

**ANNUAL PROTECTION & ADVOCACY OF INDIVIDUAL RIGHTS (PAIR)
PROGRAM PERFORMANCE REPORT****Fiscal Year 2007**

DESIGNATED AGENCY IDENTIFICATION	
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Name of P&A Executive Director:	Colleen Miller, Esq.
Name of PAIR Director/Coordinator:	Colleen Miller, Esq.
Person to contact regarding report:	Sherry Confer, LCSW
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PART I. NON-CASE SERVICES:	
A. Individual Information and Referral Services (I&R): (Multiple responses are not permitted.)	
1. Individuals receiving I&R <u>within</u> PAIR's priority areas	839
2. Individuals receiving I&R <u>outside</u> of PAIR's priority areas	1670
3. Total individuals receiving I&R (lines A1+A2)	2509
B. Training Activities:	
1. Number of trainings presented by PAIR staff	8
2. Number of individuals who attended these trainings (approximate)	339
Describe the trainings presented by PAIR staff. Be sure to include information about the topics covered, the training methods used, and the purpose for the training. Use separate sheets if necessary.	

C. Information Disseminated to the Public:	
1. Radio and TV appearances by PAIR staff	1
2. Newspaper/magazine/journal articles	
3. PSAs/videos aired	4
4. Hits on the PAIR/P&A website	24,239
5. Publications/booklets/brochures disseminated	5033
6. Other (specify on separate sheet)	

PART II. INDIVIDUALS SERVED:	
A. Individuals Served: (An individual is counted only once per fiscal year. Multiple counts are not permitted for lines A1 through A3.)	
1. Individuals who were still being served as of October 1 (carryover from prior fiscal year)	25

2. Additional individuals who were served during the year	62
3. Total individuals served (lines A1+A2)	87
4. Individuals who had more than one case file opened/closed during the fiscal year. (This number is not added to the total on line A3 above.)	0
B. Individuals still served as of September 30 (carryover to next year) (May not exceed total on line II.A.3 above.)	25
C. Problem Areas/Complaints of Individuals Served:	
1. Architectural accessibility	6
2. Employment	12
3. Program access	3
4. Housing	13
5. Government benefits/services	10
6. Transportation	3
7. Education	22
8. Assistive technology	1
9. Voting	0
10. Health care	9
11. Insurance	0
12. Non-government services	2
13. Privacy rights	0
14. Access to records	0
15. Abuse	2
16. Neglect	5
17. Other	4
D. Reasons for Closing Individual's Case Files:	
1. Issues resolved partially or completely in the individual's favor	48
2. Other representation found	
3. Individual withdrew complaint	
4. Appeals were unsuccessful	1
5. PAIR services not needed due to individual's death, relocation, etc.	
6. PAIR withdrew from case	7
7. PAIR unable to take case because of lack of resources	
8. Individual's case lacks legal merit	2
9. Other (no longer program eligible.)	4
E. Intervention Strategies Used in Serving Individuals: (List the <u>highest level</u> of intervention used by PAIR prior to closing each case file.)	
1. Technical assistance in self-advocacy	33
2. Short-term assistance	16
3. Investigation/monitoring	3
4. Negotiation	10
5. Mediation/alternative dispute resolution	
6. Administrative hearings	
7. Litigation (including class actions)	

8. Systemic/policy activities	
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PART III. STATISTICAL INFORMATION ON INDIVIDUALS SERVED:	
A. Age of Individuals Served: (as of October 1) (Multiple responses not permitted.)	
1. 0 - 4	3
2. 5 - 22	25
3. 23 - 59	49
4. 60 - 64	4
5. 65 and over (1 additional person refused to disclose)	5
B. Gender of Individuals Served: (Multiple responses not permitted) ¹	
1. Females	55
2. Males	32
C. Race/Ethnicity of Individuals Served: (Multiple responses permitted)	
1. White	63
2. Black or African American	19
3. American Indian or Alaska Native	0
4. Asian	1
5. Native Hawaiian or other Pacific Islander	0
6. Hispanic or Latino	2
7. Race/ethnicity unknown	2
D. Living Arrangements of Individuals Served: (Multiple responses not permitted)	
1. Independent	50
2. Parental or other family home	28
3. Community residential home	3
4. Foster care	0
5. Nursing home	2
6. Public institutional living arrangement	0
7. Private institutional living arrangement	1
8. Jail/prison/detention center	1
9. Homeless	0
10. Other living arrangements	2
11. Living arrangements not known	0
E. Primary Disability of Individuals Served: (Identify the individual's primary disability, namely the one directly related to the issues/complaints raised by the individual.)	
1. Blind/visual impairment	9
2. Deaf/hard of hearing	19
3. Deaf-blind	0
4. Orthopedic impairment	7
5. Mental illness	5
6. Substance abuse	0
7. Mental retardation	1
8. Learning disability	20

9. Neurological impairment	4
10. Respiratory impairment	0
11. Heart/other circulatory impairment	2
12. Muscular/skeletal impairment	14
13. Speech impairment	0
14. AIDS/HIV	0
15. Traumatic brain injury	1
16. Other disability (Cancer 3; diabetes 2)	5

PART IV. SYSTEMIC ACTIVITIES AND LITIGATION:

It should be noted that the Virginia Office for Protection and Advocacy (VOPA) has made a deliberate decision to take cases that we believe will have a strong impact on the lives of Virginians with disabilities. Although we are opening a targeted number of cases, we believe that tying them directly to systemic reform, we are making significant impact on a much larger population group.

It should be noted that VOPA plans its objectives based on the needs of the state; not by funding stream or specific disabilities. Some of the identified estimated cases may be addressed in conjunction with other funding streams, but the result will still be a positive impact on PAIR eligible individuals.

A. Systemic Activities:

1. Number of policies/practices changed as a result of non-litigation systemic activities	10
2. Number of individuals potentially impacted by policy changes	950,842
Describe your systemic activities. Be sure to include information about the policies that were changed and how these changes benefit individuals with disabilities. Include case examples of how your systemic activities impacted individuals served. (Attach separate sheets if necessary.)	
VOPA has partnered with the Center for Independent Living in Lynchburg, Virginia, to survey public buildings and advocate for the city to make its buildings accessible to people with disabilities. VOPA had a settlement conference with the City in June of 2007. At the conference, it was agreed that the City would take steps, in the immediate future, to make its City Hall accessible to people with disabilities. It was also agreed that the City would work with the CIL to identify and take the steps necessary to make other public buildings accessible	

VOPA represents three individuals in a lawsuit against the Virginia Lottery and its director alleging that the respondents have violated our clients' rights under the Virginians with Disabilities Act and Americans with Disabilities Act by licensing and subsidizing private businesses that are not accessible to people with disabilities. Respondents' Motion to Dismiss was denied. The case is now in discovery. VOPA has had to file two Motions to Compel in an attempt to gain relevant information. The Lottery refused to provide certain information relevant to their defense, citing the attorney-client privilege and the attorney work product exception. The Judge overruled these exceptions and barred the Lottery from presenting any such evidence unless and until it is disclosed. In the course of our case, we have evaluated the lack of physical access in hundreds of retailers in Virginia.

VOPA surveyed several private businesses that participate in the Department of Transportation's "Logo Program" and found them to be inaccessible to people with disabilities. VOPA sent a letter to the Department notifying them of the inaccessible locations and demanding that the Department ensure that its licensees comply with state and federal accessibility laws. DOT replied stating that it was not responsible for ensuring that its contractors are accessible. VOPA is considering the next steps in its advocacy.

VOPA surveyed dozens of businesses in downtown Roanoke, Virginia, and offered technical advice and assistance to those that were not accessible to people with disabilities. Most businesses welcomed the assistance and have improved their compliance with the ADA. A few businesses continue to resist compliance.

B. Litigation/Class Actions:

1. Number of individuals potentially impacted by changes as a result of PAIR's litigation/class action efforts	0
2. Number of individuals named in class actions	0
Describe your litigation/class action activities. Explain how individuals with disabilities benefited from your litigation activities. Be sure to include case examples that demonstrate the impact of your litigation. (Attach separate sheets if necessary.)	

PART V. PAIR'S PRIORITIES AND OBJECTIVES:

A. Priorities and Objectives for the Fiscal Year Covered by this Report:

It should be noted that the Virginia Office for Protection and Advocacy (VOPA) has made a deliberate decision to take cases that we believe will have a strong systemic impact on the lives of Virginians with disabilities. Although we are opening a targeted number of cases, we believe that by tying them directly to systemic reform, we are making significant impact on a much larger population group.

It should also be noted that VOPA plans its programs based on the needs within the state; not by funding stream or specific disabilities. Some of the identified estimated cases may be addressed in conjunction with other funding streams, but the result will still be a positive impact on PAIR eligible individuals.

Goal: People with Disabilities are Free from Abuse and Neglect
Focus Area: Deaths Where There is Probable Cause to Believe Abuse or Neglect Occurred

Needs/Issues/Barriers Addressed

Individuals in these institutions may be subject to abuse or neglect that causes death.

Indicators for Success Include the Completion of the Following Objectives

Investigate all reports of death that occurred in a state mental health or mental retardation institution, psychiatric residential treatment facility, or community-based facility where VOPA suspects abuse or neglect occurred. Five (5) incidents will be selected for an in-depth investigation. Selection will be based on the strength of the evidence available, the possibility of systemic reform, geographic distribution of allegations, distribution across types of facilities, and available resources

Collaborative Efforts VOPA collaborates with residents/clients/family members/advocates/providers alleging abuse/neglect complaints & when investigating complaints. In addition, VOPA collaborates with law enforcement, providers and experts.

Number of cases handled - - 0 with PAIR funding

Case summary that demonstrates the impact of the priority

By statute, VOPA receives Critical Incident Reports (CIR) submitted by the mental health and retardation institutions. Every CIR is read by VOPA staff and pertinent information is entered into a database. All CIRs that involve injuries within current program priorities and other alarming or unusual reports are identified and further reviewed. In addition, the VOPA Executive Director conducts a weekly meeting to address the reports, their implications, and remedial action. In conjunction with VOPA's review of CIRs, VOPA routinely requests that the Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS) produce internal investigation reports and supporting materials. In addition, VOPA is reviewing Critical Incident Reports where DNRs are in place

Using other funding, VOPA is investigating five deaths that occurred at state institutions, four at state hospitals and one at a training center. VOPA is

investigating a death of a resident, known to have a diagnosis of pica, who died following surgery to have two latex examination gloves removed from his intestines. This case is part of our recently filed federal case to gain access to peer review records.

Goal: People with Disabilities are Free from Abuse and Neglect
Focus Area: Abuse or Neglect in Community Settings

Needs/Issues/Barriers Addressed

Individuals with disabilities living in the community are being subjected to abuse and neglect.

Indicators for Success Include the Completion of the Following Objectives:
Identify possible abuse and neglect by reviewing all reports of abuse, neglect or exploitation forwarded to VOPA by Adult Protective Services.

Prepare quarterly summaries of reports about facilities not covered by the Critical Incident Reporting statute, using licensing inspections, investigations, complaints of abuse or neglect, APS reports, and other relevant information to identify patterns of abuse or neglect.

Investigate reports where there is an allegation of abuse or neglect as identified in patterns above. Six (6) allegations will be selected for in-depth investigation, with selection based on strength of evidence, potential for systemic impact, and available resources. Obtain corrective action as appropriate.

Investigate eight (8) additional allegations of abuse or neglect in licensed community residential settings, particularly concerning inappropriate medication, safety, and inappropriate use of seclusion or restraints, and obtain corrective action as appropriate.

Represent consumer choice, independence, and community integration for people with disabilities on the Mental Health Planning Council (MHPC) and ALF regulation workgroups.

Obtain full compliance by Brice's Villa with the consent decree, to the agreement expiration date of February 2007.

Increase Adult Protection Services referrals to VOPA of allegations of abuse or neglect through development of consistent and uniform reporting tools.

Inform residents about their rights by monitoring ten (10) assisted living facilities serving people with disabilities.

Inform policy-makers of the need to eliminate abuse and neglect in community settings in response to all relevant legislative proposals, proposed administrative

regulations, and organizational policies.

Inform relevant policy-makers of the need to improve requirements for community providers to report abuse or neglect.

Represent the interests of persons with disabilities on the Guardianship Advisory Board of the Department for the Aging in an effort to promote alternatives to guardianship, consumer self-direction, and improved protections for persons with disabilities in substitute decision-making proceedings.

Inform policy-makers of the need for consumer self-direction, alternative decision making supports, and protection for persons with disabilities in substitute decision-making proceedings in response to all relevant legislative proposals, proposed administrative regulations, and organizational policies.

Collaborate with Virginia's Long-Term Care Ombudsmen through quarterly meetings and as needed.

Collaborative Efforts VOPA collaborates with residents/clients/family members/advocates/providers alleging abuse/neglect complaints & when investigating complaints. In addition, VOPA collaborates with law enforcement, providers and experts.

Number of cases handled 1 with PAIR funding

Case summary that demonstrates the impact of the priority

In FY07, VOPA received 358 reports from APS. Using other funds, VOPA opened five investigations into allegations of abuse forwarded by APS. The cases include an allegation of staff on resident assault, the misuse of seclusion at a group home for individuals with mental retardation and the misuse of restraint at an ICF/MR. Using PAIR funds, VOPA is investigating a choking incident in a community living placement.

VOPA conducted an additional five investigations of allegations of abuse or neglect in licensed residential settings. One case involved a resident of an assisted living facility who was struck and killed by the facility-operated vehicle that was attempting to take her for a mental health assessment.

VOPA has conducted site visits to 11 Assisted Living Facilities (ALFs) serving people with disabilities, to monitor the care provided. VOPA opened a death investigation as a result of a site visit to an ALF. VOPA is also investigating whether individuals who are eligible for Medicaid are being denied mental health services by community providers, and has reviewed three cases where this seems to be the case.

Although VOPA agreed to continue to serve on the ALF regulation workgroup,

this group has not re-convened.

VOPA was not able to complete the work with Adult Protective Services to develop a consistent web-based reporting tool. VOPA's information technology needs have been under review and action steps identified to address those needs. However, VOPA and some local APS offices have increased communication about reports received and joint concerns.

VOPA staff continue to collaborate with representatives from the Long Term Care Ombudsman office on an individual case-by-case basis.

VOPA serves on the Dept of Aging's (VDA) Public Guardianship program's Advisory Board. The Advisory Board, in conjunction with the VDA developed administrative regulations for the program and responded to the public comment. During that process VOPA and the Advisory Board learned that agencies under contract with VDA to provide guardianship services had been advised to pursue full guardianship for all new wards. The Board was alarmed and drafted a letter to VDA to ascertain if this indeed was the guidance from the VDA. Because of this, VOPA has additional indicators regarding guardianship for FY08.

VOPA completed the court ordered monitoring of an ALF (Brice's Villa) with no additional issues.

VOPA routinely provides comment and recommendations to relevant policy makers regarding legislation, administrative regulations and organizational policies. In addition, VOPA serves on several task forces and work groups. VOPA provided public comment on DMHMRSAS licensing regulations. VOPA stressed the need for strengthening the requirement for reporting abuse and neglect. We also strongly recommended that the regulations include concepts of self-determination and genuine community integration.

Goal: People with Disabilities are Free from Abuse and Neglect
Focus Area: Abuse or Neglect in Institutional Settings

Needs/Issues/Barriers Addressed

Individuals with disabilities living in institutional settings are being subjected to abuse and neglect.

Indicators for Success Include the Completion of the Following Objective:

Investigate disaster response plans of five (5) state-operated facilities for individuals with disabilities to ensure that rights of residents are protected.

Collaborative Efforts VOPA requested disaster response plans from 5 state-operated facilities.

Number of cases handled Not case level services

Case summary that demonstrates the impact of the priority

VOPA continues to review the disaster response plans of selected state institutions to ensure that the rights of institutionalized individuals with disabilities are protected.

In addition to our disaster response work in institutions, VOPA established a strong presence at the Salem Veterans Administration Medical Center (SVAMC). Early in the year, VOPA laid the groundwork by meeting with SVAMC's acting director and other administrators, overcoming stonewalling and initial objections to access, and then successfully advocated for broad access to the facility. Arrangements were made for routine access to units, patients and to both electronic and paper records. VOPA posters were placed at the main entrance, in the mental health unit and outpatient clinics. SVAMC also agreed to distribute VOPA literature in the admission packets of individuals being admitted to the mental health and long term care units. VOPA also conducted orientation meetings for physicians and staff, monitoring visits conducted and staff has established a degree of name recognition at the facility.

Goal: People with Disabilities are Free from Abuse and Neglect

Focus Area: Physical Abuse in Juvenile Facilities

Needs/Issues/Barriers Addressed:

VOPA has been advised that individuals with disabilities living in juvenile settings are being subjected to physical abuse.

Indicators for Success Include Completion of the Following Objectives:

Prepare quarterly summaries of licensing inspections, investigations, monitoring results, complaints, and other relevant formation about juvenile facilities to identify patterns of abuse or neglect and obtain corrective actions as appropriate.

Investigate complaints or reports of "serious occurrences" in juvenile facilities that result in serious bodily injury or loss of consciousness requiring medical treatment where VOPA suspects that abuse or neglect occurred. Eight (8) cases will be selected, focusing on seclusion and restraint or medical care, for in-depth investigation. Selection will be based on the strength of evidence available, the possibility of systemic reform, and available resources.

Inform juveniles and their families about their rights while in psychiatric residential treatment facilities, schools, or detention centers through technical assistance, short-term assistance, trainings for 25 individuals and monitoring of five juvenile detention facilities.

Collaborative Efforts VOPA collaborates with residents/clients/family members/advocates/providers alleging abuse/neglect complaints & when investigating complaints. In addition, VOPA collaborates with law enforcement, providers and experts.

Number of cases handled 0 with PAIR funding

Case summary that demonstrates the impact of the priority

Under another funding stream, VOPA is conducting seven investigations into serious injuries sustained during restraint incidents at six different juvenile facilities. In one case, VOPA's client was a child with mood disorder, NOS, Attention Deficit Disorder Oppositional Defiant Disorder, and other disabilities, who lives in a psychiatric residential treatment facility (PRTF). Our client had been frequently restrained since he had been at the facility, and eventually sustained a fractured wrist during the course of a restraint. During the course of the investigation, our client told VOPA that staff broke his wrist by pulling his hand during the restraint. Our client wanted to live somewhere else while the PRTF insisted that the client required a higher level of institutionalization. VOPA advocated for the client. VOPA worked with the Department of Social Services guardian, the C.S.A. coordinator, and the client's mentor to get him into a therapeutic foster home where he is not restrained.

VOPA monitored five (5) juvenile correctional facilities across the State. VOPA staff conducted several monitoring visits at each location and provided rights information to juveniles and staff. Staff reviewed the use of seclusion and restraint, educational services and the mental health screening and service provided at each facility. We conducted multiple monitoring visits at each of the five facilities, providing information to corrections staff, educators, and CSB staff who provide on-site mental health services.

VOPA monitored three (3) facilities that are licensed under the Standards for Interdepartmental Regulations for Children's Residential Facilities. VOPA staff conducted monitoring visits at the facilities, reviewing general condition, the use of seclusion and restraint, educational services and access to appropriate treatment.

VOPA provided public comment for the interdepartmental administrative regulations for juvenile facilities.

Goal: People with Disabilities have Equal Access to Government Services
Focus Area: Services and Supports to Enable Individuals to Move Into the Community

Needs/Issues/Barriers Addressed:

This allows VOPA to advocate for adherence to the true intent of the Olmstead decision.

Indicators for Success Include the Completion of the Following Objectives:

Represent five (5) people who have been denied Medicaid or Medicaid Waiver services due to a failure by DMAS to provide services with reasonable promptness.

Inform policy-makers of the need for increased accessible, affordable housing for people with disabilities in Virginia.

Represent two (2) individuals who have been discriminated against in housing based on disability.

Identify a county or city in Virginia and survey the government buildings or private business that contract to provide government services to determine if they are accessible to people with disabilities. Inform all that are not accessible of the requirements of the law and provide technical assistance to encourage them to become accessible. If any refuse to become accessible, litigate to compel compliance with state and federal laws requiring accessibility.

Investigate whether public transportation in the Tidewater region discriminates against people with disabilities. If so, litigate or advocate to ensure full compliance with state and federal law.

Inform policy-makers of the requirements of the Americans with Disabilities Act's (ADA) Integration Mandate as set forth in the Olmstead decision, in response to all relevant legislative proposals, proposed administrative regulations, and organizational policies.

Investigate disaster response plans of five (5) community based programs for individuals with disabilities to ensure that rights of individuals with disabilities are protected.

Collaborative Efforts VOPA collaborates with individuals, clients, family members, advocates, providers and government representatives when advocating for access to government services. At times, VOPA may collaborate with experts. The other outcome noted above also involved significant communication and collaboration with state wide advocacy groups.

Number of cases handled 32 with PAIR funding

Case summary that demonstrates the impact of the priority

VOPA represents 2 individuals in 2 different parts of the State that have complaints about Logisticare, the Medicaid transportation broker in Virginia. Their complaints include not being picked up as scheduled, being "dropped" from the pick up list without notification, and sending vehicles that cannot accommodate our clients' adaptive equipment. These cases are ongoing.

VOPA has partnered with the Center for Independent Living in Lynchburg, Virginia, to survey public buildings and advocate for the city to make its buildings accessible to people with disabilities. VOPA had a settlement conference with the City in June of 2007. At the conference, it was agreed that the City would

take steps, in the immediate future, to make its City Hall accessible to people with disabilities. It was also agreed that the City would work with the CIL to identify and take the steps necessary to make other public buildings accessible.

VOPA was asked to participate in the workgroup convened by DMHMRSAS and DMAS for goal 4 of the Systems Transformation grant. This goal addresses developing technology to assist with a centralized, cross Departmental reporting mechanism of injuries and/or incidents.

VOPA resolved 10 cases on behalf of PAIR-eligible individuals who have been discriminated against on the basis of disability in housing. An individual living in public housing contacted us about Fair Housing issues. The most immediate concern was an eviction notice based on alleged damage done to the apartment secondary to the client's disability. The client had on several occasions requested an accommodation that would have eliminated the damage, but it had been refused. She also wanted assistance in asking her landlord to widen the door to her apartment. While she could fit through the door, she had on a few occasions gotten stuck because the opening is not much wider than her wheelchair. VOPA staff drafted a letter to the landlord addressing these issues, and the landlord agreed to all requests. The client received the accommodations and avoided eviction.

A client called VOPA about an extra security deposit and monthly fee her landlord said she would have to pay for her service animal. She had been on a long waiting list for a service animal, and when the time came for her to attend training and take possession of the animal, she informed her landlord. The landlord said the building has a "no pets policy" and in order to have the service animal, the tenant must pay a \$200 deposit and an extra \$30 per month. VOPA staff sent a letter and a copy of the *Joint Statement of the Department of Housing and Urban Development and the Department of Justice on Reasonable Accommodations under the Fair Housing Act*. The landlord said that was all she needed to convince the corporate office to allow the service animal with no extra fees.

VOPA provided technical assistance and short-term assistance for 17 individuals who contacted VOPA about various degrees of employment discrimination based on disabilities.

VOPA represented 3 children in education cases. Once child was expelled from school due to behaviors related to his disability. The school had conducted an expulsion hearing that did not comply with the requirements of IDEA as to how to determine whether this behavior is a manifestation of his disability. VOPA represented the child in a due process hearing, but the hearing officer ruled against the child VOPA has not taken the case to federal district court.

The other 2 children were 6 year old twins who had just learned to walk 3 months

before VOPA involvement. The parents wanted additional physical, occupational and speech therapies in school. Although at the IEP meeting, the school representatives seemed willing to provide the services, they were reluctant to write them into the IEP. With VOPA's support of the parents as they practiced self advocacy, the services and specific timeframes were written into the IEP.

VOPA attends emergency planning meetings to ensure that disaster response plans for community based programs for individuals with disabilities are appropriate. Six emergency plans were requested of community based providers and VOPA received three. The community agencies do not seem to have plans in place or the plans are poorly done.

Goal: People with Disabilities have Equal Access to Government Services
Focus Area: Inaccessibility of Commercial Locations under Contract with the State.

Needs/Issues/Barriers Addressed

This allows VOPA to enforce Title II and Title III of the Americans with Disabilities Act on a systemic basis.

Indicators for Success Include the Completion of the Following Objectives:

Litigate against the Lottery to obtain compliance with the requirement that the State not contract with private businesses that discriminate against people with disabilities.

Litigate or advocate to obtain compliance by the Department of Transportation with the requirement that the State does not contract with private businesses that discriminate against people with disabilities in its Logo Program.

Collaborative Efforts not applicable

Number of cases handled 3

Case summary that demonstrates the impact of the priority

VOPA represents three individuals in a lawsuit against the Virginia Lottery and its director alleging that the respondents have violated our clients' rights under the Virginians with Disabilities Act and Americans with Disabilities Act by licensing and subsidizing private businesses that are not accessible to people with disabilities. Respondents' Motion to Dismiss was denied. The case is now in discovery. VOPA has had to file two Motions to Compel in an attempt to gain relevant information. The Lottery refused to provide certain information relevant to their defense, citing the attorney-client privilege and the attorney work product exception. The Judge overruled these exceptions and barred the Lottery from presenting any such evidence unless and until it is disclosed.

VOPA surveyed several private businesses that participate in the Department of Transportation's "Logo Program" and found them to be inaccessible to people with disabilities. VOPA sent a letter to the Department notifying them of the inaccessible locations and demanding that the Department ensure that its licensees comply with state and federal accessibility laws. DOT replied stating that it was not responsible for ensuring that its contractors are accessible. VOPA is considering the next steps in its advocacy.

Goal: People with Disabilities Live in the Most Integrated Environment Possible

Focus Area: Service Animals In Public Accommodations

Needs/Issues/Barriers Addressed

This allows VOPA to enforce Title III of the Americans with Disabilities Act on a systemic basis.

Indicators for Success Include the Completion of the Following Objectives:

Represent three (3) people who have been denied access to public accommodations due to their use of a service animal.

Implement testing program of taxi services in Northern Virginia to determine whether taxi companies deny rides to people who use service animals. If so, obtain corrective actions as appropriate.

Collaborative Efforts VOPA collaborated with our clients and a child's family members.

Number of cases handled 3

Case summary that demonstrates the impact of the priority

VOPA represented three people who were denied access to public accommodations because they use service animals. In one case, a child was denied access to an after-school program due to his service animal. VOPA advocated for the school to adopt a policy allowing people with service animals to have equal access to programs. The school stated that it has such a policy and would ensure that it is enforced. In the other case, a woman was denied access to a restaurant due to her service animal. VOPA negotiated a settlement where the restaurant would not deny access to people with service animals in the future, would receive training, and would meet with our client to discuss service animals and her right to access. All facets of the agreement were complied with except for the meeting. VOPA has since ensured that the meeting between our client and the restaurant owner will take place.

VOPA is also representing an individual who was denied access to public transportation because he has a service animal.

VOPA implemented a testing program of taxi services in northern Virginia to determine whether taxi companies deny rides to people who use service animals. VOPA identified two companies with policies that result in discrimination and has taken corrective actions.

Goal: People with Disabilities Live in the Most Integrated Environment Possible

Focus Area: Alternative Decision-Making Methods

Needs/Issues/Barriers Addressed

There is an increase in Guardianship over people with disabilities in Virginia.

Indicators for Success Include with Completion of the Following Objectives:

Create a fact sheet on alternatives to guardianship and distribute to 200 attorneys who are certified as guardians ad litem.

Publish one article on alternatives to guardianship.

By June 30, 2007, develop interactive learning center on the webpage concerning alternatives to guardianship. By September 30, 2007, produce learning center on DVD/CD ROM and distribute to 20 CILs, CSBs, or mental health consumer groups.

Represent four (4) persons who desire less restrictive guardianships or alternatives to guardianship.

Inform policy-makers of the need for consumer self-direction and protections for persons with disabilities in substitute decision-making proceedings in response to all relevant legislative proposals, proposed administrative regulations, and organizational policies.

Collaborative Efforts

Number of cases handled 0 with PAIR

Case summary that demonstrates the impact of the priority

Although VOPA intended to use PAIR funding for this focus area, no opportunities arose to do so. Each of the below examples were completed with other funding.

VOPA wrote a fictional story about a family that was considering pursuing guardianship for a loved one. The article addressed how the advocate discussed other substitute decision making strategies and legal options along with what

guardianship really allows and its limits. This article was mailed to all 344 of the adult guardians ad litem in Virginia along with a cover letter urging alternatives and limited guardianships whenever possible. Webpage materials were developed, but due to IT difficulties they were not posted on website.

VOPA completed two fact sheets and a PowerPoint presentation on alternatives to guardianship that will be put on our web page in a resource center for alternatives to guardianship and sent to CILs, CSBs and consumer groups.

With other funding, VOPA represents three individuals who desire less restrictive guardianships or alternatives to guardianship. In one case VOPA staff helped a long-time resident of a state mental health facility draft his living will and provided information about other forms of advance directives. This resident had been quite concerned about what would happen to him in the event of terminal illness or catastrophic injury and having a living will in place helped him feel more at ease. He does not have any active family members and he did not want the facility to make these important decisions for him.

Goal: People with Disabilities Live in the Most Integrated Environment Possible

Focus Area: Inaccessibility of Retail Settings

Needs/Issues/Barriers Addressed

This allows VOPA to enforce Title III of the Americans with Disabilities Act on a systemic basis.

Indicators for Success Include the Completion of the Following Objectives:

Advocate or litigate to ensure that businesses surveyed in downtown Roanoke comply with the requirements of the Americans with Disabilities Act.

Collaborative Efforts VOPA is collaborating with the local CIL for followup on advocacy efforts.

Number of cases handled not case level services

Case summary that demonstrates the impact of the priority

VOPA conducted accessibility surveys on several businesses in downtown Roanoke. VOPA sent letters to those businesses it found to be inaccessible to people with disabilities. Five businesses agreed to remedy their inaccessibility problems. VOPA is collaborating with the Roanoke Center for Independent Living to arrange for "testers" to re-survey those businesses that refused to become accessible.

Goal: People with Disabilities have Equal Access to Appropriate and

Necessary Health Care

Focus Area: Medicaid Appeals for Waiver and EPSDT Issues

Needs/Issues/Barriers Addressed

VOPA learned that the Appeals Process with the Department of Medical Assistance Service is difficult for Medicaid recipients to navigate and benefit from. This allows VOPA to address this on a systemic basis.

Indicators for Success Include the Completion of the Following Objectives:

Litigate or advocate to obtain a fair, impartial hearing process for people with disabilities who appeal decisions of the Department of Medical Assistance Services. (DMAS)

Represent consumer choice, independence, and community integration at Medicaid Waiver Network meetings, Mental Retardation (MR) Waiver Advisory Group, and other public comment opportunities.

Collaborative Efforts VOPA collaborates with individuals, clients, family members, advocates, providers and government representatives when advocating for access to appropriate and necessary. VOPA may also collaborate with experts.

Number of cases handled 1

Case summary that demonstrates the impact of the priority

With PAIR funding, VOPA represented an individual with hereditary motor and sensory neuropathy who was seeking additional personal care attendant hours under his consumer directed Medicaid waiver. Without the additional hours, our client would be forced to leave his home and go to a nursing home for the remainder of his life. We obtained a new assessment of the individual's needs and a care plan that included the additional personal care attendant hours. The state Medicaid agency denied the request for additional hours. VOPA filed a notice of appeal on the individual's behalf and the matter was set for a hearing. The state Medicaid agency reconsidered its decision and approved the additional hours.

VOPA monitors the Medicaid Waivers Network meetings to learn of current Medicaid Waiver issues facing people with disabilities and developments being considered on behalf of people with disabilities.

Goal: People with Disabilities in the Commonwealth of Virginia are Aware of VOPA's Services

Focus Area: Underserved Communities

Needs/Issues/Barriers Addressed

VOPA will increase its visibility in the disability communities.

Indicators for Success Include the Completion of the Following Objectives:

Send 25 copies of sign language brochure to medical offices.

Implement and monitor the plan for increasing cultural, geographical, and disability diversity on VOPA's Board of Directors and Advisory Councils.

Review complaints forwarded by the Capital Area Immigrants' Rights Coalition and monitor five (5) Virginia facilities that have contracted with the federal government to house detainees to determine whether immigrants with disabilities in there are receiving appropriate care and treatment.

Collaborative Efforts- - not applicable

Number of cases handled 7

Case summary that demonstrates the impact of the priority

VOPA mailed sign language interpreter brochures to five doctors who had specifically refused to provide an interpreter, and a mass mailing will be done to cover a geographically diverse cross-section of the state.

In response to seven callers' requests, VOPA mailed sign language interpreter information and technical assistance letters to doctors who have allegedly denied interpreter services to patients.

VOPA received no complaints from the Capital Area Immigrants' Rights Coalition. Due to resource limitations the monitoring of facilities that have contracted with the federal government to house immigrant detainees with disabilities was not pursued.

Goal: People with Disabilities in the Commonwealth of Virginia are Aware of VOPA's Services

Focus Area: Client Assistance Program (CAP) at Centers for Independent Living

VOPA will increase its visibility in the disability communities.

Indicators for Success Include the Completion of the Following Objectives:

Continue "Office Hours" program at Centers for Independent Living (CIL) and other advocacy organizations. The first "Office Hour" of the new fiscal year at each organization will focus VOPA's new objectives.

Conduct annual training at "office hours" programs providing information and assistance on alternative decision making supports.

Collaborative Efforts VOPA PAIR staff collaborate with VOPA CAP staff as they work with CILs across the State to address issues and recommendations that resulted from the Office Hours program review

Number of cases handled not case level services

Case summary that demonstrates the impact of the priority

VOPA works with CILs across the State to address issues and recommendations that resulted from the Office Hours program review VOPA conducted last year. VOPA is currently in the process of identifying remaining issues and recommendations in order to plan for the new fiscal year.

VOPA has created a non-engagement letter for use with the office hours program to ensure that people addressed at office hours understand that VOPA is not opening a case for them, and does not represent them.

VOPA conducted a training on alternatives to guardianship at the Norfolk CIL with approximately 25 participants.

Goal: People with Disabilities in the Commonwealth of Virginia are Aware of VOPA's Services

Focus Area: Outreach to Constituents of the Eastern Shore

Needs/Issues/Barriers Addressed

VOPA will increase its visibility in the disability communities in the Eastern Shore area of Virginia.

Indicators for Success Include the Completion of the Following Objectives:

Send new publications to three (3) community organizations on the Eastern Shore.

Collaborative Efforts- - not applicable

Number of cases handled not case level services

Case summary that demonstrates the impact of the priority

Residents of the Eastern Shore were provided disability related rights information as it pertained to Emergency preparedness. An interdepartmental task force is providing this information around the State. VOPA is working with the Office of Community Integration and other entities on this project.

In addition, VOPA provided three presentations at the Eastern Shore, and attended the 2007 Annual Housing Conference, speaking to over 50 people, and disseminated information to a number of community organizations.

VOPA conducted an additional Fair Housing presentation at an assisted living

facility on the Eastern Shore in September.

Goal: People with Disabilities in the Commonwealth of Virginia are Aware of VOPA's Services

Focus Area: Spanish-speaking Constituents

Needs/Issues/Barriers Addressed

VOPA will increase its visibility in the disability communities with Spanish speaking residents.

Indicators for Success Include the Completion of the Following Objectives:

Inform Spanish-speaking constituents of their rights by translating all publications into Spanish and distributing to 200 Spanish-speaking individuals.

Develop a VOPA PSA and run on one Spanish speaking radio station.

Collaborative Efforts- - A collegial working relationship has been developed with the non-profit. VOPA has sought their advice about outreach strategies and better avenues to reach the Spanish speaking population in Virginia

Number of cases handled not case level services

Case summary that demonstrates the impact of the priority

VOPA has an agreement with a local private non-profit entity to provide on-going translation of VOPA publications into Spanish. The VOPA brochure and another publication have been translated. A public service announcement has been prepared and distributed to a Spanish speaking radio station. VOPA has also placed employment advertisements in Spanish language listservs.

Goal: People with Disabilities in the Commonwealth of Virginia are Aware of VOPA's Services

Focus Area: Law Enforcement Agencies Recognize the Rights of Persons with Disabilities

Develop a fact sheet on the rights of persons with disabilities and send to three (3) law enforcement agencies.

Inform two (2) law enforcement agencies about the rights of persons with disabilities through trainings and meetings.

Collaborative Efforts- - VOPA collaborated with the law enforcement entities to schedule trainings and to be sure the content would meet their needs.

Number of cases handled not case level services

Case summary that demonstrates the impact of the priority

VOPA developed a fact sheet on the rights of persons with disabilities for law enforcement and sent this same information to three law enforcement agencies.

In addition, VOPA developed a "Tip Sheet" that may help law enforcement officers assisting people with disabilities. This tip sheet focused on people with disabilities who use assistive technology devices and services.

VOPA completed a training with the Virginia Beach Police Academy. This training went very well and there was a high level of interest and participation. Another training was conducted for the police department of a private college. This was particularly beneficial due to the increased tendency of the public to be suspicious of people with disabilities due to the Virginia Tech incident. These 2 trainings focused on people with mental illness, so they were not provided using PAIR funding. Because of the Virginia Tech incident, VOPA re-prioritized the project, with a focus on not stigmatizing all people with mental illness as being violent.

Goal: People with Disabilities in the Commonwealth of Virginia are Aware of VOPA's Services

Focus Area: Special Education for Children in Foster Care

Needs/Issues/Barriers Addressed

Children in foster care settings seem to represent a higher proportion of special education students than children not in foster care settings.

Indicators for Success Include the Completion of the Following Objectives:

Obtain advice from the VOPA Disabilities Advisory Council (DAC) about outreach opportunities and linkages to organizations interested in foster care and about any specific publications developed for this outreach effort.

Develop a training program regarding the special education rights of foster children with disabilities and present to 30 foster parents, advocates, and employees of the Department of Social Services in three (3) trainings.

Collaborative Efforts - -VOPA staff discussed this need with the DAC

Number of cases handled not case level services

Case summary that demonstrates the impact of the priority

The Disabilities Advisory Council provided VOPA staff with resources about foster care and ideas about linkages to community partners that may be helpful in learning about foster care in Virginia. The training program was delayed due to staffing issues

Goal: People with Disabilities in the Commonwealth of Virginia are Aware of VOPA's Services

Focus Area: Discharge Rights in Nursing Homes

Needs/Issues/Barriers Addressed

VOPA has been advised that nursing home residents, family members, providers and policy makers are unclear about disability rights related to discharge from nursing homes.

Indicators for Success Include the Completion of the Following Objectives:

Distribute fact sheet to residents at 25 nursing homes.

Collaborative Efforts Not applicable

Number of cases handled not case level services

Case summary that demonstrates the impact of the priority

VOPA prepared a fact sheet on disability rights related to discharge and distributed it to 25 nursing homes. However, based on feedback we received we will re-draft the publication and re-distribute it.

B. Priorities and Objectives for the Current Fiscal Year: FY08

It should be noted that VOPA plans its objectives based on the needs within the State; not by funding stream or specific disabilities. Some of the identified estimated cases may be addressed in conjunction with other funding streams, but the result will be a positive impact on PAIR eligible individuals.

Goal: People with Disabilities are Free from Abuse and Neglect

Focus Area: Abuse and Neglect in Community Settings

Needs/Issues/Barriers Addressed:

Individuals with disabilities living in the community are being subjected to abuse and neglect.

Indicators for Success Include the Completion of the Following Objective:

By December 31, 2007, investigate whether the Department of Medical Assistance Services provides the oversight and supervision of the Medicaid Non-Emergency Transportation contractor, Logisticare, necessary to assure the provision of safe and timely services. If not, obtain corrective action.

Investigate fifteen (15) allegations of alleged or suspected abuse and neglect as identified through Adult Protective Services (APS) reports, licensure and other agency surveys, and complaints. Obtain corrective action. Selection will be

based on strength of evidence, potential for systemic impact, geographic distribution and available resources.

Goal: Children with Disabilities Receive an Appropriate Education
Focus Area: Transition from School

Needs/Issues/Barriers Addressed: Denial of or inappropriate transition services

Indicators for Success Include the Completion of the Following Objective:
Develop a training to inform children in group homes, residential schools and other facilities, their parents and advocates for their right to services designed to help them transition from school to work (including work incentives). Provide trainings to three (3) groups, including parents and children in Richmond Public Schools.

Goal: People with Disabilities have Equal Access to Government Services
Focus Area: Services and Supports to Enable Individuals to Move into the Community

Needs/Issues/Barriers Addressed:
This allows VOPA to advocate for adherence to the true intent of the Olmstead decision.

Indicators for Success Include the Completion of the Following Objective:
Inform policy-makers of the requirements of the Americans with Disabilities Act's (ADA) Integration Mandate, in response to all relevant legislative proposals, proposed administrative regulations, and organizational policies.

Goal: People with Disabilities have Equal Access to Government Services
Focus Area: Services and Supports to Enable Individuals to Remain in the Community

Needs/Issues/Barriers Addressed: This allows VOPA to advocate for adherence to the true intent of the Olmstead decision

Indicators for Success Include the Completion of the Following Objective:
Inform policy-makers of the requirements of the Americans with Disabilities Act's (ADA) Integration Mandate, in response to all relevant legislative proposals, proposed administrative regulations, and organizational policies.

Inform residents about their housing and employment rights by visiting ten (10)

assisted living facilities serving persons with disabilities.

Identify a city or county and investigate whether its public transportation discriminates against people with disabilities. If so, seek corrective action.

Coordinate work with inter-agency groups, particularly Virginia Department of Emergency Management special population workgroup and Virginia Department of Health medical sheltering group, to ensure that people with disabilities are included in emergency planning and response and that evacuation and sheltering are accessible.

Represent three (3) individuals who have faced discrimination in public housing due to their use of a service animal or due to denial of an accommodation.

Develop a fact sheet on Fair Housing Act relating to tenant rights in public housing and distribute to twenty-five (25) apartment complexes.

Coordinate with other state agencies to identify gaps in transitional services for elderly people with disabilities.

Goal: People with Disabilities have Equal Access to Government Services

Focus Area: Access to State and Local Government Buildings

Needs/Issues/Barriers Addressed:

This allows VOPA to enforce Title I and Title III of the Americans with Disabilities Act on a systemic basis.

Indicators for Success Include the Completion of the Following Objective:

Represent three (3) individuals to be able to bring service animals into government buildings, including schools.

Investigate compliance with ADA access requirements at fifteen (15) courthouses, by April 1, 2008.

Obtain corrective action at courthouses, to include litigation at no more than two (2).

By April 1, 2008, identify three (3) geographically diverse cities or counties and survey their government buildings to determine if they are accessible to people with disabilities. Inform all that are not accessible of the requirements of the law and provide technical assistance. Obtain corrective action, to include litigation.

Investigate whether dorms at the Rehab Center of the Department for the Blind and Vision Impaired (DBVI) are accessible to people with disabilities. If not, obtain corrective action.

Goal: People with Disabilities Live in the Most Appropriate Integrated Environment

Focus Area: Consumer Driven Alternatives to Guardianship

Needs/Issues/Barriers Addressed: There is an increase in Guardianship over people with disabilities in Virginia.

Indicators for Success Include the Completion of the Following Objective: Represent the interests of persons with disabilities on the Guardianship Advisory Board of the Department for the Aging in an effort to promote alternatives to guardianship, capacity reviews, consumer self-direction, and improved protections for persons with disabilities in substitute decision-making proceedings.

Develop training on Advance Directives and powers of attorneys and present at three (3) state psychiatric hospitals, four (4) Centers for Independent Living (CIL), and three (3) clubhouses.

Represent twenty (20) individuals in executing an Advance Directive or power of attorney.

Investigate the use of limited guardianships in the public guardianship programs and promote their use through education and advocacy.

Goal: People with Disabilities Live in the Most Appropriate Integrated Environment

Focus Area: Inaccessibility to Retail Settings

Needs/Issues/Barriers Addressed:

This allows VOPA to enforce Title III of the Americans with Disabilities Act on a systemic basis.

Indicators for Success Include the Completion of the Following Objective: Develop a fact sheet on physical access requirements and distribute to fifty (50) retail settings throughout the Commonwealth.

Coordinate with Centers for Independent Living to survey twenty (20) businesses who received the fact sheet.

Inform businesses, identified above, of areas of non-compliance and take action to correct, to include litigation at no more than five (5) retail settings.

Litigate against the Lottery to obtain compliance with the state and federal law.

Obtain compliance by the Department of Transportation with the requirement that the State not contract with private businesses that discriminate against persons with disabilities in its Logo Program.

Litigate against no more than ten (10) businesses in the downtown Roanoke area who have refused to become accessible after receiving surveys and technical assistance letters.

Goal: People with Disabilities are Employed to their Maximum Potential
Focus Area: Employment Self-Advocacy Clinics

Needs/Issues/Barriers Addressed:

Indicators for Success Include the Completion of the Following Objective:
Represent five (5) individuals with disabilities who were victims of employment discrimination by advocating for them to receive appropriate job accommodations through mediation or the use of administrative remedies.

Inform individuals with disabilities of the employment protections of the ADA and state law through twenty (20) trainings at state and private rehab centers, including Woodrow Wilson Rehabilitation Center, CILs, and community job clubs.

Develop curriculum in self-advocacy in employment and present to ten (10) organizations or conferences.

Goal: People with Disabilities have Equal Access to Appropriate and Necessary Health Care
Focus Area: Medicaid Waivers

Needs/Issues/Barriers Addressed: Accessing Medicaid Waiver services from and using the Appeals Process with the Department of Medical Assistance Service is difficult for Medicaid recipients to navigate and benefit from. This allows VOPA to address this on a systemic basis.

Indicators for Success Include the Completion of the Following Objective:
Represent consumer choice, independence, and community integration at meetings related to Medicaid Waivers development and implementation, and other public comment opportunities.

Represent five (5) people who have been denied needed and appropriate Medicaid Waiver services.

Represent the interests of children and their families on Waiver Advisory Groups

by advocating for consumer directed service assessment, planning and implementation.

Coordinate with other state agencies to determine whether eligible persons with disabilities receive assistance to meet “legal presence” requirements.

PART VI. NARRATIVE:

A. Sources of funds received and expended

Source of Funding	Amount Received	Amount Spent
Federal (section 509)	348,503	286,035
State		
Program income	2,000	
Private		
All other funds		
Total (from all sources)	350,503	286,035

B. Budget for the fiscal year covered by this report

Category	Prior Fiscal Year	Current Fiscal Year
Wages/salaries	178,358.71	303,032
Fringe benefits (FICA, unemployment, etc.)	62,530.58	106,876
Materials/supplies	1955.73	2643
Postage	1402.12	1526
Telephone	4661.31	5619
Rent	0	0
Travel	5901.40	5114
Copying	1691.72	1629
Equipment (rental/purchase)	1672.44	1809
Temporary Personnel Services	16.86	18

Indirect Costs	16551.97	61,434
Miscellaneous	11292.96	8917
Total	286,035.58	498,508

C. Description of PAIR staff (duties and person-years)

Type of Position	FTE	% of year filled	Person-years
Professional			
Full-time	32	73	7.2
Part-time			
Vacant			
Clerical			
Full-time	8	86	.89
Part-time			
Vacant			

NOTE: All figures are based on a State fiscal year (July 1, 2006-June 30, 2007)

D. Involvement with advisory boards (if any)

1. VOPA has two Advisory Councils known as the Disabilities Advisory Council (DAC) and The Protection and Advocacy for Individuals with Mental Illnesses (PAIMI) Advisory 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.
2. VOPA serves on the State Rehabilitation Council. The State Rehabilitation Council provides advice to the Department of Rehabilitative Services regarding vocational services provided pursuant to Title I and Title VI of the Federal Rehabilitation Act. Membership and duties are constructed according to federal provisions.
3. As noted previously, VOPA also participates in the Public Guardianship Advisory Board.

E. Grievances filed under the grievance procedure

VOPA had two (2) grievances filed under the PAIR grant in FY07. Both addressed program eligibility, that is, the individuals disagreed with VOPA's not opening a case for representation. The Executive Director denied the appeals and they were not appealed further.

F. Coordination with the Client Assistance Program (CAP) and the State long-term care program, if these programs are not part of the P&A agency

CAP is part of VOPA.

Coordination with the State Long-Term Care Program (Virginia Department of Aging) occurs on an as needed basis. However, VOPA does attend and participate in their Virginia Public Guardian and Conservator Advisory Board.

The Department of Medical Assistance Services (DMAS) is the primary source of funding for the long-term care system in Virginia. Again, VOPA coordinates with them on an as needed basis. Specific activities in the past year have included participation in the Medicaid Buy-In Workgroup.

It should be noted that VOPA plans its programs based on the needs within the state; not by funding stream or specific disabilities. Some of the identified estimated cases may be addressed in conjunction with other funding streams, but the result will still be a positive impact on PAIR eligible individuals.

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 RSA's Management Information System (MIS) via the Internet. Information on transmittal of the form, including electronic transmission, is found on pages 18 and 19 of the reporting instructions.

Colleen Miller
Signature of agency official

12/29/07
Date