

AGENCY ANNUAL PROGRAM PERFORMANCE REPORT FOR PATBI

REPORTING PERIOD: FROM 10/1/2010 TO 9/30/2011

STATE: Virginia

AGENCY NAME: Virginia Office for Protection and Advocacy

DATE SUBMITTED:

AGENCY INFORMATION

Agency Name: Virginia Office for Protection and Advocacy

Address of Agency:

a. Main Office:

1910 Byrd Avenue, Suite 5
Richmond, Virginia 23230

b. Satellite Office(s) (if applicable):

Not Applicable

c. Contract Office(s) (if applicable):

Not Applicable

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PART I: NON-CASE SERVICES

A. INFORMATION AND REFERRAL SERVICES (I&R)

1. Total Individuals Receiving I&R Services	130
2. Total Number of I&R requests during the Fiscal Year	131

B. TRAINING ACTIVITIES

1. Number of Trainings Presented by Staff	28
2. Number of Individuals Who Attended These Trainings	517

3. Describe at least two (2) trainings presented by the staff. Be sure to include information about the topics covered, the purpose of the training, and a description of the attendees.

VOPA provided training on a broad array of topics such as disability rights, employment, special education, and TBI services and resources available in Virginia to a diverse group of attendees during this past year.

Training to improve the lives of veterans with TBI remained a priority. One such training involving five groups and 179 individuals addressed employment rights of veterans with TBI. The training focused on the Americans with Disabilities Act and state employment laws. Training attendees included veterans with TBI and staff of the Virginia Employment Commission. The training educated the participants on employment law applicable to veterans with TBI with practical information on their employment rights and how to protect them.

Training on special education issues for parents with children with TBI and school staff is another area where VOPA remains focused. One such training educated 37 parents and school staff on Functional Behavioral Assessments (FBAs) and Behavior Intervention Plans (BIPs) along with addressing seclusion and restraint policies. Persons trained now have a better understanding of these special education issues and can better respond to the behavioral needs of students with TBI in an appropriate manner.

4. Agency Outreach

Describe the agency's outreach efforts to previously unserved or underserved individuals including minority communities.

Based upon a review of previously underserved areas, VOPA selected the Northern Neck region of the Commonwealth for outreach and training. VOPA provided training in five Individualized Education Program (IEP) areas, in collaboration with advocacy groups including the Middle Peninsula-Northern Neck Community Services Board. VOPA also performed additional outreach and training to a local parent organization and to Department of Social Services (DSS) offices in order to provide maximum information to students, parents, and advocates. VOPA eventually met with several school officials, including representatives from four Northern Neck school districts, focusing on increasing Early Periodic Screening, Diagnosis, and Treatment (EPSDT) access to increase services. In addition, the project resulted in VOPA securing an agreement with the Department of Education (VDOE) to make various positive procedural changes in the Department's special education mediation program that will benefit children receiving special education throughout the Commonwealth. These activities benefit the constituents of many of VOPA's programs, but especially benefit children with Traumatic Brain Injury and their families.

C. INFORMATION DISSEMINATED TO THE PUBLIC

1. Radio and TV Appearances by Agency Staff	0
2. Newspaper/Magazine/Journal Articles Prepared by Agency Staff	3
3. PSAs/Videos Aired by the Agency	2
4. Website Hits	
5. Publications/Booklets/Brochures Disseminated by the Agency	3

6. Other

Number	Description (use separate sheets if necessary)
0	

7. External Media Coverage of Agency Activities

Radio/TV Coverage	Newspaper/ Magazines/Journal	PSAs/Videos	Publications/ Booklets/Brochures
	61		

PART II: CASE-SERVICES

A. INDIVIDUALS SERVED

1. Individuals	
a. Individuals Served Receiving Advocacy at Start of Fiscal Year (carryover from prior)	4
b. Additional Individuals Served During Fiscal Year (new for fiscal year)	7
c. Total Number of Individuals Served During Fiscal Year (a + b)	11
d. Total Number of Individuals with Cases that Were Closed During Fiscal Year	9
e. Total Individuals Still Being Served at the End of the Fiscal Year	2

2. Services	
a. Number of Cases/Service Requests Open at Start of Fiscal Year (carryover from prior)	5
b. Additional Cases/Service Requests Opened During Fiscal Year (new for fiscal year)	7
c. Total Number of Cases/Service Requests During Fiscal Year (a + b)	12
d. Total Number of Cases/Service Requests that Were Closed During Fiscal Year	10
e. Total Number of Cases/Service Requests Open at the End of the Fiscal Year	2

B. PROBLEM AREAS/COMPLAINTS OF INDIVIDUALS SERVED

Complaint	
1. Abuse (total)	
a. Inappropriate Use of Restraint & Seclusion	
b. Involuntary Treatment	
c. Physical, Verbal, & Sexual Assault	
d. Other	
2. Access to Records	
3. Advance Directives	
4. Architectural Accessibility	
5. Assistive Technology (total)	1

a. Augmentative Comm. Devices	
b. Durable Medical Equipment	
c. Vehicle Modification/Transportation	
d. Other	
6. Civil Commitment	
7. Custody/Parental Rights	
8. Education (total)	
a. FAPE: IEP/IFSP Planning/Development/Implementation	
b. FAPE: Discipline/Procedural Safeguards	
c. FAPE: Eligibility	2
d. FAPE: Least Restrictive Environ.	
e. FAPE: Multi-disciplinary Evaluation/Assessments	
f. FAPE: Transition Services	1
g. Other	
9. Employment Discrimination (total)	
a. Benefits	
b. Hiring/Termination	2
c. Reasonable Accommodations	
d. Service Provider Issues	
e. Supported Employment	
f. Wage and Hour Issues	
g. Other	
10. Employment Preparation	1
11. Financial Benefits (total)	
a. SSDI Work Incentives	
b. SSI Eligibility	
c. SSI Work Incentives	
d. Social Security Benefits Cessation	
e. Welfare Reform	
f. Work Related Overpayments	
g. Other Financial Entitlements	
12. Forensic Commitment	
13. Government Benefits/Services	3
14. Guardianship/Conservatorship	
15. Healthcare (total)	
a. General Healthcare	

b. Medicaid	
c. Medicare	
d. Private Medical Insurance	
e. Other- - issues with Veterans Administration	2
16. Housing (total)	
a. Accommodations	
b. Architectural Barriers	
c. Landlord/Tenant	
d. Modifications	
e. Rental Denial/Termination	
f. Sales/Contracts/Ownership	
g. Subsidized Housing/Section 8	
h. Zoning/Restrictive Covenants	
i. Other	
17. Immigration	
18. Neglect (total)	
a. Failure to Provide Necessary or Appropriate Medical Treatment	
b. Failure to Provide Necessary or Appropriate Mental Health Treatment	
c. Failure to Provide Necessary or Appropriate Personal Care & Safety	
d. Other	
19. Post-Secondary Education	
20. Non-Medical Insurance	
21. Privacy Rights	
22. Rehabilitation Services (total)	
a. Communications Problems (Individuals/Counselor)	
b. Conflict About Services To Be Provided	
c. Individual Requests Information	
d. Non-Rehabilitation Act	
e. Private Providers	
f. Related to Application/Eligibility Process	
g. Related to IWRP Development/Implementation	
h. Related to Title I of ADA	
i. Other Rehabilitation Act-related problems	
23 Suspicious Death	
24. Transportation (total)	

a. Air Carrier	
b. Paratransit	
c. Public Transportation	
d. Other	
25. Unnecessary Institutionalization	
26. Voting (total)	
a. Accessible Polling Place / Equipment	
b. Registration	
c. Other	
27. Other*	

*For any cases listed under “27. Other,” describe the specific problem area or complaint and the number of cases covered under each problem area or complaint listed. Use separate sheets if necessary.

C. REASONS FOR CLOSING CASE FILES

1. Reason for Closing Case Files

Reason	
a. All Issues Resolved in Client’s Favor	6
b. Some Issues Resolved in Client’s Favor	1
c. Other Representation Obtained	
d. Individual Withdrew Complaint	2
e. Services Not Needed Due to Death, Relocation, etc.	
f. Individual Not Responsive to Agency	
g. Case Lacked Legal Merit	
h. Conflict of Interest	
i. Agency Withdrew from Case	
j. Lack of Resources	
k. Not Within Priorities	
l. Issue Not Resolved in Client’s Favor	1
m. Other*	
n. Total	

*For any cases listed under “Other,” describe the reason for closing the case and the number of cases covered under each reason listed. Use separate sheets if necessary.

D. HIGHEST INTERVENTION STRATEGY

Interventions	
1. Short Term Assistance	3
2. Systemic/Policy Activities	
3. Investigation/Monitoring	
4. Negotiation	5
5. Mediation/Alternative Dispute Resolution	
6. Administrative Hearing	2
7. Legal Remedy/Litigation	
8. Class Action Suits	

PART III: STATISTICAL INFORMATION FOR INDIVIDUALS SERVED

A. AGE OF INDIVIDUALS SERVED

Age	
0 to 12	1
13 to 18	1
19 to 25	1
26 to 64	8
65 and over	
Total	11

B. GENDER OF INDIVIDUALS SERVED

Male	7
Female	4
Total	11

C. RACE/ETHNICITY OF INDIVIDUALS SERVED

Race/Ethnicity	
1. American Indian/Alaskan Native	
2. Arab American	
3. Asian	
4. Black/African American	2
5. Hispanic/ Latino	
6. Native Hawaiian/Other Pacific Islander	
7. White/Caucasian	7
8. Multiracial/Multiethnic	2
9. Race/Ethnicity Unknown	

10. Other Than Above*	
11. Total	

*For any individuals listed under "Other Than Above," describe the race/ethnicity of the individual and the number of cases covered under each description listed. Use separate sheets if necessary.

D. LIVING ARRANGEMENTS OF INDIVIDUALS SERVED

Arrangement	
1. Community Residential Home	1
2. Foster Care	
3. Homeless/Shelter	
4. Legal Detention/Jail/Prison	
5. Nursing Facility	
6. Parental/Guardian or Other Family Home	2
7. Independent	8
8. Private Institutional Setting	
9. Public (State Operated) Institutional Setting	
10. Public Housing	
11. VA Hospital	
12. Other*	
13. Unknown/Not Provided	

*For any cases listed under "Other," describe the living arrangement of the individual and the number of cases covered under each description listed.

E. GEOGRAPHIC LOCATION

Geographic Location	
1. Urban/Suburban	7
2. Rural	4
3. Total	11

PART IV: SYSTEMIC ACTIVITIES AND LITIGATION

A. SYSTEMIC ACTIVITIES

1. Number of Policies/Practices Changed as a Result of Non-Litigation Systemic Activities	0
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2. Describe the agency's systemic activities. Be sure to include information about the policies that were changed and how these changes benefit individuals with disabilities. If possible, estimate the number of individuals potentially impacted by such policy changes. Also include at least three case examples of how the agency's systemic activities impacted individuals served.

VOPA represented the interests of children on the VDOE's Traumatic Brain Injury (TBI) Task Force. The objective of the Task Force is to edit and redistribute VDOE's guidebook on children with TBI, with an emphasis on encouraging schools to better identify and educate children with TBI. VOPA has taken a lead role in ensuring that the new manual properly reflects current special education regulations and other legal requirements. VOPA is also working to develop training for special education teachers and administrators on services for children with TBI. This objective is being carried over to the next year.

B. LITIGATION/CLASS ACTIONS

1. Total Number of Non-Class Action Lawsuits Filed	0
a. Number of Non-Class Action Lawsuits Filed During Fiscal Year (new for fiscal year)	0
b. Number of Non-Class Action Lawsuits Filed at Start of Fiscal Year (carryover from prior fiscal year)	0

2. Total Number of Class Action Lawsuits Filed	0
a. Number of Class Action Lawsuits Filed During Fiscal Year (new for fiscal year)	0
b. Number of Class Action Lawsuits Filed at Start of Fiscal Year (carryover from prior fiscal year)	0

3. Describe the agency's litigation/class action activities. Explain how individuals with disabilities benefited from such litigation. If possible, estimate the number of individuals potentially impacted by changes resulting from the litigation. Be sure to include at least three case examples that demonstrate the impact of the agency's litigation.

Not applicable.

C. MONITORING

Describe any monitoring conducted by the agency by providing the major areas of non-litigation-related monitoring activities and the groups likely to be affected. Address the major outcomes of the monitoring activities during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency's monitoring activities.

Not applicable

D. LITIGATION-RELATED MONITORING

Describe any monitoring conducted by the agency related to court orders or case settlements by providing the major areas of monitoring and the groups likely to be affected. Address the major outcomes of the litigation-related monitoring during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency’s litigation-related monitoring.

Not applicable.

E. FULL OR PRELIMINARY INVESTIGATIONS

Describe any full investigations conducted by the agency by providing the major areas of investigation and the groups likely to be affected. Address the major outcomes of the investigations during the fiscal year. Be sure to include at least three case examples that demonstrate the impact of the agency’s investigations. Use separate sheets if necessary.

Not applicable.

F. DEATH INVESTIGATIONS

1. Number of Formal Death Reports Received	0
2. Number of Informal/External Death Reports Received	0
3. Number of Death Investigations	0

4. Describe any death investigations conducted by the agency during the fiscal year and any subsequent activities resulting from these investigations. Also include the major outcomes of the death investigations. Use separate sheets if necessary.

Not applicable.

PART V: PRIORITIES AND OBJECTIVES

A. CURRENT PRIORITIES AND OBJECTIVES

Priority #1: People with Disabilities are Free from Abuse and Neglect

Description of Need, Issue, or Barrier Addressed:

Adequate System for Protection from Harm in Licensed Community Residential Settings

Indicator(s):

Develop a publication to educate consumers regarding the state or federal agency that has regulatory authority over each community residential setting and how to file a complaint of abuse or neglect.

Review the newly revised emergency planning matrix for local community planners to ensure that concerns of persons with disabilities are adequately addressed. Make recommendations as appropriate.

Inform policy makers of the need to eliminate abuse and neglect in licensed community residential settings in response to all significant proposed regulations, policies or legislation.

Outcome: Met
Total Number of Cases Handled Not case level services

Illustrative Cases (at least one specific case description showing the success)

VOPA developed a fact sheet to educate consumers regarding the state and federal agencies with regulatory authority over the various types of community residential facilities. In addition, the fact sheet explains how to file a complaint of abuse or neglect. The fact sheet is available by request in hardcopy format and is available on-line on the VOPA website.

Using other funding, VOPA reviewed the newly revised emergency planning matrix for local community planners to ensure that concerns of persons with disabilities are adequately addressed. Based in part on VOPA's efforts, the local planning matrix was revised to reflect more emphasis on inclusion of persons with disabilities and those with special needs, defined by functional need instead of label or diagnosis. The revised documents and resource tools for planners are now available and training for local planners scheduled.

VOPA tracked legislative bills and discussions at the General Assembly related to abuse and neglect. We posted regular "Legislative Highlights" on our web page and sent occasional "alerts" concerning specific issues.

Priority #2: Children with Disabilities Receive an Appropriate Education

Description of Need, Issue, or Barrier Addressed:

Need for appropriate therapy and services, equal access to a full school day, children who are suspended or who are risk of long-term suspension

Indicator(s):

By December 1, 2010. identify a region of the Commonwealth, based on public input and experience for targeted advocacy. Train at least fifteen (15) people in the targeted region on five (5) distinct stages of the Individualized Education Plan (IEP) development and implementation. In choosing the region, preference will be given to previously underserved areas. Represent any identified children with TBI and notify relevant policymakers of any identified systemic issues.

Develop a fact sheet for parents on the rights of children in special education to receive a full school day and distribute to all current and former clients who are eligible for special education services. Develop training information on this and present in all IEP trainings. Provide technical assistance to parents on filing VADOE complaints alleging children have been denied a full school day by posting a model complaint on selected internet forums and websites, including VOPA's.

Train teachers, school staff or parent advocates regarding Functional Behavioral Assessments and Behavioral Intervention Plans, and addressing seclusion and restraint practices and methodologies in schools.

Outcome: Met
Total Number of Cases Handled Not case level services

Illustrative Cases (at least one specific case description showing the success)

Based upon a review of previously underserved areas, VOPA selected the Northern Neck region of the Commonwealth for outreach and training. Using multiple program funds, VOPA provided training in five Individualized Education Program (IEP) areas, in collaboration with advocacy groups including the Middle Peninsula-Northern Neck Community Services Board. The trainings addressed a variety of general issues of use to children with TBI and their families, including how to obtain appropriate behavior support services. The trainings incorporated a range of case studies including one case study of a child with TBI.

VOPA also performed additional outreach and training to a local parent organization and to DSS offices in order to provide maximum information to students, parents and advocates. VOPA's outreach and efforts resulted in just one case from that area. In that case, VOPA advocated for a child to receive appropriate occupational therapy. We did learn of potential systemic issues with the school districts' failure to access ESPDT funding to provide needed services. VOPA eventually met with several school officials, including representatives from four Northern Neck school districts, focusing on increasing ESPDT access to increase services. In addition, the project resulted in VOPA securing an agreement with the Department of Education to make various positive procedural changes in the Department's special education mediation program that will benefit children, including children with TBI, receiving special education throughout the Commonwealth.

VOPA collaborated with VDOE to develop a fact sheet for parents on the rights of children in special education to receive a full school day. The fact sheet was sent to all 131 Virginia School Division Superintendents, with instructions to share the information with their schools and to contact VOPA or VDOE with any questions. VOPA distributed the publication to all its clients and the public through its website; the publication is also available by request.

VOPA provided presentations on Functional Behavioral Assessments (FBAs) and Behavior Intervention Plans (BIPs) to the Protecting Individuals with Disabilities Education Rights parent advocacy group at the Endependence Center (Norfolk), and to a group parents at the Fredericksburg Center for Independent Living (CIL), and the Children's Home Society (Richmond). VOPA trained 37 parents and staff. The presentations provided training on FBA and BIP requirements in general. The training also addressed seclusion and restraint practices. Persons trained now have a better understanding of FBA, BIP, and seclusion and restraint issues along with how to more appropriately respond to the behavioral needs of students with disabilities, including children with TBI.

Priority #3: Children with Disabilities Receive an Appropriate Education

Description of Need, Issue, or Barrier Addressed:

Special Education for Children with Traumatic Brain Injuries

Indicator(s):

Represent the rights of children with Traumatic Brain Injuries to receive appropriate evaluations, identification and services by participating on the VADOE Task Force shared to revise guidelines for the education of children with TBI.

Represent two (2) individuals with TBI who have been denied appropriate evaluations, services, or accommodations under their IEP or 504 Plan.

Through contract with Brain Injury Services of the Southwest, advocate for at least fifteen (15) children with TBI to receive appropriate special education services through September 30, 2011.

Outcome: Met
Total Number of Cases Handled 43 (42 via contract)

Illustrative Cases (at least one specific case description showing the success)

VOPA represented the interests of children on the VDOE's TBI Task Force. The objective of the Task Force is to edit and redistribute DOE's guidebook on children with TBI, with an emphasis on encouraging schools to better identify and educate children with TBI. VOPA has taken a lead role in ensuring that the new manual properly reflects current special education regulations and other legal requirements. VOPA is also working to develop

training for special education teachers and administrators on services for children with TBI. This objective is being carried over to the next year.

VOPA directly assisted one child with TBI relating to appropriate educational evaluation and services. VOPA attended eligibility and planning meetings with the mother of the student, and was able to obtain several of the requested services and accommodations in a new IEP including: a behavioral strategy sheet, T-TAC assessment, autism consultation hours, and a small classroom setting for math.

Through a contract with Brain Injury Services of the Southwest, VOPA provided advocacy services on 42 individual service requests for 25 children with TBI to receive appropriate special education services through an IEP or 504 plan. The typical service included meeting with parents of children with TBI to educate them on the IEP process and to assist them in developing IEP self-advocacy skills related to their particular IEP meetings. In one instance the agency provided direct advocacy at the IEP meeting resulting in increased one-on-one educational services. Of the children served, one individual was in foster care, another institutionalized. The remaining 23 lived with a parent or legal guardian.

Priority #4: People with Disabilities Have Equal Access to Government Services

Description of Need, Issue, or Barrier Addressed:

Appropriate TBI supports for Veterans

Indicator(s):

Train Veterans and staff at five (5) Veterans facilities, Virginia Employment Commission employment centers, or community-based Veterans groups or organizations concerning employment rights for people with TBI.

Submit three (3) articles to Veterans' groups or organizations for publication in bulletins or newsletters regarding identification of service-connected disabilities and access to appropriate services.

Represent two (2) veterans with TBI denied appropriate services or supports.

Outcome: Met
Total Number of Cases Handled 3

Illustrative Cases (at least one specific case description showing the success)

VOPA provided training on TBI and employment rights for veterans at the Virginia Employment Commission's state conference, reaching 71 Veteran Employment Coordinators from across the state. VOPA also completed trainings for 21 staff of the Richmond VEC; 7 Veteran Employment Coordinators at the Prince William VEC; 5 consumers and staff at the Alexandria VEC; and 75 individuals at Fort Belvoir Army Base. The trainings totaled: 5 groups and 179 individuals.

VOPA submitted articles on "Assistive Technology for Veterans," "Fair Housing for Veterans," "Federal Rules Help House-Hunting Veterans," and "Removing Barriers to Health Care" to publications with Veterans as the target audience. All except for the "Removing Barriers" article were published in FY 2011 by the Fort Lee newspaper (*Fort Lee Traveler*) and the Military Newspaper of Virginia (*The Flagship*). In addition, the Paralyzed Veterans of America newsletter published the "Assistive Technology" article. The articles reached approximately 15,000 Veterans, some of whom may have traumatic brain injuries.

VOPA currently represents a veteran with TBI seeking appropriate services and supports through the McGuire VA Hospital. VOPA has two additional open cases assisting veterans

with TBI in obtaining appropriate evaluations and services. One client with TBI is facing discharge from active duty and was denied a TBI Assessment at Fort Belvoir. Another client is a disabled veteran seeking vocational services.

Priority #5: People with Disabilities are Employed to their Maximum Potential

Description of Need, Issue, or Barrier Addressed:

Employment Rights under the ADA

Indicator(s):

Train consumers and community based advocacy groups on employment rights.

Develop a curriculum on “Employee and Applicant Rights under the ADA” and offer to provide this training for a fee to trade groups or other employers and to parties as part of settlement agreements in ADA employment cases.

Outcome: Met
Total Number of Cases Handled Not Case Level Services

Illustrative Cases (at least one specific case description showing the success)

Using multiple program funds, VOPA provided five trainings on employment rights at community organizations, including a Center for Independent Living, community college, and a public high school, reaching over 100 individuals with disabilities, their family members, and caregivers. The trainings educated individuals about disability-law employment rights under the Americans with Disabilities Act and state law. The trainings covered issues for those about to enter the workforce, for those on the job, and for those seeking advancement or new positions.

Using other funding, VOPA developed training materials on “Employee and Applicant Rights under the ADA,” including materials approved for Virginia CLE (Continued Legal Education credits for licensed attorneys) and presented to VOPA staff. Marketing materials were prepared and targeted audiences identified. The materials are available for use in settlement agreements. Also, VOPA is attempting to collaborate with the Virginia Employment Lawyers Association to expand use of the materials. Although trainings target employers, employees benefit by making their employers aware of ADA employment rights and responsibilities.

B. AGENCY ACCOMPLISHMENTS

Describe the most significant accomplishments of the agency during the fiscal year.

Children’s Issues:

VOPA has a lead role in ensuring that the VDOE’s TBI Task Force new manual and related trainings properly reflect current special education regulations and other legal requirements. Also, VOPA evaluated and provided input into the development of a Department of Behavioral Health and Developmental Services position regarding seclusion and restraint usage resulting in instructions that impose a uniform reporting system on state operated facilities.

VOPA collaborated with VDOE to develop a fact sheet for parents on the rights of children in special education to receive a full school day. The materials were distributed to all 131 school division superintendents and the public at large. In addition, VOPA provided presentations on FBAs and BIPs to 37 parents at three organization sites.

Based upon a review of previously underserved areas on special education, VOPA targeted a region of the Commonwealth for outreach and training, including training on five

Individualized Education Program (IEP) topics to community groups, parents, and students. One immediate result has been learning of potential systemic issues in that area including possible violations in the way the school districts identify students for special education services.

Through a contract with Brain Injury Services of the Southwest, VOPA significantly expanded its TBI special education services to children.

Veterans and Employment Issues:

VOPA gave five trainings on TBI and employment rights for Veterans to 179 individuals and published three articles in publications for Veterans that each reached approximately 15,000 readers.

VOPA provided five trainings on employment rights at community organizations, including a CIL, community college, and a public high school, reaching over 100 individuals with disabilities and their families.

VOPA developed training materials on "Employee and Applicant Rights under the ADA" targeted to employers that will benefit employees by making their employers aware of ADA employment rights and responsibilities.

C. IMPLEMENTATION PROBLEMS

Describe any external or internal implementation problems for priorities marked "not met" or "partially met."

Not applicable as all targeted goals were "met." However, lack of resources remains a significant impediment to meeting the advocacy needs of adults and children with TBI. VOPA staff regularly use other appropriate funding resources to serve potential PATBI-eligible individuals in order to maximize total services provided. Additional PATBI funds would permit VOPA to increase PATBI goal objectives. The unmet need is significant.

While identified estimated case numbers and activities may have been addressed in conjunction with other funding sources, the result was a positive impact on PATBI-eligible individuals.

PART VI: AGENCY ADMINISTRATION

A. GRIEVANCES FILED

PATBI grievances filed against the agency during the fiscal year	0
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B. COLLABORATIVE EFFORTS

On TBI funded projects, VOPA collaborated with the following entities:

Assisted Living Facilities (including: Azzie Manor, Clay's, Covenant Columns Manor, Hamilton West, Jan's Residential, Metro Gardens, Totty Place, and Ye Olde Virginia)

- Brain Injury Services of Southwest Virginia
- Endependence Inc. (Norfolk)
- Fredericksburg Center for Independent Living
- Hampton Roads Planning District
- Hanover Caregivers Network
- J. Sargeant Reynolds Community College

Middle Peninsula Northern Neck Community Services Board
Northampton County Community Action Center
Parent Teacher Student Association (Northern Neck)
Partners in Policymaking
Petersburg Area Rehabilitation Center
Petersburg CIL
Prince George High School
Richmond Independent Living Center
Senior Centers (including: Accomack and Carroll Counties)
Southwest Rural Community Action Center
Virginia Board for People with Disabilities
Virginia Department of Emergency Management
Virginia Department of Health
Virginia Department for the Deaf and Hard of Hearing
Virginia Department of Education
Virginia Department of Social Services
Virginia Employment Commission
VISIONS Family Services
Williamsburg Transit

1. NETWORK COLLABORATION

VOPA regularly collaborates and consults with the National Disability Rights Network (NDRN). Several VOPA staff subscribe to NDRN supported P&A listservs. These listservs offer P&As the opportunity to consult and collaborate nationwide on similar issues and concerns facing people with disabilities. VOPA staff serve on NDRN TASC committees, as well.

2. ALL OTHER COLLABORATION

Describe any coordination with programs that are not part of the agency (e.g. state longterm care programs, etc.). Use separate sheets if necessary.

VOPA has two Advisory Councils known as the Disabilities Advisory Council (DAC) and the Protection and Advocacy for Individuals with Mental Illnesses (PAIMI) Council. The Councils' primary responsibility is to advise the protection and advocacy system on policies and priorities to be carried out in protecting individuals with disabilities. This function helps VOPA to identify underserved and unserved Virginians. Both Councils have strong consumer representation. The Council Chairs are non-voting members of the VOPA Governing Board. Additionally, Council members participate on the Governing Board Committees. On those committees, the Council members have an equal vote.

VOPA participates on the Virginia Rehabilitation Council for the Department for the Blind & Vision Impaired (DBVI) and the Rehabilitation Council for the Department of Rehabilitative Services. The Rehabilitation Act of 1973, as amended, requires the establishment of a Statewide Rehabilitation Council to be appointed by the Governor. The amendments identify specific organizations to be represented on the Council, and also specify that a minimum of four individuals represent business, industry, and labor on the Council as well as current or former applicants for or recipients of vocational rehabilitation ("VR") services. The Rehabilitation Council advises the VR program in development of the State plan and completion of the federally required needs assessment. The Council also assists with customer satisfaction surveys, training or employment opportunities, and completion of the required Annual Report on the status

of VR services in the State. VOPA staff fully participate in the meeting, although the Governor has not made formal appointments of VOPA staff for either council.

VOPA works informally with the State Long-Term Care Ombudsman throughout the year. Coordination with the State Long-Term Care Ombudsman Program (through the Virginia Department of Aging) is particularly important during the legislative session. During FY11, agencies worked together to address several issues facing nursing home constituents.

The Department of Medical Assistance Services (DMAS) is the primary source of funding for the long-term care system in Virginia. VOPA coordinates with them on an as needed basis.

PART VII: END OF FORM

_____ Signature	_____ Date
Colleen Miller, Executive Director	
_____ Name (printed)	_____ Title