

# RSA-227 for FY-2025: Submission #9

**State name**

Virginia

**Report through date**

09/30/2025

**Grant Award Number**

H161A250067

**Submitting Organization**

Disability Law Center of Virginia

## ▼ General Information

Designated Agency Identification

**Name**

disAbility Law Center of Virginia

**Address**

1512 Willow Lawn Drive, Suite 100

**Address Line 2**

{Empty}

**City**

Richmond

**State**

VA

**Zip Code**

23230

**E-mail Address**

[info@dlcv.org](mailto:info@dlcv.org)

**Website Address**

<http://www.dlcv.org>

**Phone**

[8042252042](tel:8042252042)

**TTY**

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**Toll-free Phone**

[8005523962](tel:8005523962)

**Toll-free TTY**

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**Fax**

{Empty}

Operating Agency (if different from Designated Agency)

**Name**

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**Address**

{Empty}

**Address Line 2**

{Empty}

**City**

{Empty}

**Zip Code**

{Empty}

**State**

{Empty}

**E-mail Address**

{Empty}

**Website Address**

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**Phone**

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**TTY**

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**Toll-free Phone**

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**Toll-free TTY**

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**Fax**

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Additional Information

**Name of CAP Director/Coordinator**

Colleen Miller

**Person to contact regarding report**

Robert Gray

**Contact Person Phone**

[8042252042](tel:8042252042)

**Contact Person E-mail Address**

[robert.gray@dlcv.org](mailto:robert.gray@dlcv.org)

▼ **Part I. Non-case Services**

A. Information and Referral Services  
(I&R)

**1. Information regarding the vocational rehabilitation (VR) program**

31

**2. Information regarding independent living programs**

1

**3. Information regarding American Indian VR Service projects**

0

**4. Information regarding Title I of the ADA**

83

**5. Other information provided**

68

**6. Information regarding CAP**

0

**7. Total I&R services provided (Lines A1 through A6)**

183

**B. Training****Activities****1. Number of training sessions presented to community groups and public agencies.**

21

**2. Number of individuals who attended these training sessions.**

1322

**3. Describe training presented by the staff. Include the following information:**

dLCV partnered with stakeholders from the Children's Assistive Technology Service (CATS) to conduct Coming of Age (COA) presentations at Psychiatric Residential Treatment Facilities (PRTFs) across the Commonwealth. The topics for the presentations included rights and services for students with disabilities who are preparing for discharge from the PRTFs and a return to the community. Another topic included preparing for life after high school including pre-employment and Vocational Rehabilitation (VR) services. dLCV presented to a combined total of 52 staff to include directors, case managers, risk management, and direct service professionals from four PRTFs. The staff now have a greater understanding of the services available to the residents who are preparing for a return to their home community and know how to work with the VR providers.

dLCV presented at six different state conferences on COA related issues and shared the newly updated 'I Have a Choice I Have a Voice' manual at the conferences. The COA topics presented were Supported Decision Making (SDM), appropriate pre-employment and VR and other issues that students and families need to know when preparing for life after high school. dLCV reached over 400 attendees at the conferences. The conferences included presentations at the Parent Education Advocacy Training Center (PEATC) annual summit for families, the "I am Determined" Conference, a conference in the Tidewater area for the Foster Care and Kinship Care Communities, the Women of Empowerment Conference a district wide transition conference and the state's annual Collaborations Conference.

Through dLCV's COA related work, dLCV held a clinic each quarter focusing on one subject of the "I Have a Choice, I Have a Voice" manual. The topics included for the clinics were: Social Security issues related to turning 18, Supportive Decision Making (SDM), Representative Payee issues when you are on SSI or SSDI benefits as a young adult and pre-employment and VR services as the student prepares for graduation from high school. dLCV advertised the clinics via our Social Media platforms with a post explaining the issues of each clinic addressed. The information reached dLCV's over 5200 Social Media followers and a combined total of 13 students and families through the in-person clinics.

**C. Agency Outreach****Describe the agency's outreach efforts to previously un-served or underserved individuals including minority communities.**

dLCV participated in three resource fairs with Hispanic and Foster Care Communities. dLCV shared COA related information including our updated "I Have a Choice, I Have a Voice manual, information on the Client Assistance Program (CAP) voting rights and other dLCV publications. dLCV reached a combined total of over 800 individuals, families and service providers. The resource fairs were hosted by Circle of Support conference from the Prince William Arc, the Tidewater area Foster Care conference and a resource fair for Prince George County Schools (PGCS).

dLCV presented at a bilingual conference hosted by the Endependence Center in Arlington. dLCV presented on the topics of dLCV services and VR to students with disabilities from the Hispanic

Community. There were 20 attendees at the virtual presentation done in English and 47 attendees at the virtual presentation done in Spanish. The presentations were recorded to reach a wider audience once the sessions were posted.

dLCV facilitated 3 outreach presentations to various advocacy groups from the Hispanic Community on the Eastern Shore. The people were so happy to get the information. Many of the individuals and organizations had never heard of dLCV or the services of CAP. One of the presentations which was sponsored by the Legal Aid Office was done via Facebook Live. It had over 1000 views.

dLCV formed new partnerships and relationships with agencies who know little or nothing about our work with individuals with disabilities. These organizations represent the underserved Hispanic Community. The agencies include: Anderson Connor Civic Engagement Center, Coach Salud Logistics Partnerships, Northern Virginia (NVA) Partnership of service providers in the Hispanic Community, Southeastern Community Partnership of service providers of the Hispanic Community, Community Health Workers (CHW) local and statewide chapters, 2 Hispanic church congregations on the Eastern Shore, Legal Aid Office on the Eastern Shore, Latino Empowerment Center and 2 Hispanic radio stations. The above referenced organizations shared dLCV social media posts and now have a new partner from the disability community for the individuals and families they serve who are impacted by a disability.

#### D. Information Disseminated To The Public By Your Agency

##### **1. Agency Staff Interviewed or Featured on Radio and TV**

1

##### **2. Articles about CAP Featured in Newspaper/Magazine/Journals**

9

##### **3. PSAs/Videos Aired about the CAP Agency**

0

##### **4. Publications/Booklets/Brochures Disseminated by the Agency**

905

##### **5. Number of Times CAP Exhibited at Conferences, Community Fairs, etc.**

5

##### **6. Other**

0

##### **Please explain below**

dLCV updated our "I Have a Choice, I Have a Voice" manual that benefits students with disabilities preparing for life after high school, their families and their service providers. The manual was translated to Arabic, Chinese, English, Spanish and Vietnamese. The manual was also posted to dLCV's website, social media and via a QR Code. The manual was distributed at resource fairs, presentations and to individuals. The manual was also placed on dLCV's publications page so people can make a direct request for the publication. dLCV distributed a combined total of 305 manuals in the 5 languages.

#### E. Information Disseminated About Your Agency By External Media Coverage

##### **Describe the various sources and information disseminated about your agency by an external source.**

N/A

## ▼ Part II. Individual Case Services

#### A. Individuals served

##### **1. Individuals who are still being served as of October 1 (carryover from prior year)**

2	
<b>2. Additional individuals who were served during the year</b>	
44	
<b>3. Total individuals served (Lines A1+A2)</b>	
46	
<b>4. Individuals (from Line A3) who had multiple case files opened/closed this year.</b>	
2	
<b>5. Individual still being served as of September 30 (Carryover to next year. This total may not exceed Line A3.)</b>	
1	

B. Problem areas

<b>1. Individual requests information</b>	
6	
<b>2. Communication problems between individual and VR counselor</b>	
2	
<b>3. Conflict about VR services to be provided</b>	
21	
<b>4. Related to VR application/eligibility process</b>	
11	
<b>5. Related to assignment to order of selection priority category</b>	
0	
<b>6. Related to IPE development/implementation</b>	
4	
<b>7. Related to independent living services</b>	
2	
<b>8. Other Rehabilitation Act-related problems</b>	
2	
<b>9. Non-Rehabilitation Act related</b>	
0	
<b>10. Related to Title I of the ADA</b>	
0	

C. Intervention Strategies for closed cases

<b>1. Short Term Technical Assistance</b>	
8	
<b>2. Investigation/Monitoring</b>	
0	
<b>3. Negotiation</b>	
23	
<b>4. Mediation and other methods of Alternative Dispute Resolution</b>	
0	
<b>5. Administrative / Informal Review</b>	
16	

**6. Formal appeal / Fair Hearing**

0

**7. Legal remedy / Litigation**

0

**8. Total**

47

## D. Reasons for closing individuals' case files

**1. All issues resolved in individual's favor**

32

**2. Some issues resolved in individual's favor**

5

**3. CAP determines VR agency position/decision was appropriate for the individual**

0

**4. Individual's case lacks legal merit**

0

**5. Individual chose alternative representation**

0

**6. Individual withdrew complaint**

10

**7. Issue not resolved in clients favor**

0

**8. CAP services not needed due to individual's death, relocation, etc.**

0

**9. Individual not responsive/cooperative with CAP**

0

**10. CAP unable to take case due to lack of resources**

0

**11. Conflict of interest**

0

**12. Other**

0

**(Please explain below)**

N/A

## E. Results achieved for individuals

**1. Controlling law/policy explained to individual**

15

**2. Application for services completed**

4

**3. Eligibility determination expedited**

5

**4. Individual participated in evaluation**

2

**5. IPE developed/implemented/Services Provided**

5

**6. Communication re-established between individual and other party**

7

**7. Individual assigned to new counselor/office**

3

**8. Alternative resources identified for individual**

6

**9. ADA/504/EEO/OCR complaint made**

0

**10. Other**

0

**(Please explain below)**

N/A

**▼ Part III. Program Data**

A. Age

**1. Up to 18**

5

**2. 19 - 24**

11

**3. 25 - 40**

11

**4. 41 - 64**

14

**5. 65 and over**

5

**6. Total (Sum of Lines A1 through A5. Total must equal Part II, Line A3.)**

46

B. Gender

**1. Females**

22

**2. Males**

24

**3. Nonbinary or Another Gender**

0

**4. Unknown**

0

**5. Total (Lines B1+B2+B3+B4. Total must equal Part II Line A3.)**

46

C. Race/ethnicity of Individuals Served

<b>1. Hispanic/Latino of any race</b>	
5	
<b>2. American Indian or Alaskan Native</b>	
1	
<b>3. Asian</b>	
1	
<b>4. Black or African American</b>	
20	
<b>5. Native Hawaiian or Other Pacific Islander</b>	
0	
<b>6. White</b>	
18	
<b>7. Two or more races</b>	
1	
<b>8. Race/ethnicity unknown</b>	
0	

D. Primary disabling condition of individuals served

<b>1. Acquired Brain Injury</b>	
1	
<b>2. ADD/ADHD</b>	
2	
<b>3. AIDS/HIV</b>	
0	
<b>4. Amputations or Absence of Extremities</b>	
0	
<b>5. Arthritis or Rheumatism</b>	
0	
<b>6. Anxiety Disorder</b>	
0	
<b>7. Autism Spectrum Disorder</b>	
4	
<b>8. Autoimmune or Immune Deficiencies</b>	
0	
<b>9. Blindness</b>	
3	
<b>10. Other visual impairments</b>	
3	
<b>11. Cancer</b>	
0	
<b>12. Cerebral Palsy</b>	
1	
<b>13. Deafness</b>	
0	

**14. Hard of Hearing/Hearing Impaired**

1

**15. Deaf-blind**

0

**16. Diabetes**

1

**17. Digestive disorders**

0

**18. Epilepsy**

1

**19. Heart and other circulatory conditions**

1

**20. Intellectual Disability**

7

**21. Mental illness**

13

**22. Multiple Sclerosis**

0

**23. Muscular Dystrophy**

0

**24. Muscular/Skeletal Impairment**

0

**25. Neurological Disorders/Impairment**

3

**26. Orthopedic impairments**

3

**27. Personality Disorders**

0

**28. Respiratory Disorders/Impairment**

0

**29. Skin Conditions**

0

**30. Specific learning disabilities (SLD)**

2

**31. Speech Impairments**

0

**32. Spina Bifida**

0

**33. Substance abuse**

0

**34. Other disability**

0

**35. Total (Sum of Lines D1through D34. Total must equal Part II, Line A3.)**

46

E. Types of individuals served

<b>1. Applicant of VR</b>	18
<b>2. Individual eligible for VR services currently on a wait list</b>	1
<b>3. Individual eligible for VR services not currently on a wait list</b>	21
<b>4. Applicant or individual eligible for Independent Living</b>	3
<b>5. Transition student/High school student</b>	5
<b>6. All other applicants or individuals eligible for other programs or projects funded under Rehabilitation Act</b>	0

## ▼ Part IV. Systemic Activities and Litigation

### A. Non-Litigation Systemic Activities

#### **1. Number of non-litigation systemic activities not involving individual representation that resulted in the change of one or more policy or practice of an agency.**

2

#### **2. Describe the systemic activities conducted by CAP during the fiscal year and its impact on other agency's policies or practices.**

dLCV educated policy makers through public comment on Virginia's Townhall platform regarding updates to the Department for Aging and Rehabilitative Services (DARS) manual on Community Supports Services (CSS). dLCV's education expressed that a core service provided by a CSS professional must be self-advocacy related to the individual's disability especially related to requesting a disability-related employment accommodation. dLCV explained that individuals should be comfortable with their disability and explain it to their employer. DARS incorporated dLCV's comment into the updates of the manual. This change to the manual will positively impact the combined total of over 25,000 Virginians with disabilities who get pre-employment and VR services from DARS.

dLCV educated policy makers to provide public comment for DARS as they revised their VR policy manual to better reflect State and Federal code information. dLCV recommended that DARS have exact clarity on their post-secondary services policy. dLCV further recommended that once the manual is updated that all VR staff and Managers need to be trained on the updates and their policies and practices need to be applied the same across the agency.

dLCV participates on the State Rehabilitation Advisory Councils (SRACs) for both DARS and the Department for the Blind and Vision Impaired (DBVI). dLCV assisted both SRACs in the selection of new Hearing Officers to be on contract when needed for VR appeals, dLCV provided oversite to both SRACs on developing client satisfaction surveys. Finally, dLCV learned of the challenges both agencies are facing in providing VR supports and services to Federal employees with disabilities who have lost their jobs due to government layoffs.

dLCV met with administrators from DARS and DBVI to discuss common trends dLCV sees when we are working with individuals who receive services from either DARS or DBVI. The issues identified were lack of services in PRTFs, lack of adequate VR services for individuals who have a Bachelors Degree or higher, understanding the home modification process and issues related to which agency is the primary provider of VR when individuals are eligible to be served by both DARS and DBVI. Through the meetings dLCV has a better understanding of the home modification process and encouraged both agencies to engage in better communication with their clients throughout the entire home modification process. Another outcome of the meetings was that dLCV was invited to join a workgroup with staff from both DARS and DBVI to address the unique barriers in VR services of individuals who are eligible for services from both agencies.

Finally, dLCV provided both DARS and DBVI Administrators a current list of PRTFs in Virginia with the appropriate contact person to provide better collaboration in providing services to the young people in PRTFs who are preparing for transition back to their community.

#### B. Litigation

**a. Number of cases requiring litigation involving individual representation filed during fiscal year.**

0

**b. Number of on-going cases pending at start of fiscal year (carryover from prior fiscal year).**

0

**c. Number of cases resolved through litigation during fiscal year.**

0

**2. Describe the agency's on-going and completed systemic litigation activities involving individual representation.**

N/A

### ▼ Part V. Agency Information

#### A. Designated Agency

**1. Agency Type (select only one option):**

External-Protection and Advocacy agency

**2. Name of designate agency:**

disAbility Law Center of Virginia

**3. Is the designated agency contracting CAP services?**

No

**4. If yes, name of contracting agency:**

N/A

#### B. Staff

Employed

**1. Provide a description of all CAP positions**

dLCV utilized 33 advocates, attorneys, and support staff from all Units to complete our CAP advocacy in FY 25.

The primary Unit which manages our CAP case work is the Resource and Vocational Access Unit (RVA). That Unit is comprised of a Unit Manager, Senior Advocate, and 2 Advocates who have all received CAP training from NDRN. dLCV's Director of Litigation provides legal oversight of the CAP casework and projects.

As Virginia's protection and advocacy system, we utilize multiple funding streams to complete our advocacy projects and casework.

### ▼ Part VI. Case Examples

#### Case Examples

**Provide some examples of some interesting cases during the past fiscal year.**

## Connecting to Success

Zaiden is a resident at a Juvenile Correctional Center (JCC). He is preparing for his discharge and reentry to the community. dLCV assisted Zaiden to connect to the Department for Aging and Rehabilitative Services (DARS) to participate in their Pre-Employment Services program while still at the JCC. Zaiden is being proactive and is getting ready for his transition from high school to life as a young adult with a disability returning to his home community. dLCV made the connection of DARS to the JCC Coordinator to ensure that Zaiden was informed about career exploration, workplace readiness and work-based learning experiences. dLCV successfully guided Zaiden through the process with DARS which gives him a head's up on his services when he returns to his home community.

## I Get Services from both VR Providers

Rhonda is a young adult with a visual impairment and cerebral palsy. Rhonda is eligible for VR services from both DARS and DBVI. Rhonda found it difficult to work with both VR agencies. Rhonda told dLCV that she does not understand which VR agency is actually providing her services. Rhonda had an evaluation at the Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI) but that evaluation in and of itself did not address all of the barriers Rhonda has to get ready for potential employment. dLCV advocated for Rhonda to get an evaluation with Wilson Workforce Rehabilitation Center (WWRC) to address her disabilities not related to her blindness. dLCV further advocated for DARS and DBVI to have better collaboration in working with Rhonda. We met with everyone including Rhonda, her Mom, and all parties from both VR agencies. The Individualized Plan for Employment (IPE) was updated to reflect her VR services from both agencies. Rhonda now understands which agency to contact for her very complex needs. Rhonda is ready for her evaluation at WWRC and looks forward to all her VR services going forward.

## I Can Get an Attendant

Megan applied for Personal Assistance Services (PAS) over 2 years ago on her own as VR services on her IPE. DARS continually delayed their approval of Megan's PAS request. She put off necessary testing for potential employment due to lack of VR related PAS. Megan contacted dLCV and requested that we advocate for VR related PAS to be included as a service on her IPE. dLCV told DARS staff and the DARS Deputy Commissioner the struggles Megan faced over the past 2 years and advocated for PAS. The Deputy Commissioner reviewed the request for PAS and within 2 hours of receiving the letter from dLCV, Megan's request for PAS as a VR service was approved. She is pleased with our advocacy on this issue and thanked dLCV for our dedication and belief in her.

## I Don't Understand, what is Going on?

Nina contacted dLCV panicked, angry and confused about the status of her VR case with DARS. Nina was working with a VR counselor, but all of a sudden, she was assigned a new counselor. She got no explanation and there was very little communication with the new counselor. Nina asked several times for release forms so that DARS could begin identifying an Employment Service Organization (ESO) to provide Nina additional job development services, but despite multiple request she never got the needed release forms. dLCV negotiated the issue and the Counselor was very quick to apologize for the lack of communication and validated Nina's frustration with the process. Nina signed the release forms for the ESO to provide the job development services. Nina was happy that her Trial Work Experiences (TWEs) were finally able to start.

## Why can't I get Help with Going to College?

Camille contacted dLCV because Camille said DARS denied her assistance with financial support for post-secondary education to reach her employment goal in Information Technology (IT). dLCV learned that Camille was only recently determined eligible for VR services. dLCV further learned that at that point there had been no discussions regarding post-secondary education. There was not even an IPE in place. We then advocated for DARS to include post-secondary services on her IPE. Due to dLCV's advocacy, she better understands DARS process and the steps they have to happen before her VR services can actually happen. Camille was excited that post-secondary services were listed as a needed service on her IPE. Camille appreciated dLCV's assistance and believed it made all of the difference.

## I Am a Prisoner in My Own Home

Juan is an individual who is losing his eyesight. He says he is, "like a prisoner in his own home." Juan contacted dLCV to get assistance learning of services for individuals who are losing their eyesight. dLCV

told Juan about DBVI and Independent Living (IL) services. dLCV contacted DBVI on Juan's behalf to ask about IL services for Juan. DBVI agreed to provide IL services to Juan in his home so he can be safe in his home and have mobility skills to navigate his community. DBVI agreed to provide Juan with an Assistive Technology evaluation, Orientation Mobility training to learn how to use his white cane and other IL skills training. dLCV further advocated that DBVI provide all written materials to Juan in large print and in Spanish. dLCV also advocated for a Rehabilitation Teacher who speaks Spanish or a Spanish Interpreter be present at all teaching sessions including OM lessons. DBVI assigned Juan to their staff who are Bilingual with both English and Spanish. Due to dLCV's advocacy, Juan received many services and is on his way to more independence and not being a prisoner in his own home.

## ▼ Certification

Reports are to be submitted to RSA within 90 days after the end of the fiscal year covered by this report. Please be reminded that you can enter data directly into the RSA website via the internet. Information on transmittal of the form is found on pages 19 and 20 of the reporting instructions.

Name and Title of Authorized Certifying Official

I agree to submit this form by electronic means. By signing this form electronically, I certify under penalty of perjury that my answers are correct and complete to the best of my knowledge. I understand that an electronic signature has the same legal meaning and can be enforced in the same way as a written signature.

**Full Legal Name of Signer:**

Colleen Miller

**Certifying Official Title**

Executive Director

**By checking this box and typing my full legal name above, I am electronically signing this form.**

Yes

**Date Certified (mm/dd/yyyy)**

2025-11-20

OMB Notice

OMB Control Number: 1820-0528, approved for use through 07/31/2023

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