

**PROTECTION and ADVOCACY for BENEFICIARIES of SOCIAL SECURITY (PABSS)**

**ANNUAL PROGRAM PERFORMANCE REPORT**

**REPORTING PERIOD: From 10/1/2012 To 9/30/2013**

**GRANT AWARD NUMBER: 17-B-20051-3-05**

**STATE: VA**

**AGENCY NAME: VIRGINIA - Virginia Office for Protection & Advocacy**

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**DATE SUBMITTED: 10/10/2013**

**Part I - Quantitative Statistics****Section A: Information and Referral**

1. How many individuals received Information and Referral under the PABSS program during the Report Period? (Do not count individuals more than once for this response.)

Individuals Receiving I&R	665
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2. How many Information and Referral requests were made under the PABSS program during the report period? (Include all I&R requests, even if more than one for some individuals. This number should equal or exceed Section A. 1.)

Information and Referral Requests	665
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**Section B: Individuals and Issue Area Service Requests/Workload Statistics****1. Individuals**

a. How many individuals had open PABSS issue area service requests at the start of the report period?	2
b. How many new PABSS individuals were added during the report period?	9
<b>Total Individuals Served</b>	<b>11</b>
c. Total number of individuals with all issue area service requests that were closed during the report period under the PABSS program	6
<b>Total Individuals Still Being Served</b>	<b>5</b>

**2. Services**

a. Total PABSS issue area service requests open at the start of the report period.	2
b. Number of new PABSS issue area service requests added during the report period?	9
<b>Total Services</b>	<b>11</b>
c. Total number of issue area service requests closed during the report period?	7
<b>Total Services Still Open</b>	<b>4</b>

**Section C: Individual Demographics**

1. Please provide counts of individuals served by Gender:

a. Male	5
b. Female	4
<b>Total individuals receipted</b>	<b>9</b>

**2. Please provide counts of individuals served by Ethnicity:**

a. Alaskan Native	0
b. American Indian	0
c. Arab American (Middle Eastern)	0
d. Asian	0
e. Black (Not Hispanic/Latino Origin)	4
f. Hispanic/Latino	0
g. Multi Racial / Multi Cultural	1
h. Pacific Islander	0
i. White (Not Hispanic/Latino Origin)	4
j. Unknown	0
Other (IF SELECTED MUST SPECIFY)	0
<b>Total individuals received</b>	<b>9</b>

**3. Please provide counts of individuals received by Age Bracket:**

a. 14 to 18	0
b. 19 to 21	0
c. 22 to 40	1
d. 41 to 59	6
e. 60 to 64	2
<b>Total individuals received</b>	<b>9</b>

**4. Please provide counts of individuals received by Beneficiary Status.**

a. SSI eligible	0
b. SSDI eligible	9
c. Dually eligible	0
<b>Total individuals received</b>	<b>9</b>

**5. Please provide counts of individuals received by Primary Disability:**

a. Absence of extremities	0
b. Autism	0
c. Auto-immune (lupus, thyroid, ALS, etc.)	0
d. Blindness (both eyes)	1
e. Cancer	0
f. Cerebral palsy	0
g. Deaf-blind	0
h. Deafness	1

<b>i. Diabetes</b>	<b>0</b>
<b>j. Digestive disorders (chronic pancreatitis, esophageal stricture, fistulae, chronic liver, etc.)</b>	<b>0</b>
<b>k. Epilepsy</b>	<b>0</b>
<b>l. Genitourinary conditions (kidney, prostate, etc.)</b>	<b>0</b>
<b>m. Hard of Hearing (not deaf)</b>	<b>0</b>
<b>n. Heart and other circulatory problems including cardiovascular</b>	<b>1</b>
<b>o. HIV/AIDS</b>	<b>0</b>
<b>p. Mental illness (diagnosis according to DSM-IV)</b>	<b>5</b>
<b>q. Mental retardation</b>	<b>0</b>
<b>r. Multiple sclerosis</b>	<b>0</b>
<b>s. Muscular dystrophy</b>	<b>0</b>
<b>t. Muscular / Skeletal impairment (arthritis, fibromyalgia, osteogenesis imperfecta, osteomyelitis, etc.)</b>	<b>0</b>
<b>u. Neurological disorders (brain tumors, convulsive disorders, Parkinson, etc.)</b>	<b>0</b>
<b>v. Other emotional/behavioral (Provide detail)</b>	<b>0</b>
<b>w. Other intellectual such as ADD/ADHD (Provide detail)</b>	<b>0</b>
<b>x. Physical / orthopedic including spinal cord injuries, paraplegia, quadriplegia, back problems, etc.</b>	<b>0</b>
<b>y. Respiratory disorders (emphysema, asthma, pulmonary hypertension, cystic fibrosis, etc.)</b>	<b>0</b>
<b>z. Specific learning disabilities (SLD)</b>	<b>1</b>
<b>aa. Speech impairment</b>	<b>0</b>
<b>bb. Spina bifida</b>	<b>0</b>
<b>cc. Substance abuse (alcohol or drugs)</b>	<b>0</b>
<b>dd. Tourette syndrome</b>	<b>0</b>
<b>ee. Traumatic brain injury (TBI)</b>	<b>0</b>
<b>ff. Visual Impairment (not blind)</b>	<b>0</b>
<b>gg. Disability not known/Other than Above (Specify)</b>	<b>0</b>
<b>Total individuals receipted</b>	<b>9</b>

#### **Section D: Major Source of Concern**

Please Provide counts of all PABSS issue are service request receipts by major source of individual's concern for the current report period:

<b>1. State Vocational Rehab Agency (public VR program)</b>	<b>2</b>
<b>2. Employment Networks (SSA contractor)</b>	<b>0</b>
<b>3. Agencies other than 1. or 2. above</b>	<b>0</b>

4. Employment discrimination – hire, fire, promotion	0
5. Employment wages and benefits	0
6. Housing	0
7. Healthcare (not 5 above)	0
8. Insufficient/improper benefits planning	0
9. Transition services (Student beneficiary between 14-18 (or under age 22) engaging/needing a transition plan)	0
10. Post Secondary accommodation	0
11. Transportation	0
12. Social Security benefits cessation based on SGA (including CDR's) – not Overpayment	0
13. Benefits Questions/Work Incentives – Not 12 or 14	0
14. Work Related Overpayment	7
15. Other (IF SELECTED MUST SPECIFY)	0
<b>Total issues/service requests of individuals receipted.</b>	<b>9</b>

### **Section E: Closed Issue Area Service Requests**

#### **1. What was the problem/sub-problem area?**

a. [AT] Assistive Technology	0
b. [Education] Transition school to work	0
c. [Employment] Discrimination in employment benefits	0
d. [Employment] Discrimination in hiring	0
e. [Employment] Unlawful termination / firing	0
f. [Employment] Other employment discrimination	0
g. [Employment] Reasonable accommodation – not d, e, or f from above	0
h. [Employment] Service provider issues – not c-g above	0
i. [Employment] Wage and hour issues	0
j. [Financial Entitlements] SSI: Overpayments based on work issues	0
k. [Financial Entitlements] SSDI: Overpayments based on work issues	5
l. [Financial Entitlements] (other) – Specify	0
m. [Healthcare] Medicaid only issues	0
n. [Healthcare] Medicare/Medicaid issues	0
o. [Healthcare] Medicare only issues	0
p. [Healthcare] Private Insurance Issues	0
q. [Housing] Accommodations in housing	0
r. [Housing] Subsidized housing/Section 8	0
s. [Housing] Rental termination – not q .	0
t. [Housing] Other – Specify	0

u. [Childcare]	0
v. [Rehab Services] Related to State VR	2
w. [Rehab Services] Related to Employment Network (EN)	0
x. [Rehab Services] Related to Agencies other than State VR or Employment Network (EN)	0
y. [Post-Secondary Ed] Accessibility	0
z. [Post-Secondary Ed] Funding issues	0
aa. [Post-Secondary Ed] Grievance Against College – Not y or z above	0
bb. [Post-Secondary Ed] Other – Specify	0
cc. [Services] Personal assistance – not Employment	0
dd. [Transportation]	0
ee. [Benefits Planning] referral / access to BPAO services	0
ff. [Other] (IF SELECTED MUST SPECIFY)	0
<b>Total closed issue area service requests.</b>	<b>7</b>

## 2. What was the reason for closing the individual's issue area service request?

a. Issue Resolved in Individual's Favor	1
b. Issue Partially Resolved in Individual's Favor	3
c. Issue Lacked Legal Merit	0
d. Individual decided not to pursue resolution or Individual Withdrew Complaint (Not e-g below)	2
e. Other Representation Obtained (Individual found other representation)	0
f. Individual Not Responsive to Agency / Individual refused to cooperate with P&A	1
g. Services Not Needed Due to lost contact, Death, Relocation, etc.	0
h. Advocacy efforts/appeals were unsuccessful (Issue not resolved in Individual's Favor)	0
i. Other (IF SELECTED MUST SPECIFY)	0
<b>Total closed issue area service requests.</b>	<b>7</b>

## 3. What was the highest intervention strategy used?

a. Short Term/Technical assistance	3
b. Informal Resolution	0
c. Investigation/Monitoring	0
d. Negotiation	3
e. Mediation / Alternative Dispute Resolution	0
f. Administrative Remedies	1
g. Legal remedy / Litigation	0
h. Class Action Suits	0

<b>i. Systemic / Policy activities</b>	<b>0</b>
<b>Total closed issue area service requests.</b>	<b>7</b>

**4. As a result of P&A intervention, the following major outcome was achieved:**

<b>a. Individual gained / maintained access to services including those of VR, EN or other agency</b>	<b>0</b>
<b>b. Individual obtained employment</b>	<b>0</b>
<b>c. Individual regained employment</b>	<b>0</b>
<b>d. Individual maintained employment</b>	<b>0</b>
<b>e. Individual advanced in employment</b>	<b>0</b>
<b>f. Individual's employment opportunities increased</b>	<b>0</b>
<b>g. Individual obtained an increase in salary and/or benefits</b>	<b>0</b>
<b>h. Validity of discrimination complaint was upheld</b>	<b>0</b>
<b>i. Overpayment situation addressed (it doesn't matter if it was waived or the efforts weren't successful)</b>	<b>5</b>
<b>j. Individual acquired knowledge concerning his/her rights</b>	<b>1</b>
<b>k. Outcome information is not available</b>	<b>0</b>
<b>l. Other outcome (IF SELECTED MUST SPECIFY)</b>	<b>1</b>
Individual not responsive to agency	1
<b>Total outcomes of closed issue area service requests.</b>	<b>7</b>

**Part II - Narrative Reporting**

**Section A: Description of Progress and Status Update**

Please provide a brief overview of overall project status, staff changes, staff training or other major developments with regard to the PABSS program. This could include information about boards and committees where decisions are made concerning disability service delivery and local policy.

In FY 13, the Virginia Office for Protection and Advocacy (VOPA) provided PABSS advocacy services for Social Security beneficiaries trying to return to work. VOPA's work was primarily completed in the second half of our fiscal year once the PABSS funding was restored by SSA.

VOPA provided PABSS advocacy services this fiscal year as it prepared for transition to become the disAbility Law Center of Virginia (dLCV.) The decision to transition our office from a state agency to a non-profit was initiated by Virginia's General Assembly in 2012. We are following the trend of most protection and advocacy systems across the United States to remove ourselves from state government to allow for greater independence to provide zealous advocacy services for Virginians with disabilities. VOPA's Governing Board, the Governor of Virginia and the general public fully supported and endorsed this decision as well. VOPA successfully transitioned and became dLCV on October 1, 2013. dLCV is now designated as Virginia's Protection and

**Advocacy System, therefore dLCV is submitting this annual report on behalf of VOPA.**

**VOPA used the FY 13 PABSS Program to provide training and outreach to one hundred sixty-nine (169) individuals, information and referral to six-hundred sixty-five (665) individuals, and case level services for eleven (11) individuals.**

**VOPA participated on the Virginia State Rehabilitation Council (SRC) for the Department for Aging and Rehabilitative Services (DARS) and the SRC for the Department for the Blind and Vision Impaired (DBVI). The Rehabilitation Act of 1973, as amended, requires the establishment of a Statewide Rehabilitation Council to be appointed by the Governor. The amendments identify specific organizations or individuals, including current or former recipients of vocational rehabilitation services, to be represented on the councils. dLCV will continue future collaboration with the State Rehabilitation Councils.**

**VOPA's PABSS-trained staff included the following: two (2) Managing Attorneys, one (1) Staff Attorney, and two (2) Disability Rights Advocates.**

**During our transition year from VOPA to dLCV, VOPA lost a handful of staff who chose to remain state employees and move on to other state agencies rather than stay with us. We lost one (1) PABSS-trained Managing Attorney at the beginning of FY 13 and one (1) PABSS trained Disability Rights Advocate in January 2013. One (1) PABSS Staff Attorney was also shifted into a Managing Attorney position at the beginning of the fiscal year as well.**

**During FY 13 VOPA additionally hired four (4) new Disability Rights Advocates and lost (2) more Disability Rights Advocates who were not PABSS-trained staff. VOPA maintained four (4) coordinator positions who assumed the responsibilities and duties of the Deputy Director for the following newly-created programs: Quality Assurance and Compliance, Volunteer and Council, and Staff Training and Development. These coordinators concurrently completed their regular duties as Disability Rights Advocates and Staff Attorneys. All of these shifts, hires and resignations had no effect on the implementation of the PABSS advocacy work.**

**The disAbility Law Center of Virginia will have a slightly different staffing plan from the model VOPA used in FY 13 which will be further defined in next year's PPR.**

## **Section B: Detail of Actions Taken on the Project**

**1. Issue Area Service Requests Summaries: [Please provide summaries of three Issues/Service Requests undertaken as part of the PABSS project. Indicate clearly the issue or problem, the PABSS intervention, and the results if known]**

### **Service Request #1**

**Emily uses her Ticket to Work and works part-time as a Home Health Aid. She contacted the Virginia Office for Protection and Advocacy (VOPA) regarding an**

overpayment of her Social Security Disability Insurance (SSDI) benefits. At the time when she contacted VOPA, the Social Security Administration (SSA) was planning to withhold her entire monthly benefit to pay back the overpayment. This would mean that Emily would not have the means to make her monthly bills and expenses. VOPA provided technical assistance and explained to Emily how to negotiate a payment arrangement of her SSDI benefits to pay back the overpayment.

VOPA then contacted SSA and spoke to the Area Work Incentives Coordinator (AWIC) regarding the overpayment. The AWIC assisted Emily and the Advocate to understand the process for submitting the applicable paperwork to the SSA Office for negotiation of an appropriate payment arrangement to pay back the overpaid benefits. SSA also put Emily back into pay status because she submitted this form to negotiate a payment arrangement of the overpayment. She now receives her entire monthly benefit until SSA makes a determination of how much to withhold from her benefits to pay back the overpayment.

Emily now has an assurance that SSA will negotiate a more appropriate payment arrangement for her to pay back her overpayment. She will continue to receive her benefit payment and will be able to pay her bills and living expenses utilizing her salary and SSDI benefits. Emily is now able to receive her SSDI benefits and work as a Home Health Aid managing her life with independence!

#### **Service Request #2**

Jim is deaf and works part-time in a furniture upholstery shop. Jim had an overpayment of Social Security Disability Insurance (SSDI) benefits from the Social Security Administration (SSA). Jim did not disagree with the overpayment and he contacted VOPA because SSA was withholding his entire monthly benefit to collect the overpayment. SSA's plan was to withhold these benefits until the overpayment was completely paid off. This meant Jim would go at least three months without his benefits when he was struggling to make his monthly bills such as paying rent.

VOPA contacted SSA to schedule a meeting to discuss this issue and negotiated an appropriate payment arrangement. The SSA representative was very helpful and willing to work out everything over the phone with the VOPA Advocate. VOPA explained to the SSA representative that because SSA was withholding his entire monthly benefit payment, Jim could not make his monthly bills and his independence to contribute to his family was suffering. The SSA representative eventually agreed that SSA would refund all of what they had withheld from Jim so he could catch up on his bills and other expenses. Jim agreed to have SSA withhold twenty-five dollars (\$25.00) per month until the overpayment is paid back. VOPA helped the client to develop the payment arrangement document and. SSA did credit the client's account with the money they promised to pay back to him and he was able to once again make his bills and living expenses.

Jim is happy he can now pay his bills with his salary and SSDI benefits and he now understands the importance of reporting his earnings to SSA. Jim now understands

how to report his earnings from his job to SSA and this knowledge will help him to avoid an overpayment issue in the future.

Finally, VOPA also explained to Jim that he has a right to effective communication whenever he has a meeting with SSA. He was not sure about approaching SSA to provide an Interpreter before, but thanks to education from VOPA he understands that he can make reasonable request for an accommodation such as an American Sign Language Interpreter (ASL) if he needs one. Jim is still working and reporting his earnings to SSA on a monthly basis thanks to VOPA's assistance and understands his right to effective communication!

### Service Request #3

Sara is a woman with a mental illness who is a client of the Department for Aging and Rehabilitative Services (DARS.) She is seeking Vocational Rehabilitation (VR) services from the Hampton/Newport News DARS Office. Her goal is to go back to being a teacher. Sara loves teaching and she wants to return to work and one day not live on Social Security Disability (SSDI) benefits. DARS is providing financial assistance for Sara to update her teaching certification so her dream of returning to the classroom can become a reality. Sara also has transportation needs which are a barrier to her getting employment. A meeting is scheduled to discuss Sara's transportation barrier with DARS. The disAbility Law Center of Virginia (dLCV) will advocate that DARS provide Sara with a rental car each time she has a job interview. The dLCV Advocate will also advocate that DARS provide her with an interview suit so she has appropriate clothes for her job interviews. Sara and the dLCV Advocate are looking forward to a positive outcome for this upcoming meeting.

### 2. Outreach Statistics:

<b>Total Number of Outreach/Presentations</b>	<b>10</b>
<b>Total Number of Persons Reached by Outreach/ Presentation Events</b>	<b>169</b>

### 3. Other Information Dissemination Activities: (Number of Instances)

<b>1. Radio/TV appearances by PABSS staff</b>	<b>0</b>
<b>2. Newspaper/Magazine/Journal articles prepared by staff</b>	<b>0</b>
<b>3. PSAs/videos/films aired by the Agency</b>	<b>0</b>
<b>4. Reports disseminated</b>	<b>0</b>
<b>5. Publications/Booklets/Brochures disseminated</b>	<b>0</b>
<b>6. Number of Website hits</b>	<b>14396</b>
<b>7. Other media activities (IF SELECTED MUST SPECIFY)</b>	<b>140</b>
Annual Report to General Assembly members	140

**4. Outreach Narrative: [Describe the agency's outreach efforts. Describe the trainings presented by the staff including information about the topics covered, the purpose of the training, and a description of the attendees. Describe media events, informational materials developed or other activities undertaken as part of the PABSS project.]**

**Virginians with disabilities, parents and advocates need to understand what options they have and barriers they may face regarding transition from school to work. VOPA addressed this need providing statewide outreach and training to diverse groups about a variety of topics including: understanding employment rights under the Americans with Disabilities Act (ADA), work incentives for Social Security beneficiaries, and vocational rehabilitation services.**

**The most critical time to begin education and outreach regarding understanding transition and employment rights is when students are in high school. Following this logic, VOPA gave three (3) employment rights presentations to sixty-four (64) high school students and teachers at Dinwiddie High School, the Center for Independent Living in Petersburg and Woodrow Wilson Rehabilitation Center in Fishersville. The students are now equipped with the knowledge of requesting and receiving accommodations and understanding what steps they can take to foster a positive and productive employment experience.**

**Another way to promote positive growth for these students is through the parent and advocacy groups who support them. VOPA trained sixty-eight (68) parents and advocates about rehabilitative services, work incentives and barriers to work for Social Security beneficiaries. These advocacy groups were Essential Pieces in Winchester and Hampton, Family First in Chesterfield, and Stop Child Abuse Now (SCAN) and the Muscular Dystrophy Association who serve the entire Commonwealth of Virginia. This robust network of advocacy groups will forward PABSS education to many parents and advocates across the state.**

**To reach individuals out of high school and to individuals already in the vocational rehabilitation system, VOPA provided outreach to Virginia Rehabilitation Center for the Blind and Vision Impaired in Henrico and the Woodrow Wilson Rehabilitation Center in Fishersville and educated thirty-seven (37) clients at both locations on how to avoid overpayments. These sites provide critical vocational rehabilitation services to Virginians and are an excellent pathway to clients who need this education.**

**VOPA conducted two (2) of the presentations via Skype, a group video over the Internet, which allowed VOPA to reach more individuals in diverse and underserved geographical areas. These presentations were not funded by PABSS.**

**VOPA developed an “annual report” for the members of the General Assembly.**

**dLCV maintains a website that posts the following: our federal grants’ goals and objectives, notices for the Board of Directors’ and dLCV’s Advisory Council meetings, job vacancies, announcements, VOPA / dLCV publications, and disability-related links. The annual public comment process is also posted and visitors can participate online. Our online public survey this year yielded seventy-seven (77) responses.**

Through our Speakers Bureau, dLCV routinely provides training, speaking engagements, and presentations that are related to our current Goals, Focus Areas, and Objectives (priorities). There is a link on the dLCV website for the public to request a Speaker's Bureau presentation. dLCV also provides exhibits and materials for fairs, conferences, and meetings on request. Whenever a presentation is conducted about dLCV in general, it addresses some of the work we do related to work incentives and Social Security issues.

dLCV uses a "dLCV alert," an email distribution list service to communicate with our constituents. In the past year, the "VOPA alert" notified constituents of important legal and legislative developments, as well as changes in other service agencies.

dLCV also uses "The Directors' Blog" on our website. VOPA offered this blog to alert the public about our activities, as well as news and developments in disability law. dLCV now uses the blog to obtain feedback about our work.

It should be noted that due to limited PABSS funding and the uncertainty of the continuation of the PABSS program this fiscal year, VOPA conducted outreach and training related to PABSS work in conjunction with other funding streams. It was logical to our constituents and more practical for VOPA to provide presentations and training on related topics regardless of the funding source. dLCV will continue use of this practice as well.

### **Section C: Problems Encountered and Steps Taken to Resolve Problems**

Problems encountered and steps taken to resolve problems: [Please provide detail information about problems encountered in implementing or administering the PABSS program and actions you have taken to resolve the problems you encountered.]

One major struggle VOPA faced in FY 13 was the delay in PABSS funding. Due to the delay in authorization of this funding, we had to compress our PABSS work into second half of our fiscal year. For example, VOPA had to turn away service requests in the first half of the fiscal year to the uncertainty of the continuation of PABSS funding altogether. In the future, dLCV is hopeful that we will have more clarity on funding when planning and completing PABSS work.

We also encounter limited PABSS funding to serve individuals with disabilities to gain or maintain employment. Many individuals continue to misperceive that beneficiaries with disabilities who gain employment will lose benefits or will experience painful overpayment situations. dLCV is committed to educate individuals and their families and dispel this myth in the future.

**Section D: Planned Future Activities**

**Planned activities: [Please provide activities you plan to undertake to further the objectives of the PABSS project.]**

**dLCV accepts cases that we believe will have a strong systemic impact on the lives of Virginians with disabilities. We will continue to open a targeted number of individual cases in order to obtain systemic reform and to make a significant impact on a much larger population group. dLCV plans its objectives based on the needs within the state, not by funding stream or specific disabilities. Some of the identified estimated cases and proposed activities may be addressed in conjunction with other funding streams, but the result is still a positive impact on PABSS-eligible individuals.**

**dLCV will continue to provide trainings about work incentives, to offer information and referral, and to represent beneficiaries attempting to gain, maintain, or re-gain employment.**

**Section E: Diversification Activities**

**Diversification activities: [Please provide a description of activities undertaken to address the needs of individuals with disabilities from diverse ethnic and racial communities.]**

**VOPA operated with two (2) Advisory Councils: The Disabilities Advisory Council (DAC) and the Protection and Advocacy for Individuals with Mental Illnesses (PAIMI) Advisory Council. The Councils' primary responsibility was to advise the protection and advocacy system on policies and priorities to be carried out in protecting individuals with disabilities. This function helped VOPA to identify underserved and unserved Virginians. dLCV will continue to operate the PAIMI Advisory Council in FY 14 and the DAC has been dissolved as it is not required by our federal funders.**

**VOPA offers eleven (11) of its publications in Spanish including factsheets on Employment Rights under the Americans with Disabilities Act and an overview of the Client Assistance Program.**

**VOPA provided several PABSS-related trainings in Petersburg City and Dinwiddie County where many individuals with disabilities including a large percentage of minorities are historically underserved by disability-related service providers due to the economic climate of the region. VOPA conducted trainings at Woodrow Wilson Rehabilitation Center (WWRC) and Virginia Rehab Center for the Blind and Vision Impaired (VRBVI) in Richmond, VA. Both locations serve individuals statewide, including those from underserved areas. VOPA completed additional outreach within a broad range of rural and urban areas reaching Winchester, Hampton, Chesterfield, City of Richmond and Fishersville.**