



Wisconsin Rehabilitation Council

Federal Fiscal Year 2018 Report

October 1, 2017 - September 30, 2018



2018 ANNUAL REPORT

This annual report was produced through a partnership between the Wisconsin Division of Vocational Rehabilitation (DVR) and the Wisconsin Rehabilitation Council (WRC).

WRC-12805-P



Department of Workforce Development

Vocational Rehabilitation

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MESSAGES FROM DVR AND WRC

LEADERSHIP

WRC's annual report highlights the outcomes for people with disabilities in Wisconsin served by the Division of Vocational Rehabilitation. The Wisconsin Rehabilitation Council provides guidance to DVR as they develop new initiatives and update the WRC on program outcomes.

During this year's quarterly meetings, DVR Business Services Consultants from across the state shared their experiences interacting with service providers, businesses, and other partners. Presentation topics included coordinating and delivering services, communication strategies, and collaboration efforts. Due to the low unemployment rate, businesses are more willing to hire non-traditional employees, providing unprecedented opportunities for the individuals we serve.

This year, the WRC was provided updated information on DVR's training process for new counselors, and informed about how and why the Comprehensive Statewide Needs Assessment would be conducted. WRC members also learned about new DVR processes and approaches to supported employment and received an update on how service innovations created as part of the PROMISE grant, which concluded in September 2018, have become part of routine DVR services.

For the second year, WRC received a year-end presentation highlighting information gleaned from annual interviews conducted with individuals earning subminimum wages in Wisconsin. The data collected during these interviews contained clues as to who may pursue DVR services in the future.

The year concluded with leadership changes on the Council. Nancy Molfenter served as WRC Chair through August 2018, and Matthew Busch was elected Chair at the November meeting. In addition, there were several WRC membership changes. As current and former Chair, we thank the departing members for their service, welcome the new members, and look forward to continued focus on WRC's mission in 2019.

NANCY MOLFENTER, Former Chair
MATTHEW BUSCH, Current Chair
Wisconsin Rehabilitation Council

The Department of Workforce Development's Division of Vocational Rehabilitation (DVR) accomplished a great deal this year. We provided skills training, on-the-job training, temporary work experiences, vocational counseling, and education grants to help **3,812** consumers gain permanent employment in Federal Fiscal Year 2018.

DVR made significant improvements to several programs, products, and informational materials including:

- Improved the DVR website's information center
- Created a flyer encouraging businesses to recruit DVR consumers
- Updated information on college grant awards
- Developed an informational video series on DVR services
- Produced a Comprehensive Statewide Needs Assessment Report compiling information from interviews with hundreds of consumers, staff members, and external partners
- Revised the fiscal manual outlining DVR's purchase order and payment processes

2018 marked the first full year that DVR had administrative oversight of Project SEARCH. Wisconsin began offering this award-winning, international program in 2008, and has since expanded the program to 27 sites statewide, enrolling a record number of over 230 interns for the 2018-19 school year.

This year, DVR began collaborating with the Departments of Public Instruction and Health Services to plan implementation of 2017 Wisconsin Act 178. The law requires the agencies to report the outcomes of their collecting work in helping persons with disabilities achieve competitive, integrated employment.

DVR will seek input from the Wisconsin Rehabilitation Council (WRC) on the draft plan in early 2019. This is one of many valuable ways the WRC partners with DVR to ensure that DVR services and performance provide positive outcomes for job seekers with disabilities. We are proud to be a national leader among state vocational rehabilitation agencies with the guidance and support of WRC.

DELORA NEWTON, Administrator
Wisconsin Division of Vocational Rehabilitation

WISCONSIN REHABILITATION COUNCIL

MEMBERS*

JULIE BARKER

Vocational Rehabilitation Counselor
Janesville

THOMAS BENZIGER

Former DVR Consumer
East Troy

JACLYN BORCHARDT

Former DVR Consumer
Milwaukee

ANNRICE BROWN

Former DVR Consumer
Milwaukee

ROB BUETTNER

Representative of Persons with Disabilities
Milwaukee

DARLA BURTON

Representative of Persons with Disabilities
Montfort

MATTHEW BUSCH

Business, Industry and Labor
Appleton

JODI HANNA

Representative of Persons with Disabilities
Rice Lake

REBECCA HEBDA

Community Rehabilitation Service Provider
Wausau

TRACI JONES

Business, Industry and Labor
Wisconsin Dells

BARB KLUG

Representative of Persons with Disabilities
Beaver Dam

RAMSEY LEE

Representative of Persons with Disabilities
Madison

MOLLIE LONETTI

Native American Vocational Rehabilitation Program
Grantsburg

NANCY MOLFENTER

Department of Public Instruction
Madison

DELORA NEWTON

Director of Designated State Unit
Madison

DEBRA NOTSTAD

Representative of Persons with Disabilities
Stoughton

JASON OSTROWSKI

State Independent Living Council
Waukesha

CATHY STEFFKE

Representative of Persons with Disabilities
Oak Creek

BETH SWEDEEN

Representative of Persons with Disabilities
Madison

ANN WALES

Business, Industry and Labor
Holmen

PATRICK YOUNG

Former DVR Consumer
Germantown

MATTHEW ZELLMER

Parent Training and Information Center
Milwaukee

*Membership list includes all individuals who were active WRC members at any time during calendar year 2018.

WRC AND DVR PARTNERSHIP

In July 2014, the Workforce Innovation and Opportunity Act (WIOA), or Public Law 113-128, was passed to reauthorize the former public law known as the Workforce Investment Act (WIA). The Rehabilitation Act is part of WIOA with Title IV of WIOA amending the Rehabilitation Act of 1973.

Under WIOA, the Wisconsin Rehabilitation Council (WRC) is required to participate in the following activities related to DVR's provision of vocational rehabilitation services:

- Consult with DVR on the development, implementation, and revision of DVR policies and procedures
- Collaborate with DVR staff and administration to annually develop, agree to, and review DVR goals and priorities
- Work jointly with DVR to prepare and submit an annual progress report

Since the passage of WIOA, WRC has focused additional resources to reviewing and analyzing information related to new requirements as outlined in the law. WIOA includes requirements for vocational rehabilitation agencies beyond those included in WIA for providing services to youth and students with disabilities and individuals interested in or working for subminimum wage. For this reason, WRC formed committees specific to these areas following WIOA's passage. DVR and WRC work collaboratively to ensure that all new requirements under WIOA are met while continuing to maintain high-quality services for people with disabilities in Wisconsin.

HOW WE WORK TOGETHER

Prior to each WIOA-required quarterly meeting, the WRC chair meets with DVR staff and leadership to deliver agenda requests and recommendations. DVR staff assigned to support WRC create and publicly post each agenda upon approval from the WRC chair. This process allows open dialogue and provides time for DVR to prepare data and other requested information ahead of each meeting.

Recurrent WRC meeting DVR data requests include:

- Quarterly DVR consumer employment outcomes, statewide and by Workforce Development Area (WDA)
- Fiscal year-to-date average hourly wages and hours worked per week for successfully employed consumers
- Fiscal year-to-date spending on pre-employment transition services, including total and by service category
- Point-in-time DVR staff vacancy information by position classification and WDA
- Average DVR counselor caseload by WDA, including all open cases and active employment plans per WDA
- Point-in-time statewide DVR staff turnover and diversity information
- Wisconsin PROMISE updates, including participant employment outcomes and relevant statistics

In addition to the quarterly meetings, DVR staff regularly interacts with WRC members in the course of their work. WRC members participate in various DVR work groups at the request of DVR leadership, as WRC members add valuable insight on a wide range of vocational rehabilitation-related topics. The council's executive committee is largely responsible for determining which work groups would appropriately incorporate WRC members.

DVR ROLES AND RESPONSIBILITIES

WHAT DOES DVR DO?

- Provide employment services and counseling to people with disabilities
- Administer or arrange for services to enable an individual to go to work
- Offer training and technical assistance to employers regarding disability employment issues

WHO DOES DVR SERVE?

- Individuals with disabilities in Wisconsin who face a substantial barrier to employment
- Wisconsin employers seeking qualified talent

HOW DOES DVR PROVIDE SERVICES?

- Individualized Plans for Employment (IPEs) identify employment goals and necessary rehabilitative services
- IPEs are developed and co-signed by a licensed Vocational Rehabilitation Counselor and the DVR consumer
- DVR staff work in teams to assist consumers in achieving their employment goals

WHERE IS DVR LOCATED?

- DVR has offices in 22 Comprehensive Job Centers and 19 additional service locations throughout Wisconsin
- DVR staff are able to provide services in most locations within the state using remote access technology

DVR MISSION AND VALUES

The Division of Vocational Rehabilitation's **MISSION** is to obtain, maintain and improve employment for people with disabilities by working with vocational rehabilitation consumers, employers, and other partners.

DVR core **VALUES** include:

- Enabling the individual with a disability to increase self-sufficiency through education and employment
- Working with community partners and collaborators who share the expectation to increase individual self-sufficiency through education and employment
- Maintaining a team of employees and colleagues who are knowledgeable in rehabilitation and committed to serving individuals with disabilities to increase their self-sufficiency and employment
- Elevating DVR leaders who demonstrate the commitment, knowledge and experience to lead the program and employees to increase education and employment opportunities with persons with disabilities
- Ensuring sound fiscal and administrative practices that support all DVR personnel, community partners, and individuals with disabilities

The Division of Vocational Rehabilitation's **PURPOSE** is to provide individualized services to Wisconsin residents with disabilities experiencing significant barriers to employment. Primary DVR services include vocational guidance and counseling, job training, assistive technology, and job placement services.

WRC MISSION AND OBJECTIVES

The **MISSION** of the Wisconsin Rehabilitation Council (WRC) is to work on behalf of Wisconsin residents with disabilities to review, analyze, and advise DVR regarding the performance of its responsibilities in providing quality services to people with disabilities.

VISION STATEMENT

It is our vision that people with disabilities will enjoy full equality of opportunity, complete integration in the life of our communities, and appropriate employment which fulfills each individual's needs and aspirations.

OBJECTIVES of the WRC and its members include:



BUILDING PARTNERSHIPS among people with disabilities, providers of service, advocacy organizations, and those other groups that can and should participate in the accomplishment of the council's mission and vision.



REACHING OUT TO PEOPLE WITH DISABILITIES throughout the state so as to create a true spirit of inclusion for every citizen including an opportunity to contribute to the work of the Wisconsin Rehabilitation Council.



HEARING AND RESPONDING to the concerns and issues raised by people with disabilities, their advocates, and other concerned individuals so that the work of the Wisconsin Rehabilitation Council is as effective as possible and we are able to truly be a catalyst for positive change.



FORGING A SPIRIT OF TRUST AND COOPERATION with the administration and staff of DVR and advocacy organizations for people with disabilities so that the use of scarce resources for accomplishing the mission and vision are optimized and conditions are created for acquiring additional resources.

WRC WHAT WE DO

The Wisconsin Rehabilitation Council (WRC) was officially established by executive order of the Governor of Wisconsin in 1993. WRC members are appointed directly by the Governor, and serve staggered three-year terms. Additionally, the Administrator of DVR serves as an ex-officio member of the Council. Members of WRC include:

- Individuals with physical, cognitive, sensory, and mental disabilities
- Parents, family members, guardians, advocates, or authorized representatives of people with disabilities who have difficulty representing themselves or are unable to represent themselves due to their disabilities
- Current or former applicants for, or recipients of, vocational rehabilitation services
- Business, industry, and labor representatives

The WRC meets quarterly and performs several functions as outlined in the Rehabilitation Act of 1973, amendments under the Workforce Innovation and Opportunity Act (WIOA) of 2014, and the WRC by-laws.

1.

Review and analyze state-level data to advise DVR regarding performance in areas that impact the ability of individuals with disabilities to achieve employment outcomes using services under this title.

2.

Advise and assist DVR in the preparation of the state plan based on the needs assessment, reports, and evaluations.

3.

Conduct a review of Administrative Law Judge (ALJ) hearing decisions and available data on consumer satisfaction with vocational rehabilitation services.

4.

Work with DVR to prepare and submit an annual report to the Governor and Rehabilitation Services Administration (RSA) Commissioner on the status of vocational rehabilitation programs operated within the state.

5.

Coordinate the work of the WRC with the activities of other disability-related councils, including the State Rehabilitation Advisory Council, through dual memberships and information-sharing.

The Wisconsin Rehabilitation Council has **four** committees that meet regularly to support WRC work.

Those committees include:

- Executive Committee
- Services to Business Committee
- State Plan and Performance Measures Committee
- WIOA Committee

HISTORY

The Wisconsin Rehabilitation Council was known as the State Rehabilitation Planning and Advisory Council prior to the establishment of the current WRC by Governor Tommy Thompson in 1993.

DISABILITY TYPES

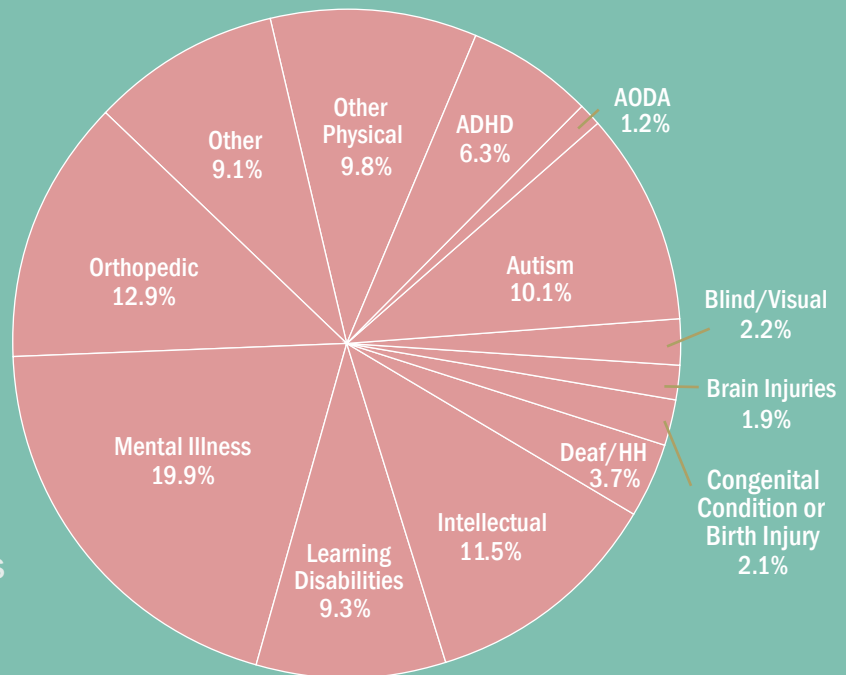
REPORTED AS PRIMARY

ADHD	1,870	6.3%
AODA	353	1.2%
Autism	3,009	10.1%
Blind/Visual	654	2.2%
Brain Injuries	560	1.9%
Congenital Condition or Birth Injury	624	2.1%
Deaf/Hard of Hearing	1,110	3.7%
Intellectual	3,417	11.5%
Learning Disabilities	2,774	9.3%
Mental Illness	5,941	19.9%
Orthopedic	3,850	12.9%
Other	2,715	9.1%
Other Physical	2,917	9.8%
TOTAL	29,794	100.0%

This table does not include disability information for the 1,716 individuals who engaged with DVR during the fiscal year whose eligibility was not determined, as DVR does not track disability information in these cases. Individuals who work with DVR who would not have an eligibility determination on file include students who were served as potentially eligible and applicants determined ineligible for DVR services. The total number of individuals who engaged with DVR in FFY 2018, as noted on page 9 of this report, was 31,510.

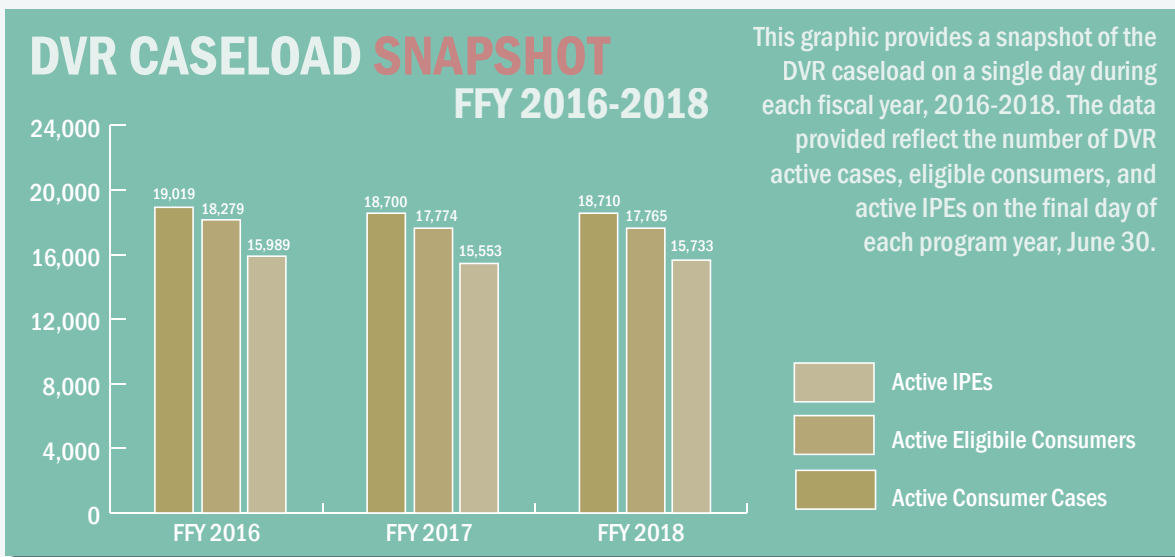
DVR CONSUMER DISABILITY TYPES: FFY 2018

This visual shows the distribution of disability types reported as primary disabilities by 29,794 DVR consumers in federal fiscal year 2018.



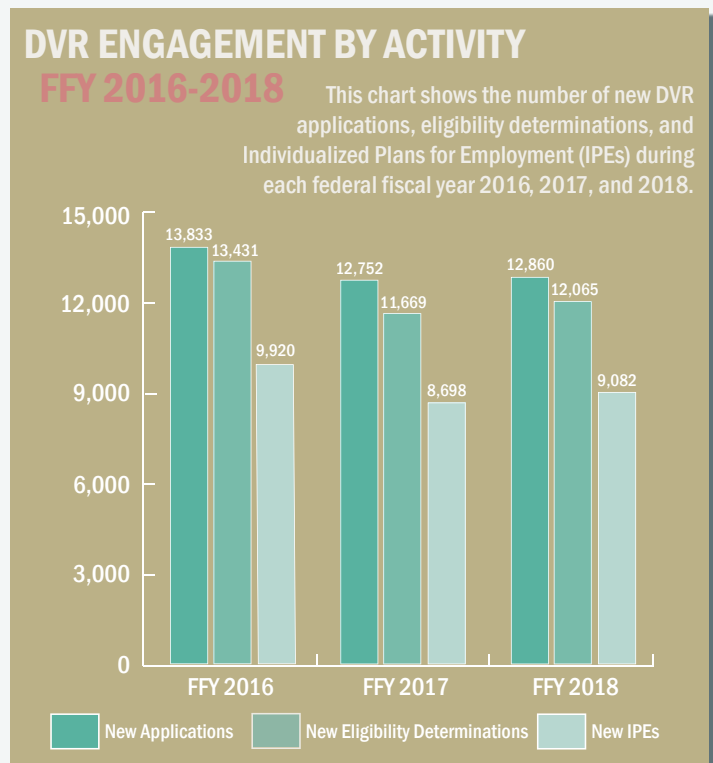
PERFORMANCE METRICS

Throughout federal fiscal year 2018, DVR engaged with a total of **31,510** Wisconsin residents. Individuals included in this figure participated in at least one activity with DVR over the course of the year. Engagement activities with DVR include application for services, eligibility determination, IPE development, active DVR services, or case closure, either through successful community employment or informed choice. Of those who engaged with DVR during the federal fiscal year, **29,794** were eligible DVR consumers.



CONSUMER OUTCOMES	TOTAL
Average Hours Worked per Week	25.23
Average Wage per Hour	\$11.83
Estimated Annual Successful Consumer Earnings	\$64,921,012
Total Cost of Services for Successful Consumers	\$31,298,534

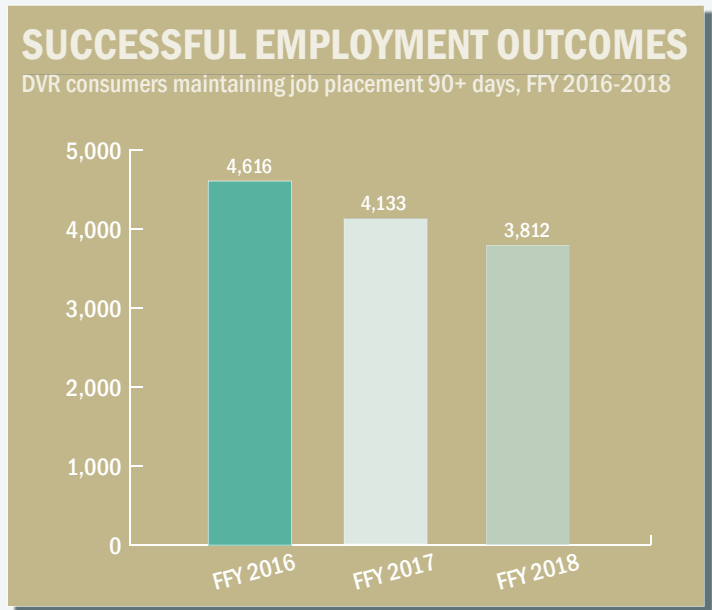
In FFY 2018, DVR consumers who successfully achieved their employment goals earned a higher average wage per hour worked than in the last two years. Additionally, the estimated annual earnings of DVR consumers who gained permanent employment during the fiscal year was more than **double** the total cost of DVR services spent assisting those individuals.



EMPLOYMENT OUTCOMES

Each of the last three fiscal years, DVR has assisted roughly 4,000 job seekers with disabilities in reaching their employment goals. The Workforce Innovation and Opportunity Act (WIOA) shifted DVR's focus to increasing services to students with disabilities ages 14 to 21, resulting in a longer average consumer case length over the last two fiscal years.

While successful employment outcomes have decreased since fiscal year 2016, the percentage of total consumers served having achieved a successful employment outcome was nearly identical each of the last three years. Likewise, the percentage of those consumers who developed an Individualized Plan for Employment (IPE) who ultimately reached and maintained their job goal remained largely consistent over the past three years.



The chart below shows federal fiscal year 2018 statistics by employment status category.

- **Employment without supports** refers to traditional employment where a candidate is hired by a business.
- **Employment with supports** refers to individuals who are hired by a business and receive some supports, such as job coaching, funded by a source other than the business.
- **Integrated setting** refers to competitive jobs in the community. Vocational rehabilitation services must be directed toward obtaining competitive jobs in the community.
- **Self-employment** involves starting one's own business or receiving help to accommodate the disability so a business owner can continue to operate their business.

EMPLOYMENT STATUS	TOTAL	PERCENTAGE OF PLACEMENTS	AVERAGE HOURLY WAGE
Employment without Supports in Integrated Setting	3,355	88.0%	\$12.12
Employment with Supports in Integrated Setting	422	11.1%	\$8.84
Self-employment (except BEP)	34	0.9%	\$20.65
Business Enterprise Program (BEP)	1	0.0%	\$8.00

DID YOU KNOW?

Through the successful intervention of DVR, **659** Wisconsin residents with disabilities transitioned off of Supplemental Security Income (SSI) and/or Social Security Disability Income (SSDI) in federal fiscal year 2018. This figure demonstrates the profound economic impact that DVR has not only on individual consumers, but on the State of Wisconsin as a whole.

JOB TYPES

OBTAINED BY DVR CONSUMERS

The tables below show the types of jobs obtained by the **3,812** DVR consumers who successfully achieved their employment goal in federal fiscal year 2018.

Architecture and Engineering	47
Arts, Design, Entertainment, Sports, and Media	51
Building and Grounds Cleaning and Maintenance	458
Business and Financial Operations	50
Community and Social Service	83
Computer and Mathematical	35
Construction and Extraction	36
Education, Training, and Library	79
Farming, Fishing, and Forestry	23
Food Preparation and Service	619
Healthcare Practitioners and Technical	68
Healthcare Support	76

Installation, Maintenance, and Repair	79
Legal	5
Life, Physical, and Social Science	21
Management	73
Office and Administrative Support	762
Other	1
Personal Care and Service	204
Production and Manufacturing	451
Protective Service	45
Sales and Related	300
Transportation and Material Moving	246
TOTAL	3,812

TOP 5 CONSUMER JOB TYPES

Number successfully employed in the five most common industries for DVR consumers, FFY 2018



CONSUMER CASE SERVICE

EXPENDITURES

The student work-based learning measure has been included in the job development category as it had been prior to the new category addition.

Services included in the Supported Employment category include assessment prior to employment, job development, and transition to Long-Term Care Services once employment has been secured. Customized employment and Individual Placement and Support (IPS) are considered Supported Employment for this tracking measure. On-the-job support costs, while part of the Supported Employment process, are tracked in their own category within DVR's data collection system.

SERVICE	FFY 2017	FFY 2018
Assessment	\$3,237,762.06	\$2,830,816.82
Benefits Analysis	\$2,675,401.89	\$2,811,896.00
College/University Training	\$3,625,129.09	\$3,331,076.67
Disability Skills Training	\$495,381.04	\$457,782.93
Eligibility/OOS Assessment	\$1,936,990.22	\$1,991,062.00
Interpreter/Note-Taker for the Deaf	\$343,844.40	\$314,129.30
Job Development	\$11,724,962.99	\$13,208,675.98
Low Vision Aid/Adjustment Services	\$186,811.35	\$217,372.28
Maintenance	\$475,030.65	\$410,609.56
Occupational/Vocational Training	\$1,482,367.88	\$689,556.34
On-the-Job Supports	\$5,167,428.22	\$5,686,228.77
Other Services	\$202,235.70	\$343,151.71
Personal Assistance	\$52,234.05	\$32,773.50
Promise Grant Services	\$763,522.95	\$841,100.22
Rehabilitation Technology	\$3,610,393.31	\$3,157,633.94
Restoration	\$213,359.57	\$172,396.87
Services/Family Members	\$58,028.73	\$35,926.13
Small Business Services	\$319,313.18	\$273,228.94
State LTE	\$197,911.33	\$120,632.41
Supported Employment	\$7,412,899.11	\$7,365,825.26
Temporary Work	\$6,254,092.01	\$7,097,179.35
Training	\$2,795,228.96	\$3,374,414.39
Transportation	\$1,967,852.40	\$2,140,515.70
Work-Related Materials/Tools	\$216,447.50	\$307,313.51
Youth OJT	\$247,887.56	\$219,389.32
TOTAL	\$55,662,516.15	\$57,430,687.90

The Training category includes job readiness, literacy, basic/remedial and "other" training, Project SEARCH, apprenticeship, customized training and adult on-the-job training (OJT). Youth OJT spending is tracked in a separate category for the purposes of this report.

PRE-EMPLOYMENT

TRANSITION SERVICES

Based on invoices paid before November 29, 2018, in federal fiscal year 2018 DVR spent nearly \$11.5 million on pre-employment transition services (Pre-ETS) statewide for students ages 14 to 21, exceeding their spending requirement by nearly \$2 million. In federal fiscal year 2016, Wisconsin DVR was the first vocational rehabilitation agency in the country to meet WIOA's Pre-ETS spending requirement.

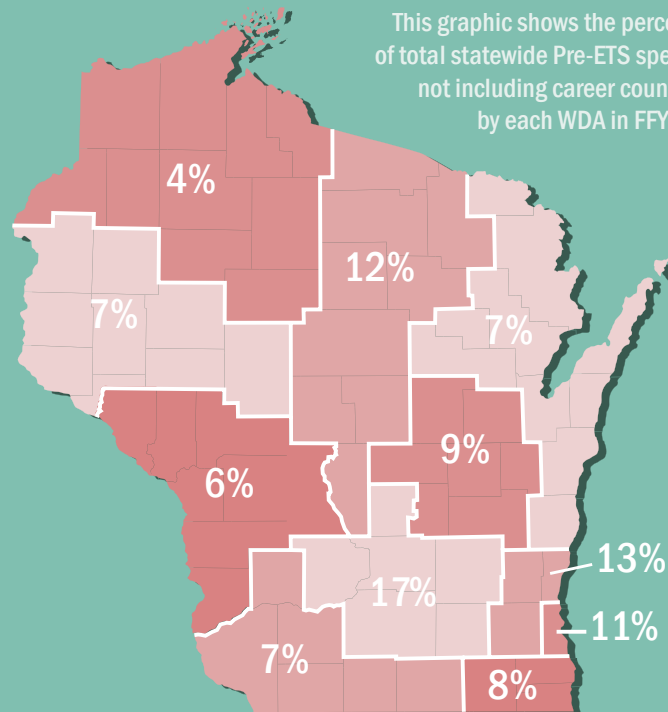
PRE-ETS CATEGORY	SPENDING
Work-Based Learning	\$8,296,585
Job Exploration Counseling	\$874,902
Workplace Readiness Training	\$999,902
Career Counseling (Staff Time)	\$1,017,861
Self-Advocacy Training	\$272,297
Transition Counseling	\$17,400
STATEWIDE TOTAL	\$11,478,947

This table includes all Pre-ETS services outlined in the Workforce Innovation and Opportunity Act (WIOA). In November of 2016, the Pre-ETS Committee of WRC recommended that DVR emphasize work experience in meeting the WIOA Pre-ETS spending requirement. This recommendation has been reflected in the spending data, and WRC applauds DVR for providing work-based learning to the level recommended.

This Pre-ETS spending by WDA map includes all categories listed above except career counseling, as staff time expenditures are not broken down by WDA. The distribution of spending statewide on Pre-ETS is largely consistent with the distribution of high school students served by DVR throughout the state. This shows that the variance in Pre-ETS spending per WDA corresponds to the number of students served by each WDA. The variances do not appear to indicate an inconsistency in the quality or number of services provided to individual students in different parts of the state.

PERCENTAGE OF PRE-ETS DOLLARS SPENT STATEWIDE BY WDA

This graphic shows the percentage of total statewide Pre-ETS spending, not including career counseling, by each WDA in FFY 2018.



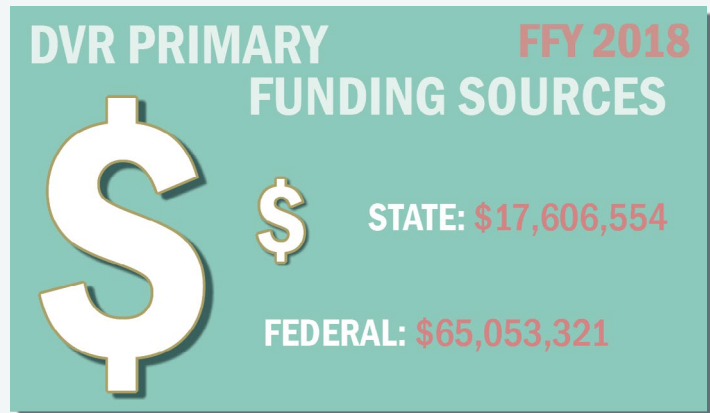
VOCATIONAL REHABILITATION

FUNDING SOURCES

DVR receives approximately 78.7 percent of its funding from the U.S. Department of Education and a required 21.3 percent match from State of Wisconsin General Purpose Revenues.

In addition, Wisconsin has the ability to apply for Social Security Reimbursement dollars. These funds are earned when DVR services have helped to place a consumer in a job that pays a high enough wage that the consumer no longer qualifies for Social Security Income (SSI) or Social Security Disability Income (SSDI). When this occurs, the Social Security Administration (SSA) reimburses DVR for the cost of case services provided to the consumer.

In federal fiscal year 2018, DVR received **\$65,053,321** in federal funding, and an additional **\$17,606,554** in state match dollars. In addition to these primary funding sources, DVR received over **\$7 million** in Social Security Reimbursement funding, up by nearly **\$3 million** from the \$4.4 million received in federal fiscal year 2017.



HIGHLIGHT ON BUSINESS SERVICES

“Kwik Trip, Inc. partners with the Wisconsin Division of Vocational Rehabilitation because they bring us great talent! The Retail Helpers that come to us through our single point of contact partnership know how to get the job done and make a difference in our stores, allowing our Guest Service Coworkers to focus on performing exemplary customer service. Often I will hear from Store Leaders how the Retail Helpers do more work than they expected, are focused, and are well liked and appreciated by their coworkers because of all the tasks they complete. Currently we have over 200 Retail Helpers employed in Wisconsin with over 30 openings for additional Retail Helpers, and we will continue to work with DVR to fill those positions!”

-Joalyn Torgerson
Return to Work Coordinator
Kwik Trip, Inc.

KWIK TRIP, INC



LEARN MORE

CONTACT WRC

The Wisconsin Rehabilitation Council (WRC) welcomes and appreciates input from the public, using it to advise the Division of Vocational Rehabilitation and direct the council's focus. Members of the public may contact WRC or provide public comment using any of the methods below:



CALL

800-442-3477 (Voice)
888-877-5939 (TTY)



FAX

608-266-1133



EMAIL

dvrwirehabcouncil@dwd.wisconsin.gov



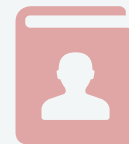
WRITE

Wisconsin Rehabilitation Council
201 E. Washington Avenue
P.O. Box 7852
Madison, WI 53707-7852



ATTEND A MEETING

WRC meets quarterly in cities around Wisconsin. Meetings are open to the public, with schedules available at:
<https://publicmeetings.wi.gov/>



BECOME A MEMBER

If you are interested in becoming a WRC member, please contact us using any of the above methods.

FOR MORE INFORMATION

DVR SERVICES FOR JOB SEEKERS WITH DISABILITIES

<https://dwd.wisconsin.gov/dvr/jobseek.htm>

WORKFORCE INNOVATION AND OPPORTUNITIES ACT

<https://www.doleta.gov/wioa/>

DVR SERVICES FOR BUSINESS

<https://dwd.wisconsin.gov/dvr/business/>

REHABILITATION SERVICES ADMINISTRATION

<https://rsa.ed.gov/>

WISCONSIN REHABILITATION COUNCIL

<https://dwd.wisconsin.gov/dvr/wrc/>

NATIONAL COALITION OF STATE REHABILITATION COUNCILS

<http://www.ncsrc.net/>