

**SUMMARY OF INPUT AND RECOMMENDATIONS OF THE STATE  
REHABILITATION COUNCIL: RESPONSE OF THE DESIGNATED STATE UNIT:  
AND EXPLANATIONS FOR REJECTION OF INPUT OR RECOMMENDATIONS**

The State Rehabilitation Council (SRC) emphasizes its role as a joint partner with the Georgia Department of Labor (GDOL), Vocational Rehabilitation (VR) Program, with significant responsibilities for ensuring the effective delivery of vocational rehabilitation services. The SRC is dedicated to ensuring that persons with disabilities are offered the opportunity to follow an unfettered path to success in work, and become productive citizens within their communities.

The SRC and the VR Program jointly develop, agree to and review annually critical elements of the State Plan. In its assessment of the purpose and effectiveness of the VR delivery system, the Council is please to provide input to VR for the State Plan. The reports and other information sources used to develop recommendations are based on information gathered from public hearings, client and employer satisfaction surveys, feedback from customers, staff and strategic partners, and the SRC strategic planning session.

**SRC Recommendation:**

The 17 percent vacancy rate has affected the quality of customer service and the delivery of vocational services.

The SRC recommends that VR address staffing issues specifically in the areas of recruitment, retention, turnover and competitive salary structure. In addition, customer service standards should be developed and training provided. The SRC is willing to work with VR on this recommendation.

**Agency Response:**

VR accepts the recommendation and will work with the SRC to develop strategies.

**SRC Recommendation:**

The Career Centers and One Stops offer many services that can benefit Georgia job seekers. These services include information and guidance about career options, occupational classroom training, financial aid resources, on-the-job training or customized training, and job search and financial management workshops. The SRC has learned through the public hearings that many people with disabilities have difficulty accessing these employment services. Oftentimes customers who have disabilities are immediately directed to VR.

The SRC recommends that VR develop and implement training to Career Center and One Stop staff on the support needs of people with disabilities, common myths about the employment potential of people with disabilities, and the facts about the employment potential of people with disabilities.

**Agency Response:**

VR accepts the recommendation and will work with the Career Centers and One Stops to increase accessibility of services.

**SRC Recommendation:**

The SRC recommends that VR provide continuous staff training on transition, IDEA, and transition related services. Additionally, it is recommended that VR partner with Parents Educating Parents and Professionals (PEPP) to train students, parents, and professionals on VR services, eligibility requirements, and policy.

**Agency Response:**

VR accepts the recommendation and will partner with PEPP and others, as recommended at the public hearings, to develop training.

**SRC Recommendation:**

The SRC recommends that VR work with private partners to develop community employment.

**Agency Response:**

VR accepts the recommendation and will increase development efforts.

**SRC Recommendation:**

The SRC recommends that VR develop strategies to increase the provision of vocational rehabilitation services to veterans.

**Agency Response:**

VR accepts the recommendation and will work with the Veterans Administration to develop a Memorandum of Understanding to provide services for eligible veterans.