DEPARTMENT of REHABILITATION

Employment, Independence & Equality

CALIFORNIA

2013 Annual Report

GUIDING PRINCIPLES

1. Delivering effective vocational rehabilitation services, and other programs and services in an efficient, caring, professional, and prompt manner.
2. Attracting, developing, and retaining a competent, creative, and highly motivated workforce.
3. Maintaining public trust by being fiscally responsible and ensuring quality programs and services.
4. Sustaining our role as a respected leader in the disability community; inspiring hope in those we serve.

CORE VALUES

Quality
Strive to meet stakeholders' needs through continuous improvement, competence, creativity, and teamwork.

Respect
Be sensitive to the diverse needs of others, both internal and external stakeholders, by being courteous, compassionate, responsive, and professional.

Integrity
In all endeavors, act in an ethical, honest, and professional manner.

Openness
Be willing to listen to and share information with others. Be flexible, inclusive, trusting, and receptive to new ideas.

Accountability
Take ownership and responsibility for actions and their results.

MISSION

The California Department of Rehabilitation works in partnership with consumers and other stakeholders to provide services and advocacy resulting in employment, independent living and equality for individuals with disabilities

CONTENTS

04 Departmental Overview

05 Message from the Directorate

06 Fiscal Highlights & Organizational Chart

08 Vocational Rehabilitation Program Overview

10 Vocational Rehabilitation Modernization Efforts

11 Consumer Success Stories

15 District Statistics & Locations

18 Independent Living Services Program Overview

20 Independent Living Center Statistics & Locations

DEPARTMENTAL OVERVIEW

The California Department of Rehabilitation (DOR) was established October 1, 1963. DOR administers the largest vocational rehabilitation program in the country.

Every year, DOR serves approximately 110,000 individuals with significant physical and mental disabilities. Services are designed to help job-seekers with disabilities obtain competitive employment in integrated work settings.

At DOR, we know that with guidance and support, individuals with disabilities can be fully integrated and highly productive community members, employees and colleagues. Our program participants are expected to be available, responsible, active, and dedicated contributors to their own success.

The DOR also funds, administers, and supports 28 non-profit Independent Living Centers (ILCs) in communities throughout California. Each ILC provides services necessary to assist over 22,000 consumers annually to live independently and be productive in their community.

VISION

Employment, Independence and Equality for all Californians with disabilities

Message from the Directorate

Anthony "Tony" Sauer
DOR Director,
Retired, 2006-2013

Joe Xavier
DOR Director, February 2014

Juney Lee
DOR Chief Deputy Director

In Fiscal Year 2013, DOR delivered Vocational Rehabilitation and Independent Living services to more than 100,000 Californians with significant disabilities while streamlining processes and improving programs.

As the country's largest vocational rehabilitation program, we recognize that a significant employment gap between people with and without disabilities exists. As such, DOR is an employment resource for people with disabilities to qualify for, and find, meaningful employment. 2013 was a good year for our vocational rehabilitation program. Despite a challenging economic climate, DOR consumers secured 1,000 more jobs in 2013 than during the previous fiscal year.

In addition, and for the first time, five year Strategic Plan objectives were collaboratively developed and adopted to maximize employment opportunities and promote equal access for Californians with disabilities.

We collaborate because we cannot do this work alone. We look forward to strengthening our relationships with providers, employers, and community partners, and are committed to continuous improvements that achieve a greater number of employment outcomes in the coming years.

2012-2013 FISCAL HIGHLIGHTS

110,000 Total consumers served

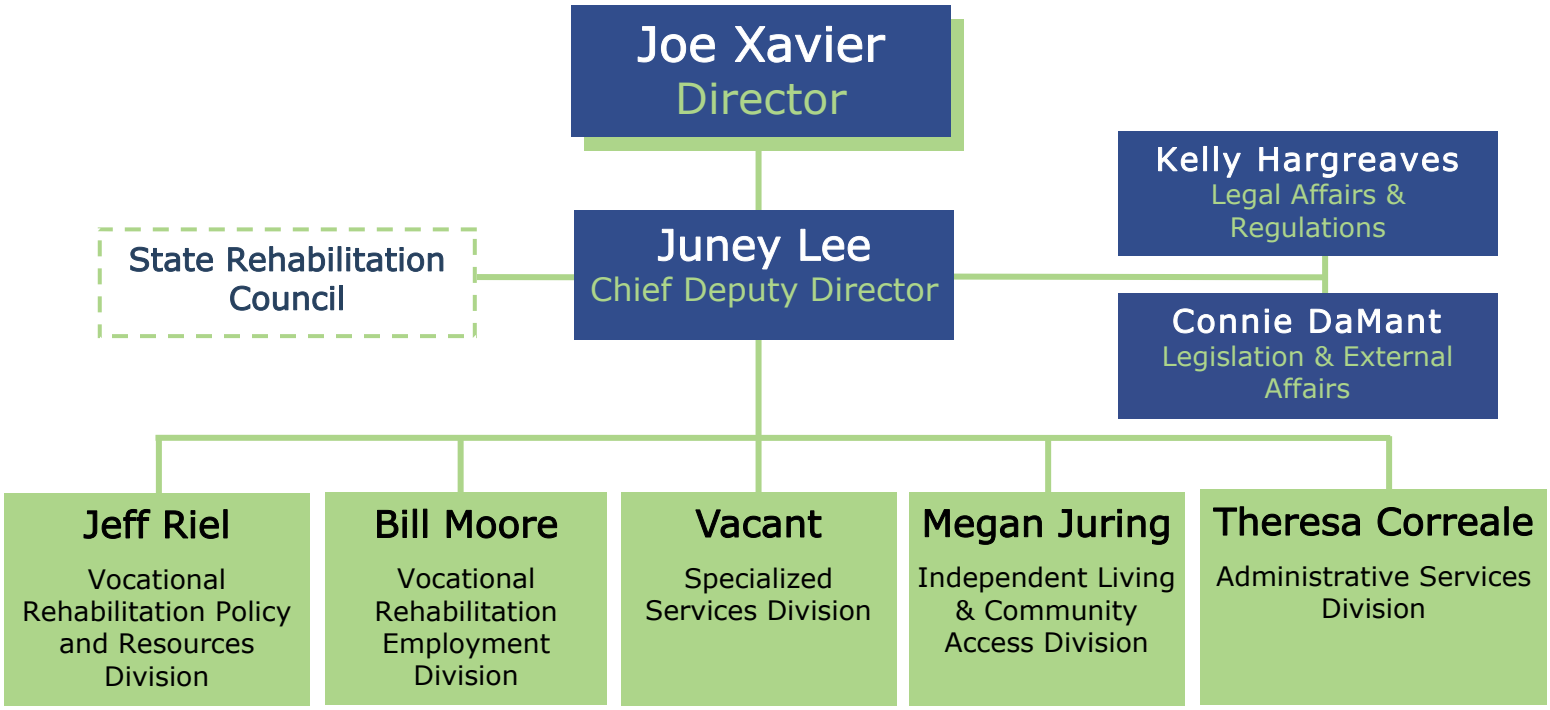
12,007 Consumers achieved successful employment outcomes

99% Employed consumers with significant disabilities

2,137 Consumers employed through supported employment services

$356.95 Average weekly earnings for employed consumers

Organizational Chart



FISCAL HIGHLIGHT

DOR Budget

Federal Fund.....$314,812

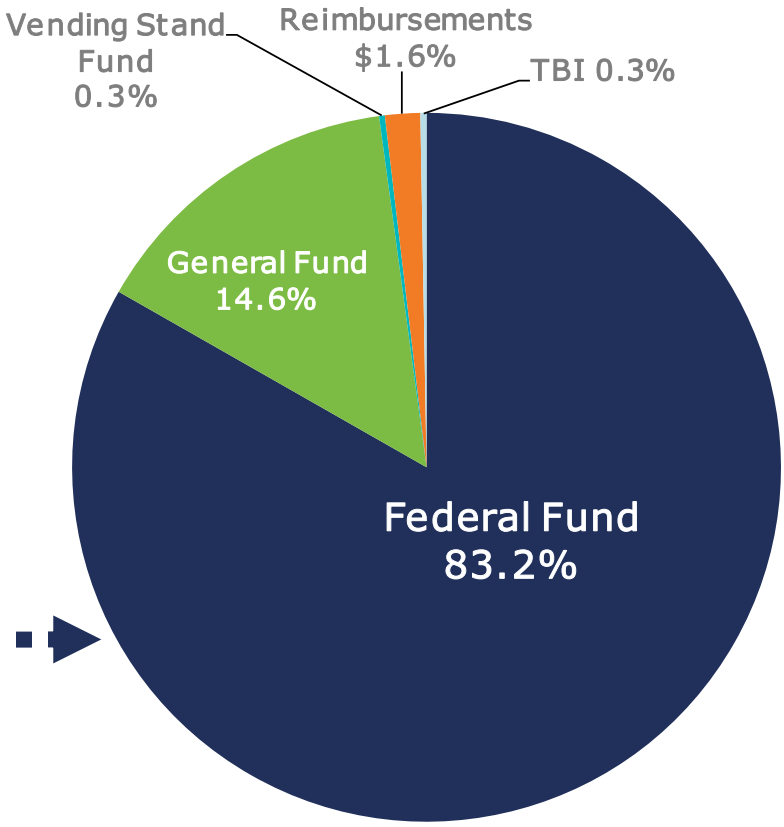
General Fund.....$55,266

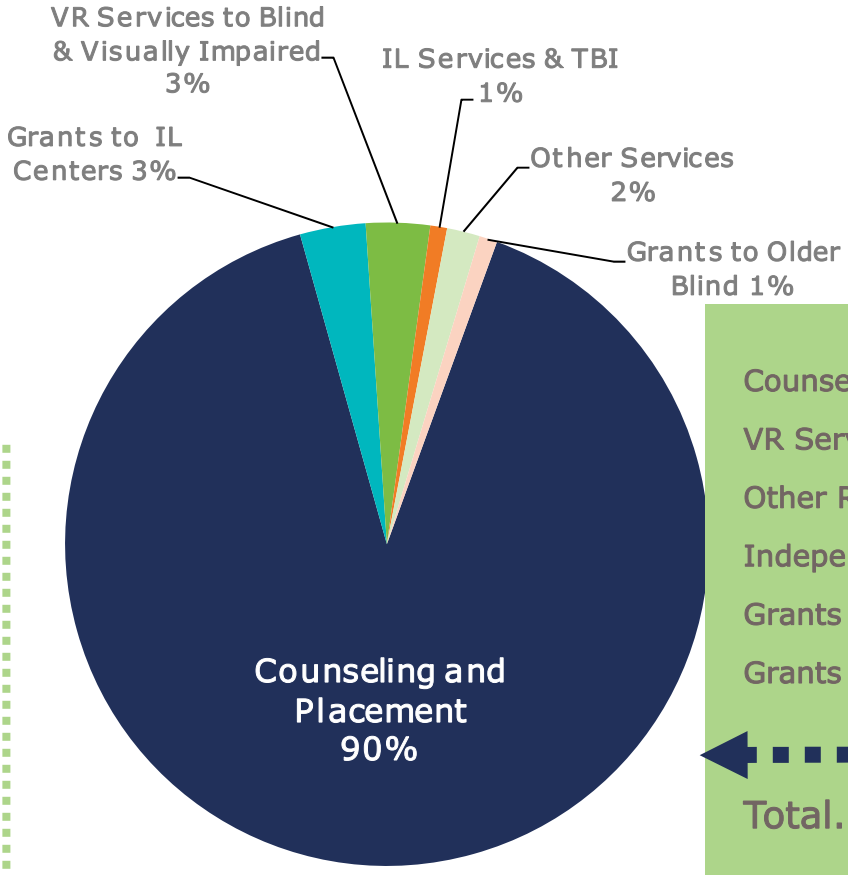
Vending Stand Fund.....$982

Reimbursements.....$6,046

Traumatic Brain Injury Fund (TBI)....$1,060

Total.....$378,166





Program Budget Details

Counseling and Placement.....$340,687

VR Services to Blind & Visually Impaired...$12,127

Other Rehabilitation Services.....$6,258

Independent Living Services & TBI.....$3,205

Grants to Independent Living Centers.....$12,498

Grants to Older Blind $3,391

Total.....$378,166

VOCATIONAL REHABILITATION PROGRAM OVERVIEW

Vocational Rehabilitation Services

With over 85 locations throughout California, DOR provides services to job seekers with physical and mental disabilities. Services are tailored to each person to ensure greater chance for success.

The Specialized Services Division (SSD), providing services to the Blind and Visually Impaired and Deaf and Hard of Hearing, was established with the enactment of Senate Bill 105. The landmark legislation recognized the need for a more formalized and tailored approach to rehabilitation, job training, and placement services to individuals with sensory disabilities. For more information about SSD, including biennial reports on programs and activities, please visit our website.

At DOR, vocational rehabilitation teams work closely with our job seeking consumers to establish the best combination of services and resources necessary to prepare for, find, and retain employment. Vocational Rehabilitation services may include career assessment and counseling, job search and interview skills, independent living skills, career education, training, and assistive technology.

The DOR vocational rehabilitation program is not an entitlement program. Rather, only those individuals who meet eligibility requirements and have the most significant disabilities receive services.

As mandated by federal law, Order of Selection is required when requests for services exceed budgetary resources. Funding for DOR Vocational Rehabilitation programs primarily come from a state and federal partnership in which the state matches one dollar to approximately four dollars in federal funds.

Consumer Comments

"I love what DOR is doing for me and truly appreciate their assistance! Thank you!"

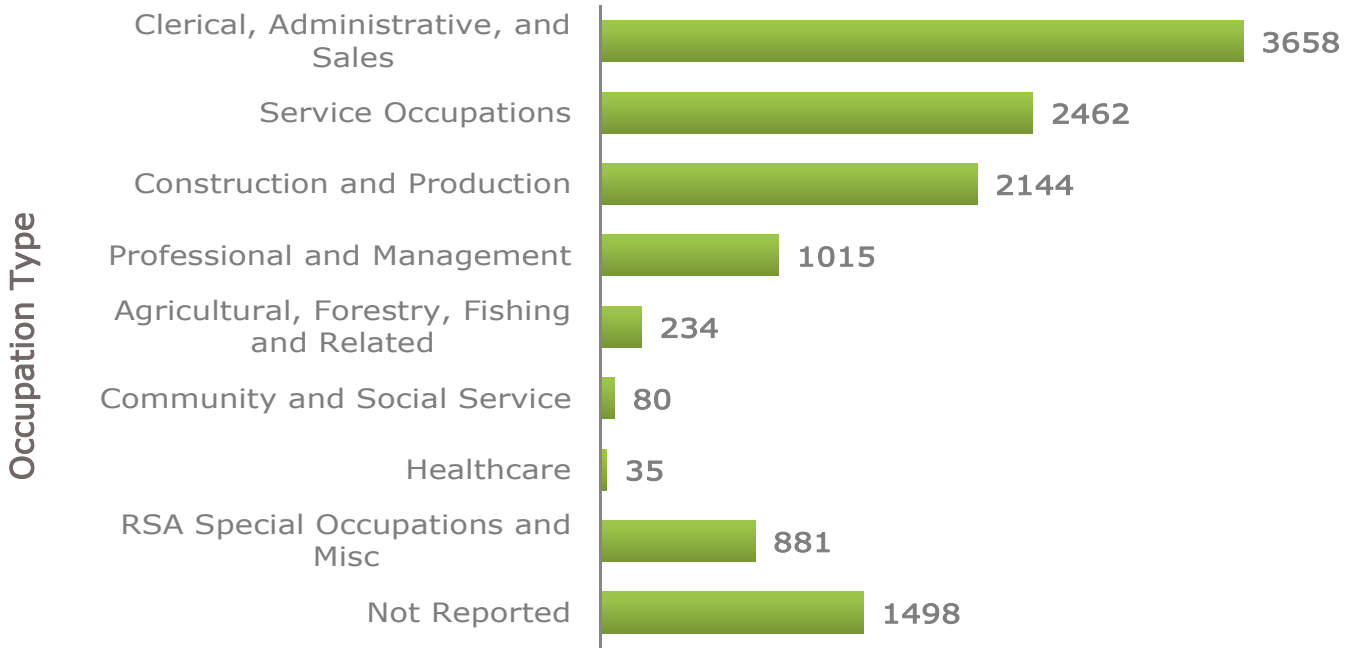
"Very supportive staff. I couldn't have made it this far without them."

"I think DOR does a stellar job!"

~ DOR 2013 Consumer Satisfaction Survey

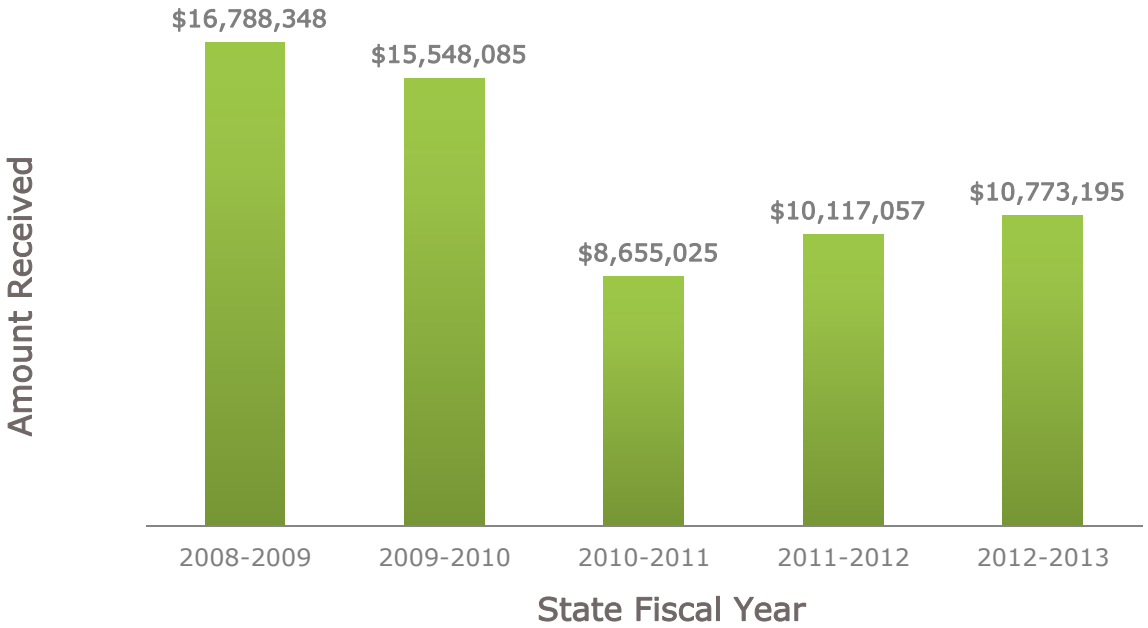
VR EMPLOYMENT

Occupation Type Upon Employment



5- Year History of SSA Reimbursements

In addition to State General Fund, Vending Stand Fund, Reimbursements, and Traumatic Brain Injury Funds, the Social Security Administration (SSA) reimburses DOR for some of the cost of providing services to assist DOR consumers who are SSA recipients in becoming gainfully employed.



12,007 Successful Employments

VR MODERNIZATION EFFORTS

Vendor Utilization Management (VUM) Project

The VUM Project streamlines invoicing processes and modernizes DOR's business practices for establishing, purchasing, and evaluating internal and external Vocational Rehabilitation services.

The VR Services Improvement Project sets standardized performance-based expectations for vendors by making changes to employment services processes to identify Vocational Rehabilitation service gaps.

The VR Invoicing Process Project redesigns authorizing, invoicing, and payments processes to ensure effective, appropriate, and timely authorization of goods and services.

Vocational Rehabilitation Service Delivery (VRSD)

The centerpiece of the new VRSD Model is the shift to a more consumer-centric team approach to service delivery. Statewide implementation of the new VRSD Model transforms DOR's approach to service delivery. The new VRSD Model enhances the quality and effectiveness of the services we provide our consumers.

The centerpiece of the new VRSD Model includes a shift to a more consumer-centric team approach to service delivery

Promoting the Readiness of Minors in Supplemental Security Income (PROMISE) Grant

In October 2013, DOR was awarded the PROMISE grant. PROMISE, a joint initiative of the US Departments of Education, Health and Human Services, Labor and the Social Security Administration, will fund services connecting federal Supplemental Security Income youth recipients (and their families) to resources that help them transition towards economic self - sufficiency and independence.

The long-term goal of the PROMISE grant is increased self-sufficiency and decreased reliance on public benefits.

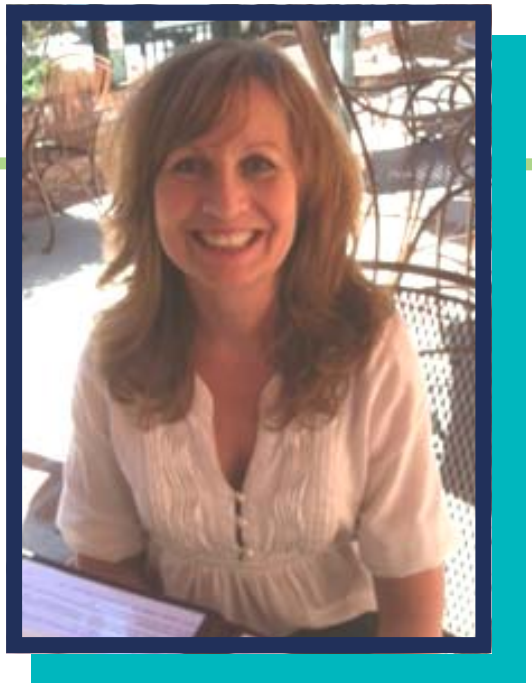
Consumer Success Stories

Peter emigrated from Ethiopia in 2004 and resettled in California. By age 60, glaucoma caused him to lose his vision completely. He requested services from DOR.

He was referred to the San Diego Center for the Blind for assistance adjusting to vision loss. Peter completed Vision Rehabilitation and Introduction to Assistive Technology. These programs were necessary to help him regain his independence.

Meanwhile, on the path to successfully becoming a U.S. citizen, Peter attended community college and earned an Associate degree.

Peter is currently enrolled at San Diego State University in pursuit of a Master's program in Rehabilitation Counseling. He returned to the San Diego Center for the Blind as a student intern, fulfilling his desire to help others succeed.



Colleen has been in the business of caring for people throughout her career. She worked in Pediatric Intensive Care at Kaiser for 14 years. She loved her work assessing and providing medical care for her patients.

Colleen started having trouble with her vision, knocking things over, episodes of night blindness and was diagnosed with Retinitis Pigmentosa. She decided to stop working directly with patients because of her decreasing vision.

She became a successful mortgage broker. As the real estate market went from boom to bust, Colleen's vision got dramatically worse. This made the driving and sales work required for the job difficult. A friend told her about the Department of Rehabilitation. She requested DOR services and went back to school.

In 2012 Colleen got her degree as a Nurse Administrator. The eight-year gap since medical related employment made it hard for her to compete against other nurses, but Colleen's perseverance paid off. She was hired as an Intake and Scheduling Manager for home health agency American Care Quest in San Francisco.

Soledad

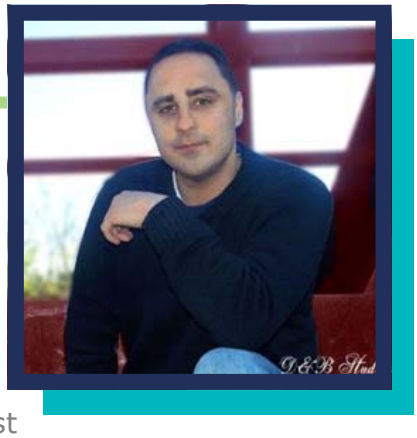
Soledad was referred to DOR in her senior year of high school. Cerebral Palsy impacted her ability to walk and use her hands. She moved from Mexico with her family, and relied on them for assistance with her daily care giving needs, transportation, and financial support in addition to her Supplemental Security Income.

Soledad had a long-standing interest in journalism and communications. DOR worked with Soledad—providing vocational counseling, funds to cover tuition, books and transportation, and the assistive technology she needed to stay enrolled in school.

Meanwhile, Soledad did everything she could to involve herself in broadcasting. She did a radio show for University of California, Santa Cruz's KZSC, wrote articles for the school paper, participated in a benefit concert for Special Olympics, and was a speaker and facilitator of a series of workshops.

Soledad graduated in 2010 with a Bachelor's Degree in Journalism with an emphasis in Broadcast Journalism. She was hired by Central Coast Center for Independent Living. She is working full time as an Independent Living Specialist providing advocacy, education, and support to people with disabilities, promoting their own independence and involvement in their communities.

She no longer receives Social Security Income. She is independent: managing three care providers, arranging her own transportation, managing her finances, and all other activities of daily living.



Sharif

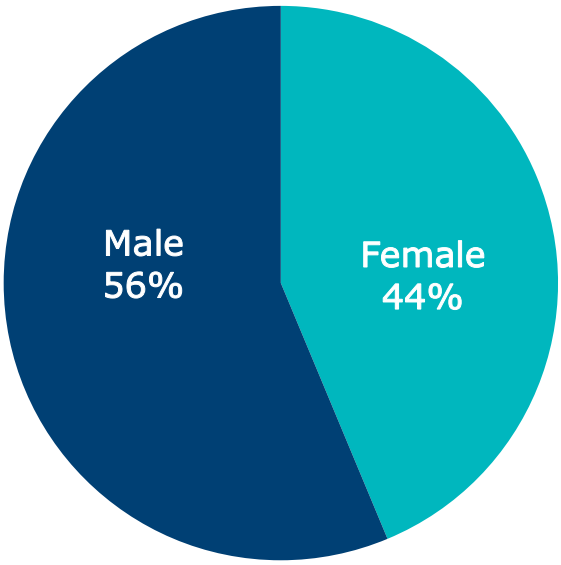
had no income and was staying with cousins when he visited the DOR Salinas office in August 2011. At 33, he had some restaurant and entry-level office experience and took college classes as finances permitted. DOR's vocational psychologist diagnosed him with Attention Deficit Disorder, learning disorders, and possible moderate depression.

Sharif found a job at Papa John's Pizza where his enthusiasm and can-do attitude instantly impressed the manager. He was offered a promotion but was not sure it was the right fit. His counselor, Sandra Blackburn, suggested he visit the Shoreline Occupational Center's Culinary Arts program to gauge his interest in cooking; he was hooked. Although it was difficult for him to go 24 weeks without any income, he successfully completed the program. Struggling to find work in California, he decided to relocate to Indianapolis and live with family. In July 2012 he was hired by Gate Gourmet, preparing meals for first class airline passengers. A few weeks later, he was cooking for the Nation Football League (NFL) and the National Basketball Association (NBA) flights.

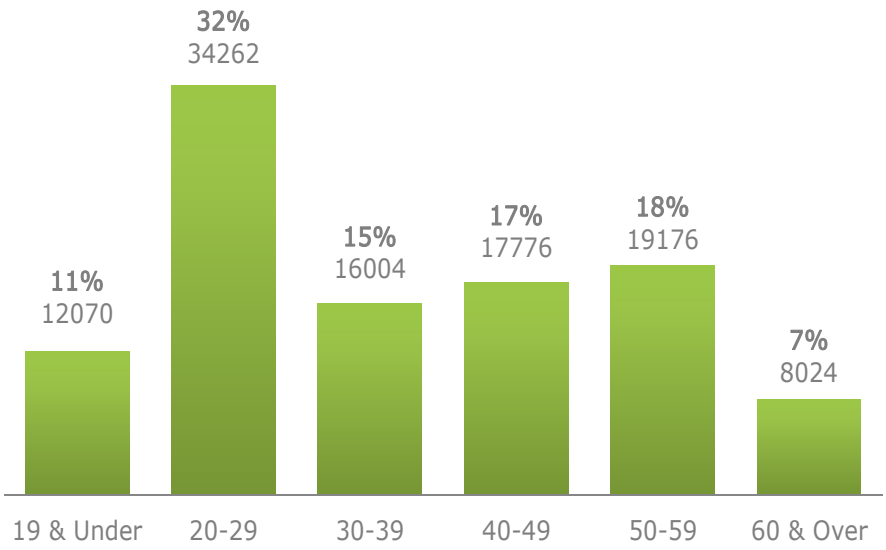
Sharif caught the attention of Gate Gourmet's Chief Executive Officer (CEO) after performing Cardiopulmonary resuscitation (CPR) on a fellow employee in the break room, saving her life. In January 2013, he became Executive Chef for the San Francisco 49ers Super Bowl airline charter.

VR DEMOGRAPHICS

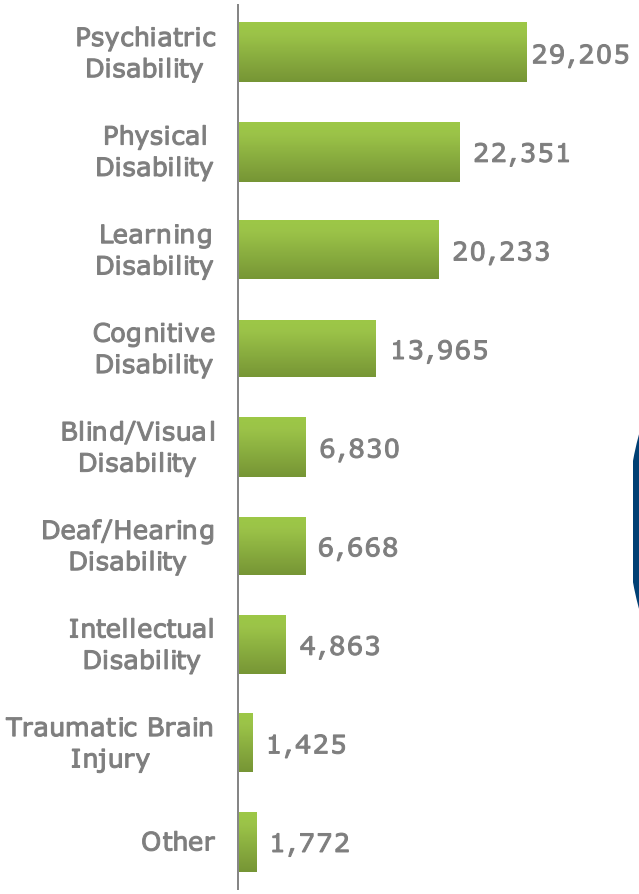
Gender



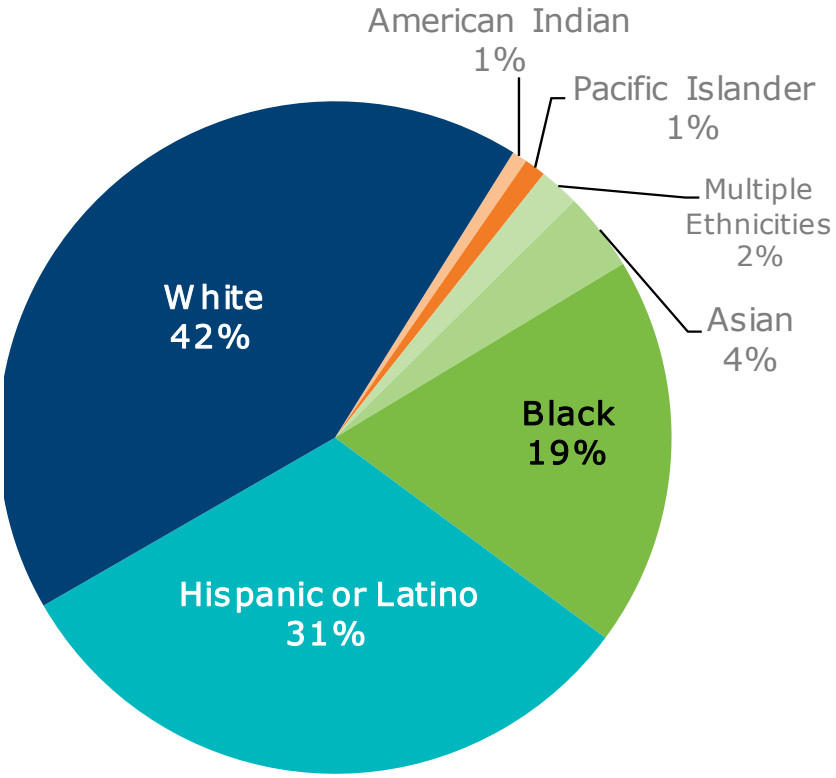
Age



Disability Type



Ethnicity



Employer Success

What's in it for Business?

DOR's Employer Outreach Program builds collaborative partnerships that create staffing solutions for California businesses.

Workplace Solutions

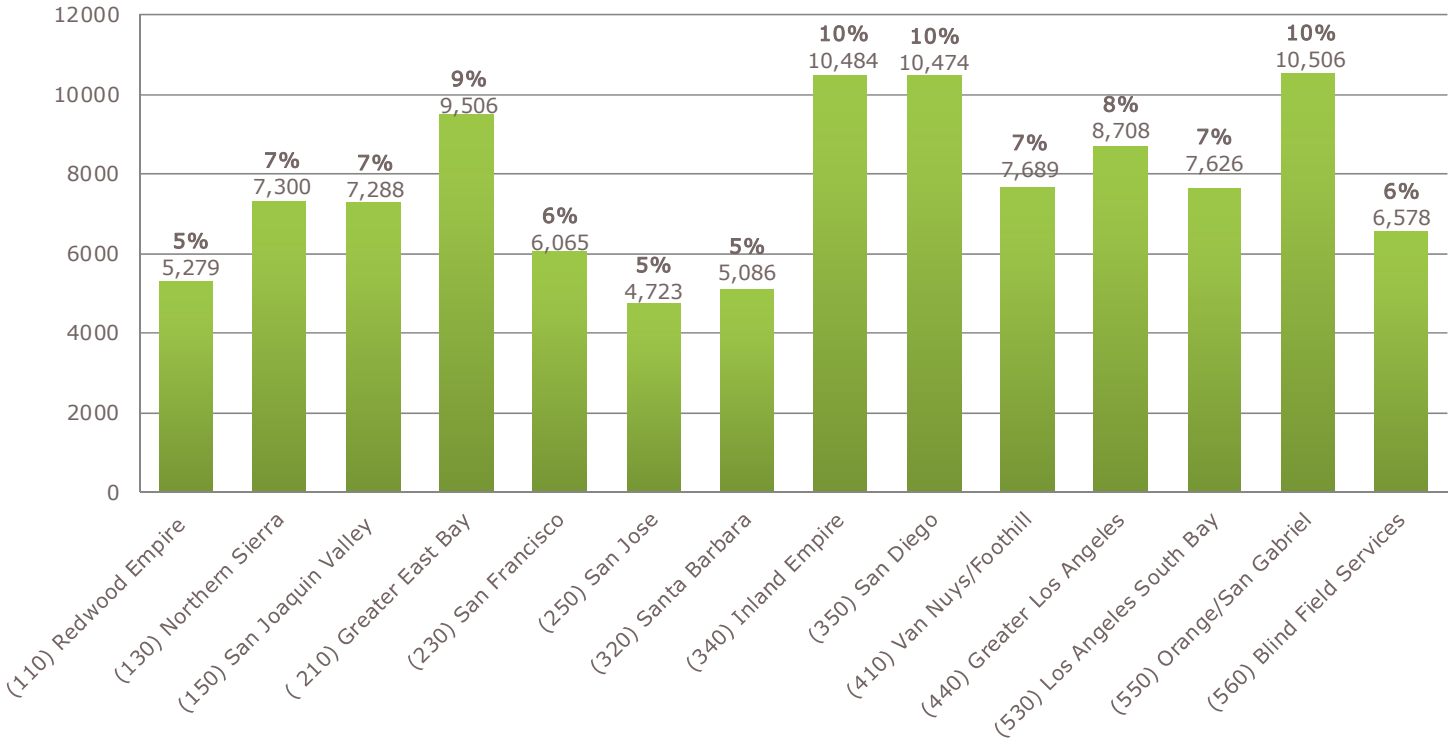
In 2013, DOR gained more than 25 national and statewide business partners who now have access to a large diverse talent pool of qualified job seekers from DOR. Our business partners are supported by 65 statewide Employment Coordinators through on-the-job trainings, tax credits, hiring incentives and free disability awareness training.

"We didn't hire Fidel because of his disability; we hired him because of his background in construction, office skills, motivation and determination."

~ Dio Martinez, Manager
Remedial Construction Services, Inc.

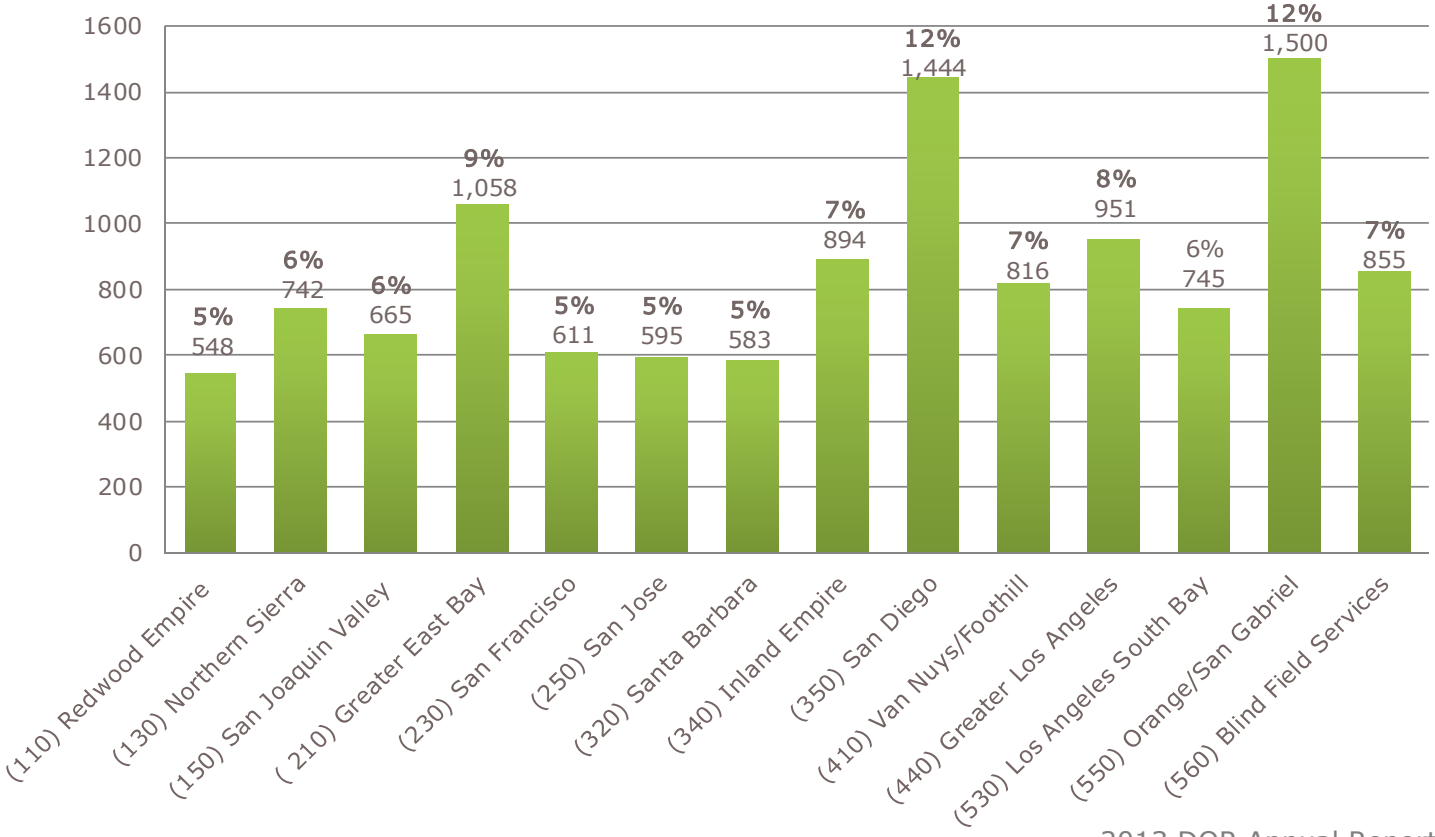
DISTRICT STATISTICS

Percentage of Consumers by District

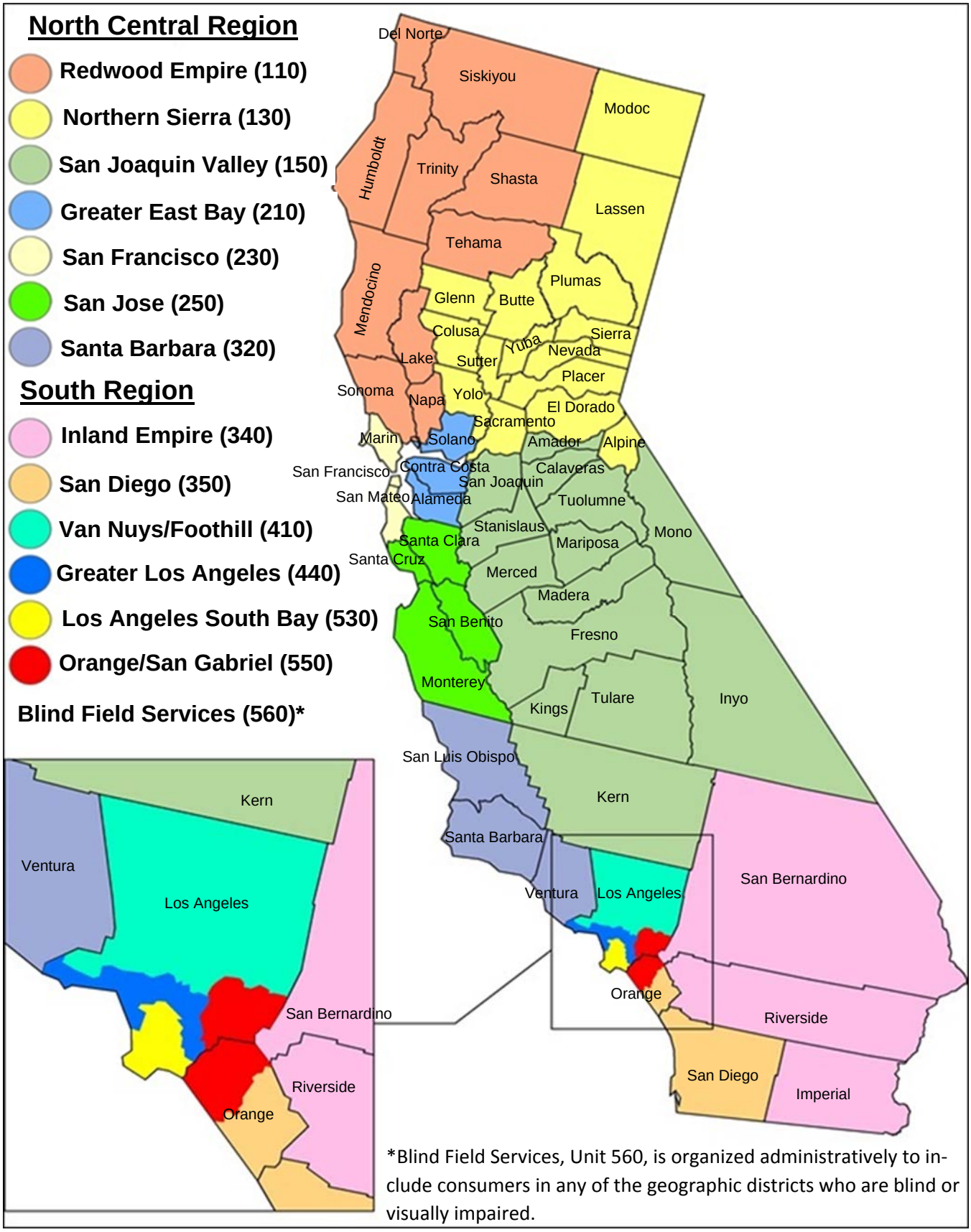


Percentage of Successful Rehabilitations by District

12,007 Successful Employment Outcomes



DISTRICT MAP



*Blind Field Services, Unit 560, is organized administratively to include consumers in any of the geographic districts who are blind or visually impaired.

DISTRICT OFFICES

Redwood Empire District (110)
50 "D" Street Ste. 425
Santa Rosa, CA 95404
(707) 576-2233 (Voice)
(707) 542-6365 (TTY)

Northern Sierra District (130)
721 Capitol Mall
Sacramento, CA 95814
(916) 558-5300 (Voice)
(916) 558-5302 (TTY)

San Joaquin District (150)
P.O. Box 24001
2550 Mariposa Mall
Room 2000
Fresno, CA 93721
(559) 445-6011 (Voice)
(559) 266-3373 (TTY)

Greater East Bay District (210)
1485 Civic Court Ste. 100
Concord, CA 94520
(925)602-3953 (Voice)
(925)676-5623 (TTY)

San Francisco District (230)
301 Howard Street Ste. 700
San Francisco, CA 94105
(415) 904-7100 (Voice)
(415) 904-7138 (TTY)

San Jose District (250)
100 Paseo de San Antonio
Room 324
San Jose, CA 95113
(408) 277-1355 (Voice)
(408) 277-1043 (TTY)

Santa Barbara (320)
509 East Montecito Street
Ste. 101
Santa Barbara, CA 93103
(805) 560-8130 (Voice)
(805) 560-8167 (TTY)

Inland Empire District (340)
3130 Chicago Avenue
Riverside, CA 92507
(951) 782-6650 (Voice)
(951) 682-0143 (TTY)

San Diego District (350)
7575 Metropolitan Drive
Ste. 107
San Diego, CA 92108
(619) 767-2100 (Voice)
(619) 767-2159 (TTY)

Van Nuys/Foothill District (410)
5900 Sepulveda Blvd.
Ste. 240
Van Nuys, CA 91411
(818) 901-5024 (Voice)
(818) 901-5086 (TTY)

Greater Los Angeles District (440)
3333 Wilshire Blvd.
Ste. 200
Los Angeles, CA 90010
(213) 736-3904 (Voice)
(213) 736-3960 (TTY)

Los Angeles South Bay District (530)
4300 Long Beach Blvd.
Ste. 200
Long Beach, CA 90807
(562) 422-8325 (Voice)
(562) 422-9276 (TTY)

Orange/San Gabriel District (550)
222 S. Harbor Blvd.
Ste. 300
Anaheim, CA 92805
(714) 991-0800 (Voice)
(714) 991-0842 (TTY)

Blind Field Services (560)
721 Capitol Mall
Sacramento, CA. 95814
(916) 558-5480 (Voice)
(916) 558-5302 (TTY)

"A great resource for recruiting diverse qualified applicants."

~ Jim Overstreet
Senior Diversity Manager
TRW Space & Electronics

ILS PROGRAM OVERVIEW

Independent Living Services

DOR funds, administers, and supports 28 non-profit independent living centers in communities located throughout California.

Each Independent Living Center provides services necessary for consumers to live independently. Core services consist of information and referral, peer counseling, benefits advocacy, independent living skills development, housing assistance, personal assistance services, and systems change advocacy.

DOR's Independent Living & Community Access Division began administration of the California Traumatic Brain Injury (TBI) Program in January 2010, with funding from the Seat Belt Penalty Fund. In coordination with consumers and their families, seven service providers throughout California provide a coordinated post-acute care service model for persons with TBI, including supported living, community reintegration, and vocational supportive services.

The Older Individuals who are Blind (OIB) Program provides services to visually impaired individuals age 55 and older. The OIB facilitates independent living, empowerment, full inclusion, and provides training and skill building for professionals and consumers. In addition, the program expands and enhances services in rural and other underserved areas.

The Independent Living Services program is federally funded with Federal Social Security Administration reimbursements Title VIIB and Title VIIB, Chapter 2 funding.

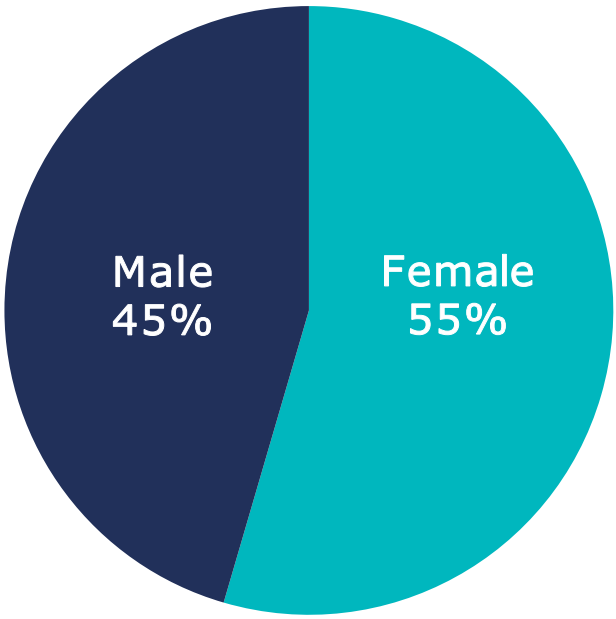
ILS VISION

Each person with a disability is unique and has the same civil rights as people who do not have a disability

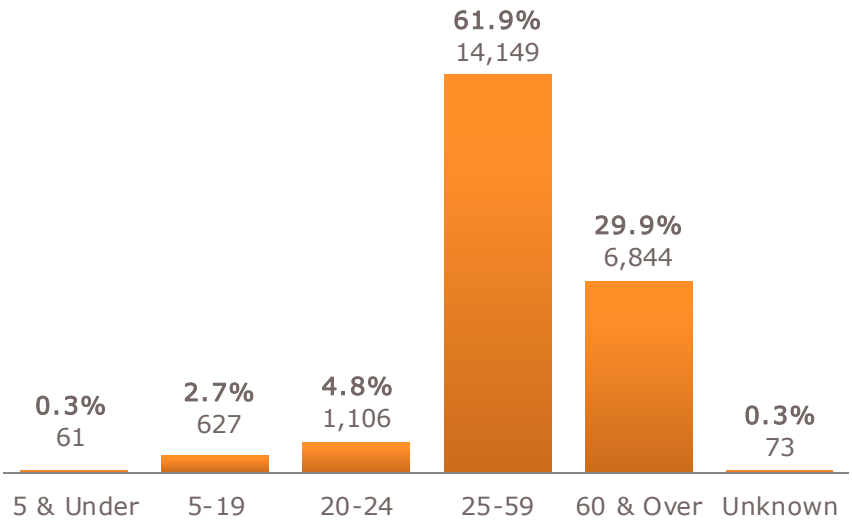
ILS DEMOGRAPHICS

22,860 ELIGIBLE CONSUMERS

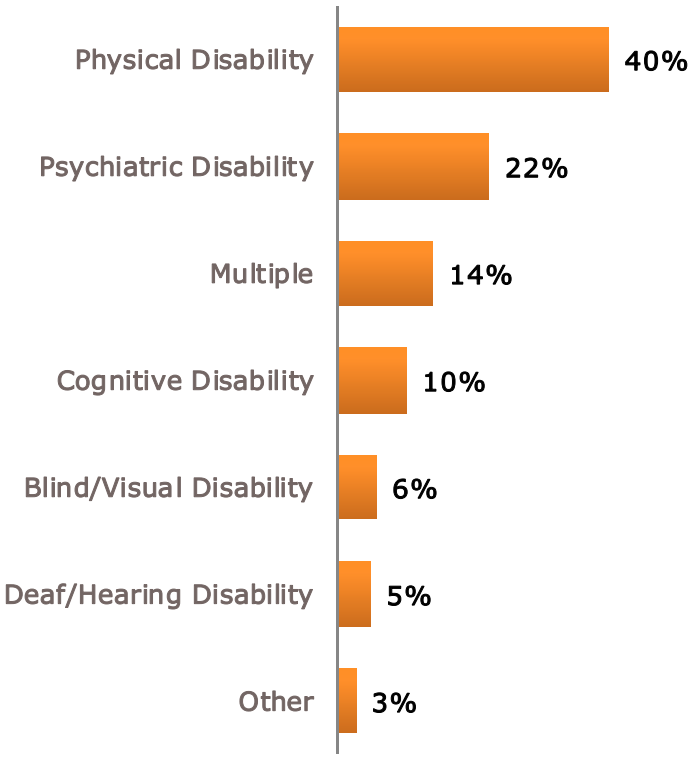
Gender



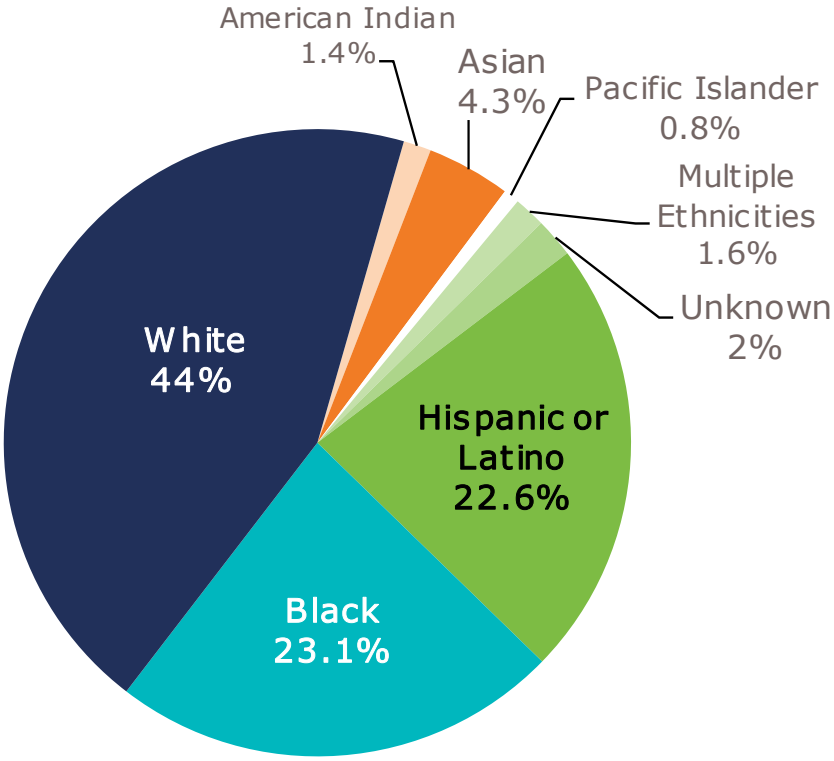
Age



Disability Type



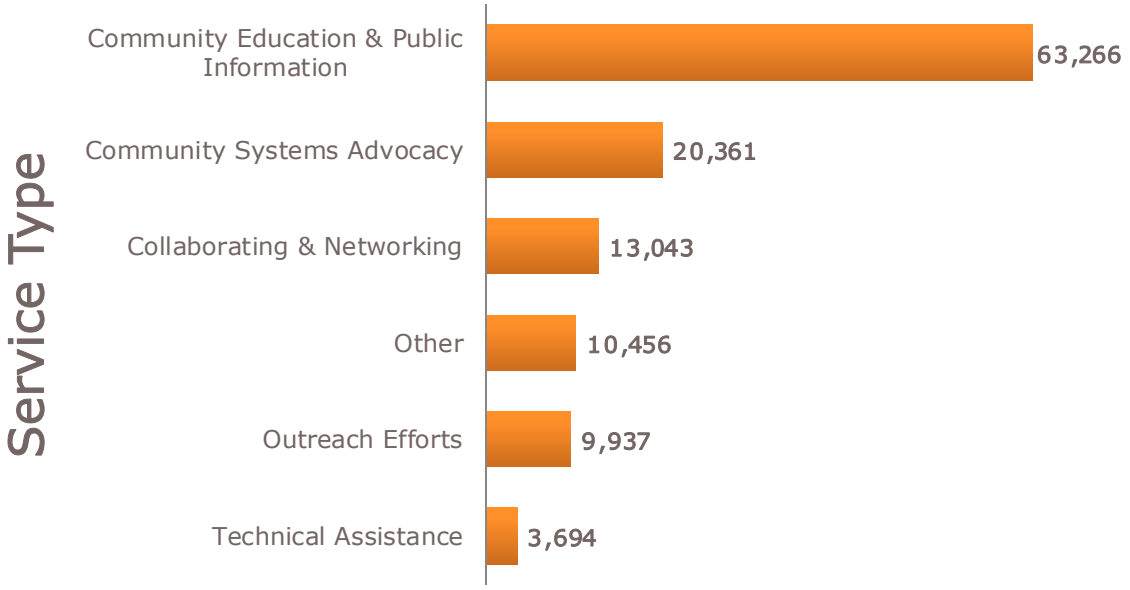
Ethnicity



INDEPENDENT LIVING CENTERS

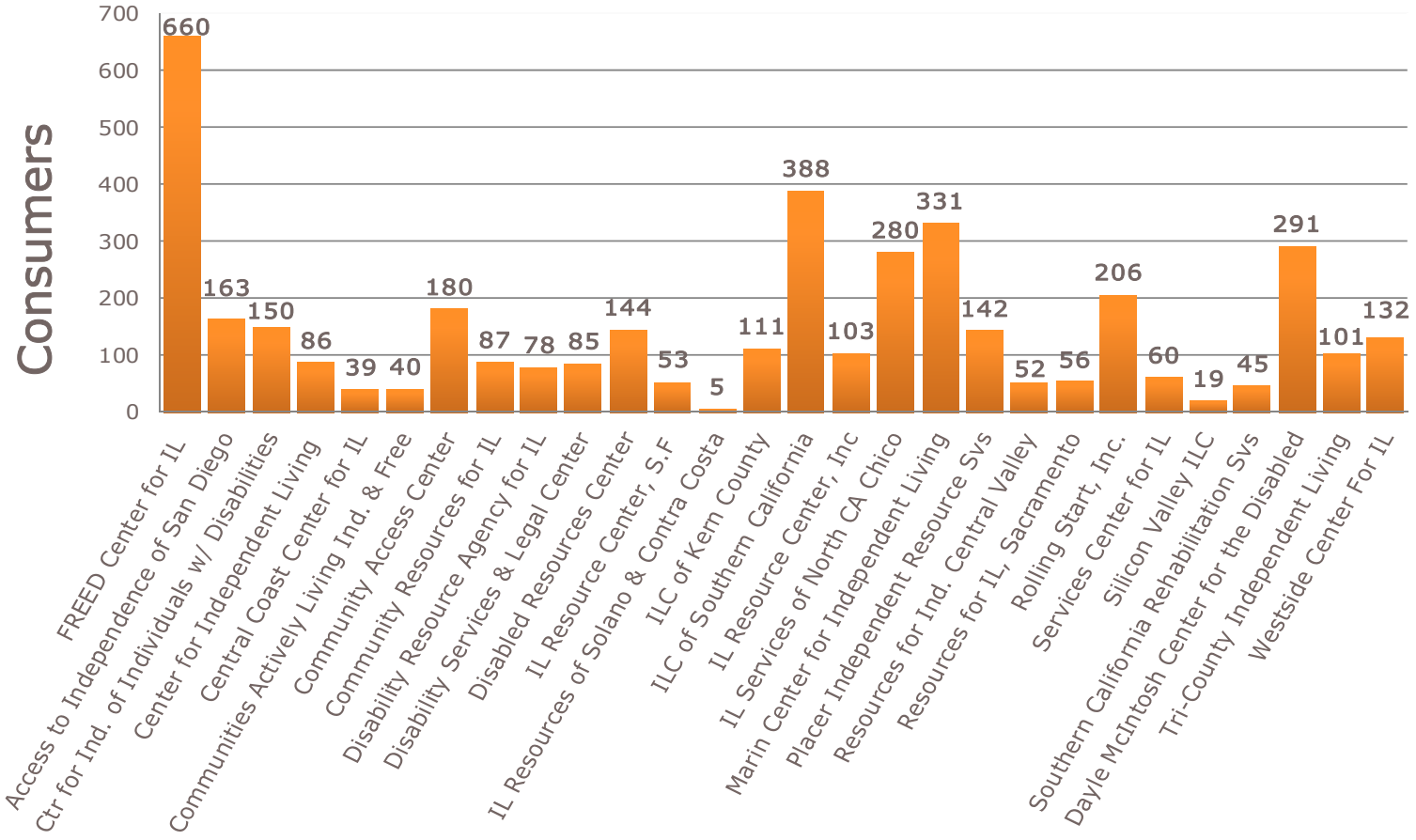
ILC Community Services Hours Statewide by Type of Service

120,757 Total Hours



Consumers Helped towards Achieving an Assistive Technology Goal by Center

4,087 Eligible Consumers



ILC LOCATIONS

Access to Independence of San Diego, Inc.
8885 Rio San Diego Drive, Ste. 131
San Diego, CA 92108
Imperial and San Diego Counties
1-800-300-4326
Louis Frick, Executive Director,
accesstoindependence.org

Center for Independence of Individuals with Disabilities
1515 South El Camino Real, Ste. 400
San Mateo, CA 94402
San Mateo County
(650) 645-1780 Voice
David DeNola, Executive Director, **www.cidsanmateo.org**

Center for Independent Living
3075 Adeline Street, Ste. 100
Berkeley, CA 94703-2576
Alameda County
(510) 841-4776 Voice
Ms. Beatrice Burgess, Interim Executive Director,
www.cilberkeley.org

Central Coast Center Independent Living
318 Cayuga Street, Ste. 208
Salinas, CA 93901
Monterey, San Benito and Santa Cruz Counties
(831) 757-2968 Voice
Elsa Quezada, Executive Director, **www.cccil.org**

Community Access Center
6848 Magnolia Avenue, Ste. 150
Riverside, CA 92506
Riverside County
(951) 274-0358 Voice
Paul Van Doren, Executive Director, **www.ilcac.org**

Communities Actively Living Independent & Free
634 S. Spring St, 2nd Floor
Los Angeles, CA 90014
Los Angeles County
(213) 627-0477 Voice
Lillibeth Navarro, Executive Director,
www.califilc.webs.com

Community Resources for Independent Living
439 "A" Street
Hayward, CA 94541
Alameda County
(510) 881-5743 Voice
Sheri Burns, Executive Director, **www.crilhayward.org**

Dayle McIntosh Center for the Disabled
13272 Garden Grove Boulevard
Garden Grove, CA 92843
Orange County
(714) 621-3300 Voice
Brenda Premo, Interim Directors, **www.daylemc.org**

Disability Services & Legal Center
521 Mendocino Avenue
Santa Rosa, CA 95401
Lake, Mendocino, Napa and Sonoma Counties
(707) 528-2745 Voice
Adam Brown, Executive Director,
www.disabilityserviceandlegal.org

Disability Resource Agency for Independent Living
920 12th Street
Modesto, CA 95354
Amador, Calaveras, Mariposa, San Joaquin, Stanislaus and Tuolumne Counties
(209) 521-7260 Voice
Barry Smith, Executive Director, **www.drail.org**

Disabled Resources Center, Inc.
2750 East Spring Street, Ste. 100
Long Beach, CA 90806
Los Angeles County
(562) 427-1000 Voice
Dolores Nason, Executive Director Ext. 15,
www.drcinc.org

FREED, Center for Independent Living Agency & Disability Resource Connection
2059 Nevada City Hwy, Ste. 102
Grass Valley, CA 95945
Colusa, Nevada, Sierra, Sutter and Yuba Counties
(530) 477-3333 Voice
Ana Acton, Executive Director, **www.freed.org**

Independent Living Center of Kern County
5251 Office Park Drive, Ste. 200
Bakersfield, CA 93309
Kern County
(661) 325-1063 Voice
Jimmie Soto, Executive Director,
www.ilcofkerncounty.org

Independent Living Center of Southern California
14407 Gilmore Street, Ste. 101
Van Nuys, CA 91401
Los Angeles County
785-6934 Voice
Norma Vescovo, Executive Director, **www.ilcsc.org**

Independent Living Resource Center
423 West Victoria
Santa Barbara, CA 93101
San Luis Obispo, Santa Barbara and Ventura Counties
(805) 963-0595 Voice/TTY
(805) 963-1350 Fax
Josephine Black, Executive Director, **www.ilrc-trico.org**

ILC LOCATIONS

Independent Living Resource Center, San Francisco
649 Mission Street, 3rd Floor
San Francisco, CA 94105
San Francisco County
(415) 543-6222 Voice
Jessie Lorenz , Executive Director, **www.ilrcsf.org**

Independent Living Resources of Solano & Contra Costa Counties
1850 Gateway Boulevard, Ste. 120
Concord, CA 94520
Contra Costa and Solano Counties
(925) 363-7293 Voice/TTY
Susan Rotchy, Executive Director, **www.ilrscc.org**

Independent Living Services of Northern California
1161 East Avenue
Chico, CA 95926-1018
Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou and Tehama Counties
(530) 893-8527 Voice/TTY or (800) 464-8527
Evan LeVang, Executive Director, **www.ilsnc.org**

Marin Center for Independent Living
710 Fourth Street
San Rafael, CA 94901
Marin County
(415) 459-6245, Ext. 320 Voice
Eli Gelardin, Executive Director, **www.marincil.org**

Placer Independent Resource Services, Inc.
11768 Atwood Road, Ste. 29
Auburn, CA 95603
Alpine, El Dorado and Placer Counties
(530) 885-6100 Voice
Susan 'Tink' Miller, Executive Director, **www.pirs.org**

Resources for Independence, Central Valley
3008 North Fresno St.
Fresno, CA 93703
Fresno, Kings, Madera, Merced and Tulare Counties
(559)-221-2330 Voice
Robert J. Hand, Rs.D., Executive Director, **www.ricv.org**

Resources for Independent Living
420 I Street, Basement Level, Ste. 3
Sacramento, CA 95814
Sacramento and Yolo Counties
(916) 446-3074 Voice/TTY
Ms. Frances Gracechild, Executive Director,
www.ril-sacramento.org

Rolling Start, Inc.
570 W. 4th Street, Ste. 107
San Bernardino, CA 92401
Inyo, Mono and San Bernardino Counties
(909) 884-2129 Voice
Ms. Fran Bates, Executive Director, **www.rollingstart.org**

Services Center for Independent Life
107 South Spring Street
Claremont, CA 91711-0549
Los Angeles County
(909) 621-6722 Voice
Larry Grable, Executive Director, **www.scil-ilc.org**

Silicon Valley Independent Living Center
2202 North First Street
San Jose, CA 95131
Santa Clara County
(408) 894-9041 Voice
Nayana Shah, Executive Director, **www.svilc.org**

Southern California Resources Services for Independent Living
7830 Quill Drive, Ste. D
Downey, CA 90242
West Los Angeles Country
(562) 862-6531 Voice
James Baker, Executive Director, **www.scrs-ilc.org**

Tri-County Independent Living
2822 Harris Street
Eureka, CA 95503
Del Norte, Humboldt and Trinity Counties
(707) 445-8404 Voice
Ms. Chris Jones, Executive Director, **www.tilinet.org**

Westside Center for Independent Living
12901 Venice Boulevard
Los Angeles, CA 90066
Los Angeles County
(310) 390-3611 Voice
Alan Toy, Interim Executive Director, **www.wcil.org**

> "ILCs are part of the crucial fabric for individuals living with disabilities to stay home and avoid institutionalization."
>
> ~ Todd Teixeira, SVILC Director of Programs

DEPARTMENT of REHABILITATION

Employment, Independence & Equality

721 Capitol Mall Sacramento, CA 95814
(800) 952-5544 (VOICE), (916) 558-5807 (TTY)

www.dor.ca.gov

Sign up for our newsletter!

California DOR

Dorcalifornia

@CaliforniaDOR

Available in alternate formats upon request