



Upcoming 2011 URA Events

- **October 13,** URA Training Conference
- **October 14-16,** NRA Training Conference
- **December 13,** Ethics Brown Bag

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THE CASE FILE

THE NEWSLETTER OF THE UTAH REHABILITATION ASSOCIATION

Volume 5, Issue 4

October 2011

Gratitude

According to Wikipedia (<http://en.wikipedia.org/wiki/Gratitude>), “gratitude, thankfulness, gratefulness, or appreciation is a feeling, emotion or attitude in acknowledgment of a benefit that one has received or will receive. Specifically, gratitude is experienced if people perceive the help they receive as (a) valuable to them, (b) costly to their benefactor, and (c) given by the benefactor with benevolent intentions (rather than ulterior motives).

Numerous studies suggest that grateful people are more likely to have higher levels of happiness and lower levels of stress and depression. Grateful people are happier, less depressed, less stressed, and more satisfied with their lives and social relationships. Grateful people also have higher levels of control of their environments, personal growth, purpose in life, and self acceptance. Grateful people have more positive ways of coping with the difficulties they experience in life, being more likely to seek support from other people, reinterpret and grow from the experience, and spend more time planning how to deal with the problem. Grateful people also have less negative coping strategies, being less likely to try to avoid the problem, deny there is a problem, blame themselves, or cope through substance use. Grateful people sleep better, and this seems to be because they think less negative and more positive thoughts just before going to sleep.”

I would be remiss if I did not express my gratitude to the URA Executive Committee and Board for their sacrifice, service and devotion to URA. The upcoming URA annual conference, themed Soaring Toward Success, would not occur without their leadership and vision.

I am grateful to be part of an organization that honors and encourages a higher standard of professionalism in providing exceptional customer service, improved evidence based practices and collaboration between multiple partners. Thank you so much for elevating the profession of rehabilitation in Utah and making a real and significant impact in the lives of others. I look forward to seeing and expressing my gratitude to each of you in person at our conference!

Troy Hymer
URA Publications Chair



2011 URA Conference



Utah Rehabilitation Association Annual Training Conference

Thursday, October 13, 2011

Salt Lake City Marriott City Center

220 South State Street

Salt Lake City, Utah

Conference Agenda

8:15 am to 9:00 am	Registration/Continental Breakfast
9:00 am to 10:00 am	Keynote Address: Stacey Bess, "What Do We Owe Each Other? "
10:00 am to 10:30 am	Break
10:30 am to 11:30	Matthew E. Markve, " Electronic Communication and Social Media: Ethical Considerations for Rehabilitation Professionals "
11:30 am to 12:00 pm	Networking
12:00 pm to 1:30 pm	Lunch/General Meeting
1:30 pm to 1:45 pm	Break
1:45 pm to 2:45 pm	Jared C. Schultz, " Creating and Maintaining Ethical Work Environments: Implications for Individuals and Organizations " Russell Thelin, Client Base Management: "Just what do I do with this thing, anyway?!" Gordon Swensen and Dan Chestnut, " Pathways of Promise: Creating Collaborative
2:45 pm to 3:00 pm	Break
3:00 pm to 4:00 pm	Jared C. Schultz, " Creating and Maintaining Ethical Work Environments: Implications for Individuals and Organizations " Terri Holland, " The Background on Background Checks: The Implications of a Criminal History on Healthcare Employment in Utah " Stacey Cummings, " Good Customer Service – Say 'NO' With a Smile "



NRA Annual Training Conference and Exhibits 2011
Utah: Where Ideas Connect!
Salt Lake City Marriott City Center



The 2011 NRA Annual Training Conference will be held October 14-16 in Salt Lake City, Utah. The theme of this year's national training is "Utah: Where Ideas Connect!" The theme recognizes the culture of rehabilitation professionals in Utah as being innovative, who utilizes evidenced based practices, and collaborate services between multiple agencies, community organizations, programs, vendors and employers in attaining successful outcomes for people with disabilities. Registration forms for the NRA conference are available on their website nationalrehab.org.

The National Rehabilitation Association (NRA) is the Nation's most established and respected membership association for rehabilitation professionals. NRA members work to eliminate barriers and increase employment opportunities for people with disabilities. NRA provides its members with opportunities for advocacy and increased awareness of issues through professional development and access to current research topics.

Together, we work towards a society where there are no barriers, environmental or attitudinal, to full employment and participation in life.

Journal of Rehabilitation Review



Michael Shoemaker, M.A., CRC, CPM, LVRC, is the Program Planning and Evaluation Specialist for the Utah State Office of Rehabilitation (USOR) and the 2011 President of the Rehabilitation Program Evaluation Network (RPEN) of the National Rehabilitation Association. RPEN is NRA division committed to achieving excellence in Vocational Rehabilitation Program Evaluation. Michael began working for USOR in 2002. He served as a Vocational Rehabilitation Counselor at the Valley West Office for 3 years and then as a Supervising Rehabilitation Counselor for 2 years at the Downtown Salt Lake Office. Michael feels fortunate and that he has been "living the dream" to be USOR's Program and Planning Specialist for the last 4 years. In 2010, he was selected to serve as the Member at Large Position on the Board of the American Academy of Certified Public Managers ® over Communications and Publications. He graduated as a Certified Public Manager ® in 2006 and was president of the Utah Society of Certified Public Managers in 2009. His interests are spending time with his family, reading, hiking, speaking Spanish. He is a pathological New York Yankees fan.

For those attending the 2011 NRA conference, Michael is presenting with Dr. Scott Sabella on Saturday, October 15 on improving performance management and welcomes you to attend this presentation.

The July/Aug/Sep edition of the Journal of Rehabilitation (vol 77, No 3, 25-30) included had an article on the Return of Investment for the West Virginia Division of Rehabilitation written by Pisnu Bua-lam and Thomas K. Bias. Mr. Shoemaker provides the following information on the Return of Investment for public rehabilitation here in Utah.

SHOWING RELEVANCE AND VALUE: USOR'S RETURN ON INVESTMENT

The landscape of how state vocational rehabilitation program account for their performance is rapidly changing. At the core of this is showing outcomes that demonstrate the relevance and value of the state Vocational Rehabilitation Program. Recently, Commissioner Lynnae Ruttledge of the Rehabilitation Services Administration spoke to a group of state Vocational Rehabilitation Program Evaluators and described our challenge. The state Vocational Rehabilitation Program has an annual budget of approximately four billion dollars. For the past 20 years, the program has received an increase in funding, but for several years has shown a decrease of successful 26 closures with the average being around 200,000 a year. She posed the question, how we can demonstrate that the VR program is relevant when compared other federal programs?

The following comments by Commissioner Ruttledge further describe the current political context and need for performance management measures.

My sense is, as you look at this upcoming year and probably for the next couple of years, Congress is going to be making some very difficult decisions. Federal agencies are going to be making very difficult decisions. You already, at a state and local level, have been involved in budget decisions that have been really difficult and you're in a much better place if you can demonstrate that you had reached your investment- that you know the impact of your program- that you've been able to make changes in programs based on your analysis, your data, and your information about how effective has your program been. So, I think that the time is now for us to be thinking about program evaluation can really help us -- tell our story better and be -- a real component to us being able to say that we're relevant and the investment of the resources is going to put us higher on the rung than other programs that can't demonstrate that relevance.

(Commissioner Lynnae Ruttledge, keynote address at the 4th Summit on Vocational Rehabilitation Program Evaluation, September 13, 2011)

In 2010, we at the Utah State Office of Rehabilitation (USOR) began to intensify our efforts to demonstrate the value of our program by completing an economic impact study in partnership with Dr. Sara Wilhelm and Sara McCormick with the Center for Public Policy and Administration at the University of Utah. As a small part of the outcomes calculated in this economic impact study, a return on investment was computed.

What is Return on Investment (ROI)?

ROI is the ultimate measure of accountability that answers the question: Is there a financial return for investing in a pro-

gram, process or initiative? It is an economic indicator which requires the use of math to be determined. (Phillips & Phillips, 2005). ROI is only one measure of efficiency based program evaluation. Some of the other forms include cost benefit analysis, economic impact analysis and cost effectiveness analysis. (36th IRI, 2011)

Methods of Utah's ROI

Participants

The study group was made up of a control and program (intervention) group. The control group consisted of clients closed in status 30. The study group consisted of clients closed in status 26 or 28. The sample included cases that were closed from October 1, 2004 through September 30, 2005. These dates permitted us to take wage data for further analysis for three years before a client applied for services and three years after the case was closed. A representative sample of 6030 clients was taken out of a total population of 9242 cases. There were 2058 in the control group and 3972 in the program group. There were two sources of data for this study. The first was from the USOR dataset maintained for reporting to the Rehabilitation Services Administration. The second was matching quarterly wage data for participants working in Unemployment Insurance covered employment provided by Utah's Department of Workforce Services.

Measure

With an ROI, the measure comes in the form of an equation. The following is the equation that was used in this study.

Return on investment = (increased state tax revenue + decrease in some state and federal public assistance payments + decrease in Medicaid costs) / state expenditures and then add the federal expenditures into the State of Utah from the federal grant

With the intended audience being Utah state legislators there were specific decisions made of what would be included and excluded from the equation. One large decision that was made was to not add in increased federal tax revenue because we wanted state legislators to see clearly and specifically what money was coming back to the state of Utah.

Results

The final results revealed that for every state dollar spent on Vocational Rehabilitation, \$5.64 dollars are returned to the state in terms of increased taxes and decreased benefits from public programs. When the federal expenditures into the State of Utah from the federal grant is added the cost benefit ration increases to \$5.77. Considering that most national estimates of return on investment of the Vocational Rehabilitation have been around \$7 of return for every dollar spent it appears if increased federal tax revenue were added to the equation above, Utah's return on investment would exceed these national estimates in its rate of return. At the completion of the 2011 legislative session, it was estimated that this economic impact study including the ROI has saved USOR at least 2.5 million dollars in state budget cuts. These savings prevented cuts which would have likely have required USOR employees to be laid off as has occurred in many state Vocational Rehabilitation programs. The complete report on this 2010 study can be found at <https://ncrtm.org/moodle/mod/page/view.php?id=1908>.

The Future

USOR is on track to conduct a new economic impact study in 2013. Many state Vocational Rehabilitation agencies have not completed an ROI. Currently, Florida' and Oklahoma's State Vocational are consulting with USOR to use this study as a template. USOR's Executive Director, Don Uchida, has been working with several other state Vocational Rehabilitation Program Directors to establish a national equation for ROI. This would provide a specific measure of value that the Rehabilitation Services Administration can take to Congress during the next several turbulent years.

Questions, comments and recommendations for improvement can be sent to: mtschoemaker@utah.gov

References

- 36th Institute on Rehabilitation Issues (2011). Performance Management: Program Evaluation and Quality Assurance in Vocational Rehabilitation, Hot Springs, Arkansas: University of Arkansas CURRENTS. (<http://www.iriforum.org/books.aspx>)
 Phillips, P.P. & Phillips, J. (2005) Return on Investment Basics. Danvers, MA: ASTD Press.
 Rutledge, Lynnae. (2011, September). Keynote Address. Speech presented at the 4th Summit on Vocational Rehabilitation in Tampa Bay, Florida. (Complete session recordings and transcripts can be found at <https://ncrtm.org/moodle/mod/page/view.php?id=2227>.)

Recognition

Celebration of Life



The life of Judy Ann Buffmire (1929-2011), the first Executive Director of USOR, was honored at the Utah State Capitol on Saturday August 27, 2011, with the program A Celebration of Life. The celebration was held in the rotunda of the Utah State Capitol, a fitting location, as Judi Ann served six terms in the Utah State House of Representatives.

Those who attended included a very diverse group of legislators past and present, from all political parties, individuals from the Legislative Coalition for People with Disabilities, past employees and friends from multiple state agencies, including many from USOE and from the Special Education System, where her leadership was most poignantly felt. There were also many who were her personal friends, neighbors and family who came to honor and remember her.

The program included her grandchildren, a neighbor, a colleague, a former legislator and Don Uchida, Executive Director of USOR. He said "To me, she was "Boss", mentor, role model and friend, but not necessarily in that order." He spoke of her kindness, generosity and leadership philosophy, which was "1. Do what is right, 2. Believe in yourself., and 3. Know that you can make a difference."

Don honored her for her vision and stated that "no one has ever had a greater impact on Vocational Rehabilitation in the history of the state of Utah than Judy Ann Buffmire. She created USOR."

Making the World a Better Place

Bill Gibson, Director of the Division of Services for the Blind and Visually Impaired was honored in June by Ogden's Your Community Connection at the 28th Annual Mattie Wattis Harris Awards. He was one of 5 recipients of the Making the World a Better Place Award. Julee G. Smith, YCC Executive Director stated "We are proud to present this year's award to recipients who exhibit courage, strength and resiliency on their way to achieving advocacy, leadership, creativity, initiative and service."

Bill was recognized by making the world a better place by initiating programs hiring mentors from the blind community to help newly blind patrons cope with the major changes in their lives. He served on a government committee to obtain electronic voting equipment for blind Utah residents and to provide vocational rehabilitation services. He makes available a multitude of training and adjustment services including orientation and mobility services, daily living skills, home repair courses, low vision screening and a variety of adjustment to blindness classes.

Bill Gibson was honored as being truly an inspiration to others both blind and sighted as he serves as an excellent example of what a blind person can do. His constant theme is "Blind people can do just about anything."

The preceding information was plagiarized extensively from an article written by JaNae Francis of the Standard-Examiner, which can be found at <http://www.standard.net/topics/features/2011/07/06/five-top-utah-residents-honored-ycc-awards>.

URA/NRA Conference Commemorative Pins

URA/NRA Conference Commemorative Pins will be available during the URA and NRA Conference. 300 limited edition pins, 150 in silver and 150 in gold, will be sold during both conferences. Each Pin will be sold for \$5.00, to continue to fund scholarships to the Governmental Affairs Conference In Washington D.C., and next years NRA Conference in Chicago Illinois.

The pins were designed by Jared Harlow, Art Director of Prodigy Promotions, who has also designed all of the signs and banners for the last three URA Conferences. The pin includes the image of NRA/URA in the center, with the names of both organizations in their respective colors surrounding the edge. The mountainous terrain is also provided as a backdrop for the location and dates of the conferences.

We expect these pins to go fast, so please bring cash or a check as we will have no means of processing debit or credit cards, to the URA conference. We hope these pins will be a means of celebrating the collaboration, instruction, awards, and a the events of these conferences.



Acknowledgements

I wish to express my gratitude and recognize all those who contributed to this edition of The Case File. I am grateful for the articles, images and information contributed by Tammy Ames, Mike Foster, Jared Harlow, George Loesch, Michael Shoemaker, Russ Thelin, Don Uchida, and Kyle Walker.

Thanks to Tammy Ames and Mark Thompson for their continued advice and collaboration in finalizing the topics and content of The Case File.

If you have any ideas for further editions of The Case File, please email me at thymer@utah.gov.



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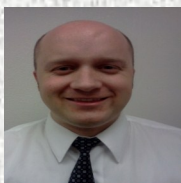


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URA Executive Committee Candidate**President-Elect (Unopposed)****Troy Hymer MRC, CRC, LVRC, CPM**

I have been employed with the Utah State Office of Rehabilitation (USOR) for over seven years, and have served in the capacity of supervising counselor for more than five years. I graduated from the University of Utah with a Bachelor of Science Degree in Environmental Studies and a Master of Rehabilitation Counseling Degree from Utah State University. I have served on the board of URAN (Utah Rehabilitation Action Network) and URA. I have been active in these organizations for six years, originally serving on the yearly conference planning committees, with the assignment of awards and recognition, signs and banners, entertainment, and incentives for members. I have served as a URA Board Member for the last year as the Publications Chair, and have also twice facilitated breakout sessions, Family Systems Approach to VR in 2008 and Transferrable Skills Analysis in 2009, at the URA Annual Conference. I hope that my previous service and experience can be utilized in the additional capacities as President-Elect.

I have been married for 18 years and I enjoy the outdoors, road biking, hiking, snow shoeing, cross country skiing, reading, woodworking, and spending time with my family.

URA Board Member Candidates**General Board Positions****Mike Foster Ph.D., C.R.C., LVRC**

My name is Mike Foster, I'm a recently returned Utah native. Born and raised in Utah, I left to see the world, and after living in Idaho, Alaska, and Texas, I've returned home where it really feels like home. I'm an avid fly fisherman, camper, hiker, and with my wife, am a professional chauffeur, taking my three children to swim team, cross country, bass lessons, piano lessons, cub scouts, junior jazz basketball, etc....

I've been involved in Vocational Rehabilitation for over 17 years, working for state, private, and federal agencies, with the last 12 years as a Vocational Rehabilitation Counselor with the Department of Veterans Affairs.

I completed my Bachelor's degree through the University of the State of New York, my Master's degree through Utah State University, and my Ph.D. through the University of Texas at Austin (hook'em horns!!!). My primary research, while working on my Ph.D., was PTSD and the impact that combat-related PTSD has on employment. I'm also very interested in veterans issues such as readjustment from the military with a disabling condition.

I'm interested in becoming a board member with URA for a variety of reasons. Primarily, think it's essential that as a profession, vocational rehabilitation presents a strong body of professionals, all working toward the same goal and with the same purpose. URA can provide the vehicle for us to move forward as an industry.

However, a bit more selfishly, I'd like to become a URA board member as I'd like to bring the vocational rehabilitation system with the Department of Veterans Affairs into URA where we can participate and have a voice as well as interaction with other vocational rehabilitation professionals. We are all working toward the same goal, and should all help direct where our professions are headed. I'd like to help bridge the divide between "us" and "them" when it comes to the VA and other rehabilitation providers. In the end, it's people we work with, why not work together?

Thanks for your support!

URA Board Member Candidates

General Board Positions

**George Loesch MS, MRC, CRC, LVRC, CPM**

I have been a rehabilitation counselor since 2005 and currently serve as a supervising counselor in the Provo Office. For my education I have a bachelors degree in Psychology from Weber State College, a Master of Science in Family and Human Development from Utah State University and a Masters of Rehabilitation Counseling from Utah State University. Prior to coming to VR I worked mostly in the mental health field and honed my counseling skills including being a director of an outpatient substance abuse treatment program for three years.

I am passionate about the practice of Vocational Rehabilitation and would like to see it continue to be a vibrant and living discipline for years to come. I would like to serve to help enhance the professionalism for all VR counselors across the state. My vision for VR is expand the practice and professionalism and preserve the resources we have as counselors. I hope also to expand our membership in providing for new resources and partnerships.

I have a loving and adoring wife, 6 children and am looking forward to becoming a granddad in October. I reside in Payson UT.

Thanks for considering me!

URA Executive Committee Candidate**General Board Positions****Lucas J. Moulton MSW, LCSW, CRC, LVRC
Development Specialist, Deseret Industries**

A native of Idaho Falls, Idaho, Lucas Moulton has had the special opportunity to work with people with disabilities for nearly 10 years. He began through a series of college internships which led to 5 years of employment with Eastern Idaho Regional Medical Center, specializing in Axis I and II mental health disabilities. He graduated from BYU-Idaho with a bachelor's degree in Psychology, eventually transferring to BYU in Provo to graduate with a Master degree in social work in 2009. Through the MSW program he was given the special opportunity to intern for the American Fork Deseret Industries, which led to his current full time employment through the Provo Deseret Industries. He has since been providing vocational rehabilitation through them and practices private psychotherapy. He has since attended the MRC program at Utah State University and has received his CRC and LVRC. Lucas is married to the love of his life and is the father of three adorable boys, Caleb (5), Josiah (3), and Gabriel who recently passed away 2 short months ago. He is also a professional foster parent to an amazing 19 year old daughter with disabilities, who brings a variety of challenges and fun to the family.

For the past 2 years Lucas has been a part the Utah Rehabilitation Association board by serving as secretary and he recently filled a vacancy on the board. His board term is up and he is now seeking re-election to continue to serve on the URA board.

URA Board Member Candidates**General Board Positions**

Denim Lyman, MRC, CRC
District Director, USOR St. George office

I have been lucky enough to work with this great agency for the past 7 years. During that time I have been a Counselor, Supervising Counselor and now currently the District Director for the Southern Utah District, which is also known as H.U.D. (Hottest Utah District!).

I work hard, but probably play harder. I have never seen a sport or a competition that I didn't like. This has fit perfectly into my life as a dad because my 3 kids are the exact same way! I enjoy coaching my girls in soccer and softball. I look forward to coaching my youngest boy in every sport he can think of. My wife says I am a little "obsessed," but I call it "passionate." She's probably right.

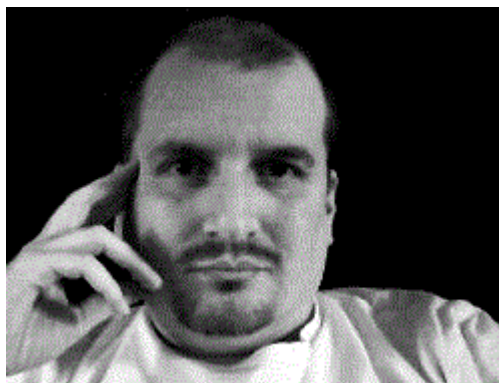
If selected for this Board position, I will have the opportunity to share information about URA on a statewide basis. I will also help further the URA efforts to educate and grow membership as I work and interact with "the small town folk." I have worked closely with the current members of the URA Board. I have a tremendous amount of respect for them and their work. I will support and assist them as they work towards furthering the URA missions and goals. I look forward to the opportunity to represent not only the Southern Utah District, but all the members of the Utah Rehabilitation profession.

Thank you for your consideration,

Denim Lyman

URA Board Member Candidates

General Board Positions



**Travis Taylor,
VR Counselor, USOR**

Hi, my name is Travis Taylor. I have been with Vocational Rehabilitation now for 4 years. I have been very fortunate with the chance to work out of the Layton Office where I have been surrounded by amazing people that have helped me learn and grow both professionally and personally. I love my job. I am amazed with all the honest good that we are able to do and the help that we offer on a daily basis. Our agency can honestly say that we make the world a better place. This is the reason that I was drawn to this agency and I am very thankful for the chance to be a part of this team. I have managed a traditional caseload and recently I have been given the chance to have a transition caseload (these students are wonderful). I have also been working closely with the local Job Corps in forging a new partnership to help their students that could benefit from our services.

Helping others help themselves is wonderful and I enjoy using my skills and interests whenever possible. I am also a self-proclaimed computer “nerd”. I love technology and art. Outside the office I enjoy challenges with helping friends and family with webpages, photo-editing, and I have even helped with some page-layouts here and there. Although, I am reminded that I am not as fast at these things as I used to be, I do find happiness and satisfaction in helping others when I am asked. I would be happy and eager to help URA and look forward to any opportunity to share in the chance to do so.

URA Resource Networking Worksheet

Name of agency _____

Address of agency _____

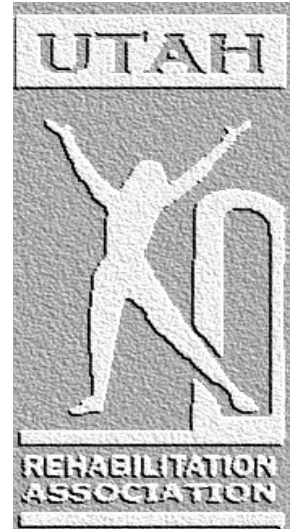
Phone number(s) _____

Fax _____ Web Address _____

Contact Person _____

Services Provided _____

Eligibility requirements _____



Other information (Application process, wait time to receive services, length of services)

Name of agency _____

Address of agency _____

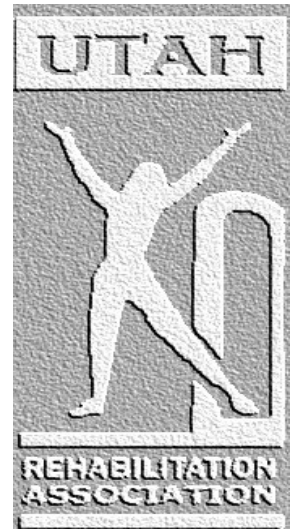
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Eligibility requirements _____



Other information (Application process, wait time to receive services, length of services)
