SCVR.

"Employers play an intricate role in the public VR Program," Hancock said. "People who work live longer, more productive, and happier lives and without employers the quality of life for people with disabilities would be diminished."

Commissioner Bruce Crump was in charge of the event for the first time as the holder of the department's highest position. Employers are recognized each year for their success in hiring and working with individuals with disabilities. A list of employers receiving awards follows:

## spotlight on EMPLOYERS

East Louisville Animal Hospital - Louisville

Burnside Marina - Burnside

Lake Cumberland Regional Hospital - Somerset

Betty Hawkins - Frankfort

Danville Center for Health & Rehabilitation - Danville

Marriott Fairfield Inn & Suites - Hopkinsville

Food City Middlesboro - Middlesboro

Atria - Elizabethtown

McDonalds - Morehead

St. Elizabeth Medical Center - Florence

K Mart - Henderson

Service Tool & Plastics - Henderson

Stephens Truck & Trailer Sales - Salyersville

Lexmark International - Lexington

Star Building Company - Lexington

Cox's Auto & Parts Store - Paintsville

# service with A SMILE

## DVR partnership with supported employment group pays big dividend for one consumer

A big smile, a thank you and a feeling of satisfaction are the three things most customers leave with when they walk out the door of Jerry's Restaurant in Mt. Sterling. It has almost become a guarantee for the past three years since Doris Carter took over the reigns as the cashier and gift shop manager. Customers can be sure that the last memory of their experience at Jerry's will be Doris' smile.

It hasn't always been smiles for Doris, however. In 1986 while working as a licensed practical nurse at St. Joseph Hospital in Lexington, Ky, she started developing odd symptoms like fatigue and loss of balance. Those symptoms led to a diagnosis of multiple sclerosis and became the catalyst for her having to leave her job at the hospital in 1988.

"It was a very difficult time for me," Doris said. "I had always worked before and I got really depressed."

Doris remained unemployed for six years until she met with Department of Vocational Rehabilitation (DVR) Counselor Larry Hoskins. By the time Hoskins began working with her, she was

spending most of her time in a wheelchair.

First, Hoskins helped Doris obtain business and computer skills in a technical school setting. He then recruited the services of Cleo Howard, a supported employment provider with Pathways Inc. in Mt. Sterling.

Supported employment

assists individuals with the most significant disabilities who are likely to have multiple barriers to

employment. The intensive, individualized approach of supported employment can result in jobs for individuals who have had little or no previous vocational success.

Supported employment focuses on assisting the consumer in finding employment in a suitably challenging position in terms of skill level and interest. Job-site training and ongoing follow-up and support may also be provided so the consumer can be successful.

According to Howard, the partnership between her organization and DVR came at just the right time. "When I first met Doris, she was starting to get real depressed," Howard

said. "She was used to being around other people and without being able to work - it was starting to get to her."

Together, Hoskins and Howard were able to find a great employer who needed a dependable and charismatic employee.

That employer was Carter Cornett of Jerry's Restaurant.

"Doris is a great employee - I have given her

more and more responsibility over the years and she's always stepped up," Carter said. "I've had some really good experiences working with Cleo and VR over the years."

At first, Doris wasn't sure if she could take the strain of standing for long periods of time.

Fortunately, Fred Bate, DVR rehabilitation technologist, was able to get a special chair designed for her that allows her to do her job with less strain.

In addition her condition has improved enough that she no longer needs a wheelchair. She is doing so well that she now does the ordering and stocking of the small gift shop located in the lobby at Jerry's.

When talking with Doris, it doesn't take long to realize that she has a gift for working with other people. She will tell you quickly that sitting at home alone was not for her.

"This job has meant the world to me. I feel like (Vocational Rehabilitation) has given me a new life."

*"This job has meant the world to me. I feel like (DVR) has given me a new life."*

Doris Carter

Supported Employment



VR photo  
Doris Carter (above) stops for a picture with her manager Carter Cornett of Jerry's Restaurant in Mt. Sterling. Carter waits on a customer (top left) and (top right corner) shows off the chair designed to make her job easier by rehabilitation technology.

787

*Kentuckians used supported employment in 2002. 270 achieved their career goals.*

# survey SAYS ...

## Consumers sing praises of rehabilitation technology program at DVR

In 2002, at the direction of the Statewide Council for Vocational Rehabilitation, the department conducted a satisfaction survey of consumers who received rehabilitation technology (RT) services in the FY 2000 and FY 2001 and the department's 140 counselors. These services include things like adaptive equipment, vehicle modifications, assistive software, workstation accommodations, etc. that are necessary for employment.

The results of the survey were very positive.

Survey forms were mailed to 1,079 consumers. A slightly different form was sent to the department's vocational rehabilitation counselors. A total of 387 consumers or 35.9% responded, an impressive return rate for a mail survey. Eighty counselors or 57.1%, responded. More than 98% of the consumers felt they were treated well by the

rehabilitation staff and more than 94% reported the services they received met their rehabilitation technology needs.

The satisfaction survey found that among counselors, 97% felt that the services met the rehabilitation technology needs of their consumers. These results represent a very high level of satisfaction among both groups.

Seven hundred and fifty-seven (757) individuals with significant disabilities received RT services in FY 2002. Of all eligible individuals who receive RT services, approximately 89% complete their programs successfully employed with an average weekly pay of \$348.

Over fifty percent (50%) obtain health insurance coverage through their jobs. About twenty-two (22%) receive Social Security benefits at some time during their rehabilitation program.



VR photo

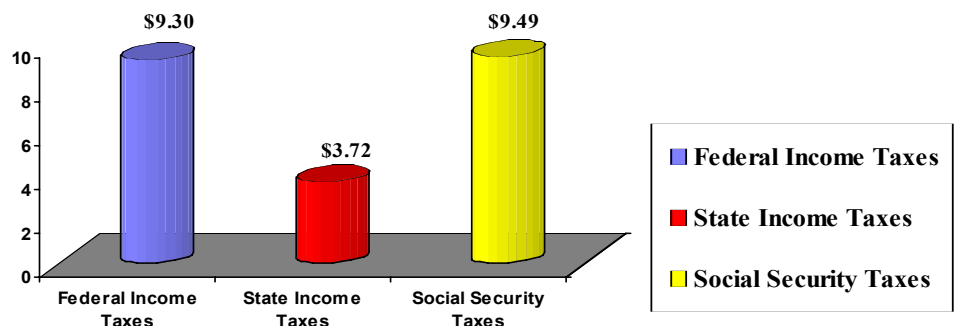
Jackie Morgeson shows how rehabilitation technology helps with his job at Country Place Greenhouse in Lebanon.

Carl D. Perkins Center

**Of all eligible individuals who receive RT services, approximately 89% complete their programs successfully employed.**

the  
**BOTTOM**  
line

### Estimated Increased Annual Tax Payments Positive Employment Outcomes, FY 2002 (In Millions)



# satisfied CUSTOMERS

Consumers of the Department of Vocational Rehabilitation praise of the rehabilitation services they received. The University of Kentucky Survey Research Center, on behalf of the Statewide Council for Vocational Rehabilitation, contacted a random sample of consumers by telephone between October and November, 2002, to obtain information regarding the experiences of consumers whose cases were closed in fiscal year 2002.

One thousand and sixty (1060) individuals representing all types of case closures and all regions of Kentucky completed the survey.

More than nine out of ten (92.0%) individuals who obtained jobs rated the department's services as "good" or "very good." Ninety percent of this group reported

being satisfied with their employment.

Over ninety percent (92.2%) percent indicated that they would return to vocational rehabilitation if additional services were needed. Overall, 86.0 percent of respondents were satisfied with the services they received and 89.4 percent would return to the department for additional services, if needed. A very high percentage of all respondents (94.1%) reported that they were treated courteously by department staff.

The specific services that received the highest satisfaction rating among those who achieved positive employment outcomes were counseling, educational services, vocational services, and the Carl D. Perkins Comprehensive Rehabilitation Center.

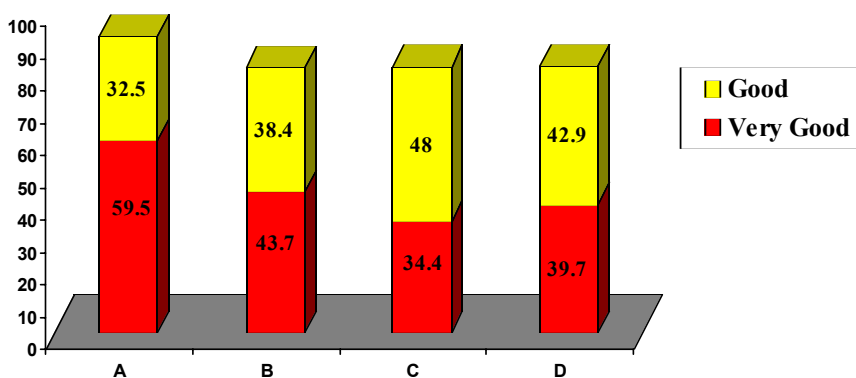
The results of the survey indicate that the great majority of consumers feel positive about their experiences with the department.

**Nearly one out of three individuals served by the department in FY 2002 was considered to have a most significant disability.**

*Consumer Satisfaction*

## 2002 Consumer Satisfaction Survey

Percentage of individuals rating VR services 'Good' or 'Very Good'



- A - Positive employment outcomes
- B - Cases closed after initiation of services
- C - Cases closed prior to plan development
- D - Cases closed from referral or application

# it's never TOO LATE

## External Diploma program turning heads in Eastern Kentucky

All Kentuckians are familiar with the slogan "Education Pays". This is proving true for participants in the National External Diploma Program (EDP) at the Carl D. Perkins Rehabilitation Center.

The National External Diploma Program is an adult applied performance, competency based assessment program that awards a high school diploma to skilled adults who have acquired high school level skills through life and work experiences.

Since July, 1996, the Carl D. Perkins Rehabilitation Center has been offering consumers as well as persons in the community the opportunity to participate in the EDP. Through a cooperative effort with Paintsville High School 114 people

have received their high school diplomas. Currently, the EDP site is the only one in Kentucky. Nationally, there are over 100 EDP sites in 11 states and Washington D.C.

During fiscal year 2001-2002, 61 applicants enrolled in the EDP. Of this number, 31 completed the diagnostic phase and entered the assessment phase. There were 28 enrollees who completed the program and earned a high school diploma.

Lorie Goff received her diploma in September, 2002. She is currently attending Eastern Kentucky Barber School in Paintsville. Lorie decided to get her high school diploma because she wanted to better herself and make a better life for her family.

"The External Diploma Program was hard, but I'm glad it was because I learned so much," Goff said.

Once Lorie completes her training and does the required internship, she would like

to have her own barbershop.

Margie Kiser completed the requirements for her diploma in September, 2002. Margie decided to return to school after 52 years. She had worked at various jobs and raised a family. Margie always wanted to get her diploma. She did it for her own personal satisfaction as well as to show her children and grandchildren how important an education is. She also wanted to be able to read better and do math more easily. Margie reports that completing the diploma was harder than she thought it would be, but was well worth the effort.

After receiving his diploma in December, 2002, Michael Fields of Pikeville began living his long sought after dream of becoming a police officer. After completing preliminary testing and evaluation at Eastern Kentucky University, Michael took a job with the Elkhorn City

Police Department. He would like to eventually work with the Department of Transportation and Kentucky Vehicle Enforcement.

"I always had a hard time with math and the staff took the time and effort to work with me one on one," Fields said. "They made an extra effort and I can't say enough good things about EDP."



### Quick stats for FY 2002 at the Carl D. Perkins Comprehensive Rehabilitation Center

The Vocational Training Programs at CDPCRC include: Child Care, Cosmetology, Graphic Arts, Food Service, Building Maintenance, Small Engine Repair, and Materials Handling.

The CDPCRC served 1264 persons through all in-house, mobile testing, and outpatient programs and services for the FY.

The CDPCRC provided one or more services which assisted 190 individuals achieve positive employment outcomes.

Average daily enrollment for the year increased to 165 for FY 2002 from the FY 2001 average of 157.

There were 564 program completions recorded for the year.\*  
The overall program completion rate was 80%.

There were 570 referrals accepted for in-house services.

\* This does not reflect the number of individuals completing programs since an individual may proceed along a continuum of care from evaluation, to work adjustment, to skill training, etc.

Background picture: Courtyard at CDPCRC

Carl D. Perkins Center

# lending SUPPORT

## DVR lends a hand with development of Kentucky Business Leadership Network

**M**aking a living, providing for a family, giving back to society, building self-esteem...the list of reasons why a person with a disability would want to go to work is endless.

Increase production and profits, find reliable employees, help the local community increase revenue, improve image...the list of benefits for an employer who hires a person with a disability can be just as endless.

It is a very simple business principle, "success breeds success." Any business leader will tell you that employers like to use methods that have already been successful for other employers. Since 1994, that principle has been the foundation for Business Leadership Networks all across America who believe in giving individuals with disabilities the chance to earn a living.

Luckily for people with disabilities in Kentucky, the Kentucky Business Leadership Network (KYBLN) is one of the best in the business.

The KYBLN was recently recognized by the Department of Labor as one of the top five such networks in the country out of 33 currently in operation.

The KYBLN is a cooperative effort between business leaders across the state and a group of service providers who specialize in helping people with disabilities find work.

**The KYBLN ranks fifth in the nation according to the Department of Labor.**

The Kentucky Department of Vocational Rehabilitation (DVR) is one of the chief partners in the effort. Taylor Carter, a DVR job placement specialist in Frankfort recently was credited with the first job placement using the KYBLN's website.

"He entered information on a couple of his clients whom he felt were qualified for a position. One of them got the job as a Document Control Specialist with Bank One," says Claudia Ernharth, the KYBLN's project coordinator. "We're very excited to have our first placement linked to the

KYBLN."

Ernharth says the website, that works like the popular Internet job sites, is now up and running at full capacity. The website <http://www.kybln.org> gives employers a pool of qualified applicants to choose from while providing a new resource for people with disabilities who need a job. It also provides another useful tool for counselors and job placement specialists to use for DVR consumers. They can post resumes to the website to gain exposure to potential employers for their consumers.

The business principle that started it all continues to be the crucial selling point for businesses wanting to get involved.

Dave Riggins, executive director for Lexington Partnership for Workforce Development, Inc, may have said it the best. "Companies today

need highly skilled employees, and the Kentucky Business Leadership Network is doing its part to promote a much-too-often neglected segment of our workforce: Kentuckians with disabilities."

*Partnerships*



# a positive ATTITUDE

## Consumer finds his niche in the business community with help from DVR services

**I**t's not about the two hearing aids in his ears. It's not about the dual knee replacement surgery lurking on the horizon. It's not about his 68-year-old body or his inability to do the things the way he did them in his 20s. For Shelbyville resident Phil Sanchez, it's about attitude, determination and work ethic.

Phil came to the Department of Vocational Rehabilitation the second time in January 1999 after a work related injury at Toyota. This second go round made, as he puts it, "all the difference in my life." This is where he met up with Deaf and Hard of Hearing Specialist Lori

Bishop. He was able to work with Bishop because of a profound hearing loss unrelated to his work injury.

With the help of Bishop and the department's self-employment enterprise program, Phil opened his own pest control business in

Frankfort. He had 15 years of experience in pest control and wanted to put it to good use.

Success came instantly as Phil earned \$70,000 in his first full year of business. That is pretty good considering he was out of work for almost 10 years before meeting Bishop.

The two are quick, however, to share the credit. "We couldn't have done it without Phil's dedication," Bishop said. "Phil was very involved in every part of the process - from the business plan down he was very motivated."

Phil doesn't like to take any of the credit away from Bishop. "Lori built up my confidence more than anything," he said. "If it hadn't been for DVR and Lori Bishop, I'm not sure where I would be now. It changed my entire life for the best."

His attitude toward his work did not go unnoticed either. Shortly after starting his own business, a competitor offered Phil a management position with his pest control operation. He accepted the job at Frankfort Pest Control and has never regretted doing so.

"It's great, I still make a good living without having all the paperwork and other stuff that goes along with owning your own business," he said. "The people that I work with know that I'm always ready to go out with them if that's



VR photo  
Phil Sanchez (right) poses with his counselor Lori Bishop at Central Office in Frankfort. Phil started his own pest control business with the help of DVR services and now works in Frankfort for another company.

what it takes to motivate them."

After spending five minutes with Phil, it is very apparent why someone would love to have him on his/her workforce. Like most DVR consumers, it's all about having a positive attitude and he is no exception.

"I've always believed that life is like a bucket - you get out of it whatever you put in to it," Phil said.

"I try to put as many positive things into it as I can, so that's what I get out."

"I refuse to let anyone change my attitude," Phil said. "It's

the one thing about my day that I'm always in charge of."

Phil is just one of many consumers who have found success through the Department of Vocational Rehabilitation's Deaf and Hard of Hearing Services.

*"I refuse to let anyone change my attitude. It's the one thing about my day that I'm always in charge of."*  
Phil Sanchez

**In FY 2002, the department served 520 individuals who are deaf, 1,940 who are hard-of-hearing and 32 who are deafblind.**

# s.e.t. for SUCCESS

## DVR's newly revamped skills enhancement training building a better state government

Remarkable strides have been made this year in the area of professional development for employees.

One of the most significant changes involves the Skills Enhancement Training (SET) for new employees.

SET now consists of three modules offered consecutively three times during the calendar year. Topics covered during the training include an introduction to the history, laws and background of the department followed by an intense section on the implementation of services.

Resources from the community are explored with representatives from various agencies volunteering their time to present information on their programs to the staff. From diversity to marketing, the topics offer a broad overview of the department's philosophy, goals and expectations for each employee.

The grand finale is a visit to the Carl D. Perkins Rehabilitation Center where the staff is encouraged to explore this vital complement of the services that the department provides for consumers.

One of the most innovative changes came through the field administrators suggestion to implement the High Performance Organization

(HPO) philosophy into the training in order to introduce employees to the team concept as early as possible in their career with the department. A strong focus on the team concept and high quality customer service drives the HPO module, the components upon which DVR services are built.

The SET program is indicative of the path that awaits new employees as they begin their career with the department and its dedication to continuous professional development. Although the mandate to provide a Comprehensive System of Personnel Development (CSPD) is a federal law, the seriousness with which this is addressed comes from an internal department belief that consumers deserve to have highly qualified and trained individuals providing services to them. This quality is established and reinforced through in-service training opportunities, outside educational resources, mentoring and experience on the job.

Currently there are 27 employees actively enrolled in university programs



at a master's level and six enrolled for their bachelor level degrees. Of these individuals, 20 are seeking their master's in rehabilitation counseling with plans to pursue their professional certification as a rehabilitation counselor once their educational

requirements are complete. There are currently 49 employees that have achieved CRC, 23 eligible to sit for the CRC exam. These 72 employees and those who are in school provide the foundation for the department's anticipated achievement of 100% qualification for CSPD by 2010. Many of the educational opportunities and in-service training programs are made possible through a training grant

provided by the Rehabilitation Services Administration (RSA) who is committed to helping the department reach this goal.

The true reflection of the importance of all the training conducted through and by the department can be found in the success of individuals with disabilities that are served and reach their employment goals.

## SET Training



A group of new employees (above) have a discussion during SET at the Carl Perkins Center in Thelma. (Top right) Commissioner Bruce Crump has some words of advice during his presentation to SET audience.

VR photo

# standards & INDICATORS

Of those who obtained jobs, the percentage who were competitively employed and earning above minimum wage:

94.43%

The average hourly rate of those individuals competitively employed and earning above minimum wage:

\$9.54

The percentage of those who received services who became employed:

65.89%

The ratio of individuals from minority backgrounds who received services compared to the ratio of whites who received services:

.82

The national standard is .80

**Jobs**  
**4,557**

Of those who were competitively employed, the percentage who have significant disabilities:

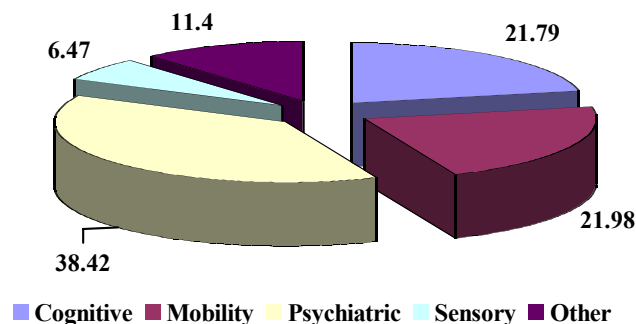
99.6%

Of those who were competitively employed and earning above minimum wage, the percentage increase in those who supported themselves when applying for services and those who supported themselves at case closure:

72.5%

*Inside the Numbers*

Types of Disabilities Served by DVR FY 2002



# perseverance PAYS OFF



## Advocating for others is what it's all about for Southern Kentucky's Marsha VanHook

Awards were piling up. Committees were begging for help. Accolades were being thrown towards her almost daily. Until recently, however, a job that was worthy of her talent and education was the one thing Marsha VanHook had not received.

Since December 2001, that problem has been rectified. Marsha now works in Somerset for The ARC of Kentucky as project director of Advocates in Action. Although she has her BA in rehabilitation counseling from Eastern Kentucky University, this job is her first opportunity to truly use her skills to earn a paycheck. That doesn't mean, however, that this is her first opportunity to make a difference. Marsha has served on dozens of committees and has been a true leader in the world of advocacy for many years now.

Many organizations and service providers have recognized Marsha's efforts as well. She has been honored on the local, state and national levels for fighting for the rights of persons with disabilities. Her most recent award came from the National Developmental Disabilities Council in Washington D.C. She was given the

Tecla Jaskulski Public Policy Award back in July of 2002. She was the first Kentuckian to receive the honor.

With all the accolades, one might assume that Marsha is in demand for a high-profile job. Until recently, that was not the case. Since her early battles to get public transportation in Pulaski County everyone has wanted her help and expertise, but few came offering a paying job.

"Everyone wanted me to be on their board or committee at first," Marsha said. "Most companies wanted me on a volunteer basis. I was always busy, but I wasn't getting paid for it."

The journey began many years ago when Marsha was still in school at Eubank High School in Pulaski County. Her first counselor was Grace Marsh. Ms. Marsh helped Marsha with college and encouraged her to find employment. Marsha is quick to give her counselor credit. "I wish (Grace) could have been here today to see what all I've accomplished," Marsha said. "Unfortunately, she passed away before I got this far." Marsha's first job was in Louisville for Goodwill in 1984 after graduating from college and has included many stops on the way with various positions and responsibilities.

She says now, however, that she is happier than ever because she's doing a job that she was perhaps born to do. She is also quick to throw out names of people who have helped her along the way. Those include Steve Shannon, who offered her the job with The ARC of Kentucky and her current VR counselor, Jane Ann Botzman.

"It's very good to know that if I need help with something, Jane Ann helps out, she said. "Vocational

rehabilitation really works - they have really stood behind me and I'd like to thank them for putting up with me for so long."

The department isn't really "putting up with her," as she says it, anymore. She has reached her career goal, a point that she is very proud to have accomplished. "I like to know that I make a difference and I'm doing something I'm good at," she said. "Everybody has to have a reason to get up in the morning. If I wasn't doing this I'd be depressed all the time."

She also says that working with rehabilitation technology has made her job much easier. Barney Fleming, who works with DVR through a contract with the University of Kentucky, has helped her with a laptop computer and several hours of tutoring.

As far as the ever growing plethora of awards that fill the walls of her Somerset apartment, Marsha has yet to lose sight of what is most important to her. "No matter how many awards you give me - they just hang on the wall," she said. "When I go down to the post office and my paycheck comes in, that's my biggest reward."

The battle has not ended for Marsha and her struggle to deal with the complications of epilepsy and cerebral palsy while holding down an important job. Her latest issue, Medicaid Buy-In, is one that is sure to test her once again. There is no doubt in the minds of those who know her that she is more than capable of getting the job done the same as she always has in the past.



VR photo  
Marsha VanHook (top left) tries out her new laptop computer with the help of Barney Flemming. (Above) VanHook poses with a few of the dozens of awards she has received for her advocacy work.

Consumers In The News

# jobs, jobs, JOBS, JOBS and more jobs

## Outcomes by County

| County       | Employed | County     | Employed | County     | Employed |
|--------------|----------|------------|----------|------------|----------|
| Adair        | 17       | Grant      | 18       | McLean     | 5        |
| Allen        | 28       | Graves     | 23       | Meade      | 12       |
| Anderson     | 24       | Grayson    | 9        | Menifee    | 6        |
| Ballard      | 8        | Green      | 8        | Mercer     | 21       |
| Barren       | 45       | Greenup    | 63       | Metcalfe   | 13       |
| Bath         | 11       | Hancock    | 3        | Monroe     | 12       |
| Bell         | 45       | Hardin     | 89       | Montgomery | 26       |
| Boone        | 91       | Harlan     | 73       | Morgan     | 25       |
| Bourbon      | 10       | Harrison   | 7        | Muhlenberg | 22       |
| Boyd         | 95       | Hart       | 18       | Nelson     | 31       |
| Boyle        | 48       | Henderson  | 73       | Nicholas   | 3        |
| Bracken      | 4        | Henry      | 20       | Ohio       | 23       |
| Breathitt    | 7        | Hickman    | 6        | Oldham     | 20       |
| Breckinridge | 4        | Hopkins    | 33       | Owen       | 9        |
| Bullitt      | 61       | Jackson    | 6        | Owsley     | 12       |
| Butler       | 8        | Jefferson  | 536      | Pendleton  | 0        |
| Caldwell     | 6        | Jessamine  | 42       | Perry      | 41       |
| Calloway     | 36       | Johnson    | 51       | Pike       | 101      |
| Campbell     | 136      | Kenton     | 170      | Powell     | 7        |
| Carlisle     | 3        | Knott      | 18       | Pulaski    | 32       |
| Carroll      | 9        | Knox       | 24       | Robertson  | 1        |
| Carter       | 73       | Larue      | 7        | Rockcastle | 8        |
| Casey        | 13       | Laurel     | 54       | Rowan      | 63       |
| Christian    | 80       | Lawrence   | 19       | Russell    | 22       |
| Clark        | 23       | Lee        | 5        | Scott      | 28       |
| Clay         | 12       | Leslie     | 3        | Shelby     | 28       |
| Clinton      | 11       | Letcher    | 16       | Simpson    | 16       |
| Crittenden   | 4        | Lewis      | 14       | Spencer    | 14       |
| Cumberland   | 14       | Lincoln    | 21       | Taylor     | 25       |
| Daviess      | 107      | Livingston | 4        | Todd       | 14       |
| Edmonson     | 6        | Logan      | 31       | Trigg      | 15       |
| Elliott      | 4        | Lyon       | 7        | Trimble    | 6        |
| Estill       | 17       | Madison    | 96       | Union      | 14       |
| Fayette      | 515      | Magoffin   | 22       | Warren     | 195      |
| Fleming      | 21       | Marion     | 15       | Washington | 7        |
| Floyd        | 102      | Marshall   | 18       | Wayne      | 10       |
| Franklin     | 104      | Martin     | 28       | Webster    | 21       |
| Fulton       | 3        | Mason      | 17       | Whitley    | 46       |
| Gallatin     | 2        | McCracken  | 88       | Wolfe      | 7        |
| Garrard      | 14       | McCreary   | 6        | Woodford   | 11       |

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