6th Annual Summit

Vocational Rehabilitation Program Evaluation & Quality Assurance

September 16-17, 2013 | Providence, RI

RichardBenjamin.com

RTAC ON VR PROGRAM MANAGEMENT

TACE NEW ENGLAND
Region 1

ICI
UMASS BOSTON

STATE OF RHODE ISLAND
HOPE

The Summit Group

CENTER ON Rehabilitation Synergy

RPEN
Rehabilitation Program Evaluation Network

PAUL V. SHERLOCK
CENTER ON DISABILITIES
Promoting Membership in School, Work and Community
FEINSTEIN SCHOOL OF EDUCATION AND HUMAN DEVELOPMENT
RHODE ISLAND COLLEGE 1854

TABLE OF CONTENTS

SPREAD THE WORD!

#VRSummit

Get the latest summit materials online at VRSummit.org

WELCOME

Welcome to Providence Rhode Island! Our Host Team includes the Rhode Island Office of Rehabilitation Services, the Institute for Community Inclusion at the University of Massachusetts Boston, the New England TACE and the Center for Rehabilitation Synergy (TACE Region 2). The Host Team benefited greatly from the wisdom, humor, and guidance of the Summit Planning Team! Previous summits set a very high bar for achievement! To meet the challenge, we went back to previous evaluations and took your suggestions to heart! We are pleased to provide 20 concurrent sessions, 20 roundtable discussions, a Program Evaluation/Quality Assurance Academy, and opportunities to network. Take advantage of the opportunity to learn from and alongside your colleagues!

Enjoy the Summit!

Susan Foley
Institute for Community Inclusion
University of Massachusetts Boston

DEDICATION

Our colleague and friend, David Dean, passed away on August 11th, 2013. We dedicate this summit to his memory and as a message to his wife Holly and his sons Brian and Sean, of how much David's work created a lasting mark in our field. We will remember him as a generous colleague, an incredibly talented researcher, and most importantly, a friend. Please join us in the Exhibit Hall to send your thoughts to David's family in the guest book provided. Contributions in David's name to The V Foundation For Cancer Research can be made at www.JimmyV.org.

SUMMIT HISTORY

In 2007, the Utah State Office of Rehabilitation started contacting states to learn about each state's best practices in program evaluation and quality assurance. These calls generally lasted about an hour and a half during which Utah shared their own activities in regards to their consumer satisfaction survey, comprehensive statewide needs assessment, case file review activities, and client focus groups. They also gave other states an opportunity to share program evaluation activities. The conversations turned out to be an excellent form of continuing education.

One of the standard questions that frequently came up during these conversations was, "What resources or training do you turn to when you are developing a new or revised tool in quality assurance?" A common response was that evaluators did what their predecessors did without any changes. Another common response was that they would develop the tool themselves internally with assistance from state agency administrators who likely had a limited knowledge of program evaluation practices and methodology. The most common response was a long pause.
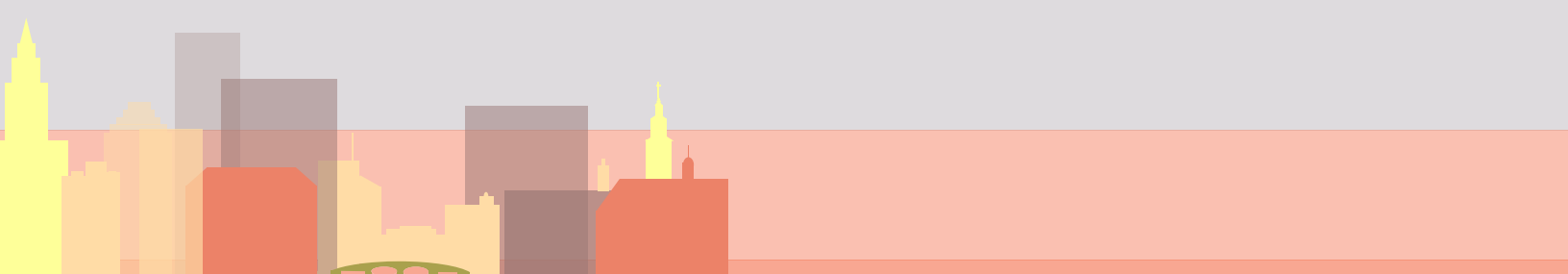
After speaking with 11 different states, it was clear that very few state agencies had any interstate contact or collaboration. Based on this information, Utah decided to host a summit on the topic in September of 2008. Utah contacted each of the original states and all eleven attended the first summit, which was held in Salt Lake City, Utah on September 25th and 26th, 2008.

Since 2008, the summit on Vocational Rehabilitation Program Evaluation & Quality Assurance has successfully held five annual summits. This year's summit will be our first on the Eastern seaboard and is supported by a collaboration of greater New England VR agencies and disability organizations.

Many innovators from across the United States have provided tireless support from the very beginning. The two core principles of this community of practice are that we are better off together than going it alone and that the best is yet to come.

Adapted from text by: Michael Shoemaker
Learn more at: vrsummit.org/pages/10_history.html

MONDAY MORNING KEYNOTE | DAVID WITTENBURG
Creativity, Measurement & Messaging:
Moving Towards Stronger Practices

Although promoting employment of people with disabilities remains a major priority among policymakers and practitioners, there is a dearth of evidence on what works in this area. Keynote speaker David Wittenburg will address barriers and facilitators to developing evidence on the efficacy of employment interventions. He will provide an overview of some of the key ingredients needed to develop effective interventions. Focusing on three general concepts of creativity, measurement, and messaging, Wittenburg will discuss how these key ingredients used in harmony can convince skeptical audiences and help to spread promising practices. Wittenburg will explore these concepts in action through recent demonstrations, such as the Youth Transition Demonstration. Attendees will learn how to test new ideas and scale up existing ideas for better practices and, ultimately, improve policies.

David Wittenburg is a senior researcher in the Center for Studying Disability Policy and an associate director in the health division at Mathematica Policy Research. He has directed projects that examine interventions to promote employment among people with disabilities. He has published reports, journal articles, and policy briefs for the Social Security Administration and the U.S. Department of Education on employment initiatives for people with disabilities. He has a specific interest in interventions for transition-age youth. Wittenburg has also written extensively and testified before Congress on the challenges facing youth who receive Supplemental Security Income in transitioning to independence. He joined Mathematica in August 2005. He holds a PhD in economics from Syracuse University.
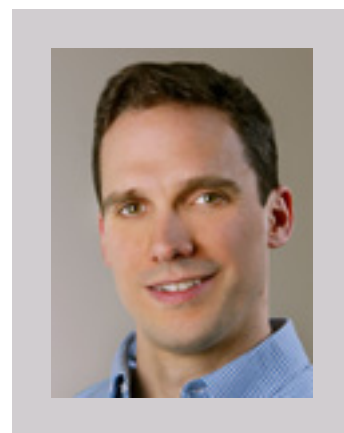
MONDAY EVENING | PE/QA ACADEMY
Posters & Exhibits

An early evening PE/QA Academy will provide an opportunity for attendees to hear from national leaders as well as to speak with poster presenters and exhibitors from across the field. Posters include:

SuRGE: An Engine for Emergent Knowledge in VR Performance | Presented by Andrew Clemons
An interactive display explores the history, development, and future-scape of the Summit Reading Groups for Excellence (SuRGE), a professional learning community.

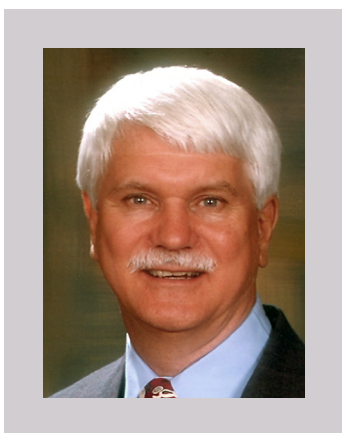**California VR Service Delivery Teams | Presented by Pat Santillanes**
Poster focuses on California's shift to a new VRSD team model that provides a more consumer-centric team and collaborative approach to implement VR service delivery processes.

TUESDAY MORNING KEYNOTE | STEVE DICKINSON
People, Tools & Processes:
The Secrets to Excellence in Service

In a vocational rehabilitation world driven by numeric results, excellence in service provision is often lost. Keynote speaker Steve Dickinson will address what, why and how excellence is achieved in the real world. He will explore how management can propel excellence by refining formal practices, linking measurements to customer needs, and "just do it" actions.

Tools and processes will then be paired with how to bring on board already overwhelmed staff, and other complications that arise from a less predictable human element. Kotter's model for creating change, the Baldridge model for enterprise excellence, and lessons learned during Dickinson's 33 years of experience will guide a discussion on harnessing the power of people, tools and processes.

Steve Dickinson is the President and CEO of Practical Quality Services, Inc. (PQS), an international management services and training firm specializing in performance excellence. Dickinson spent 23 years at Florida Power and Light Company, a winner of Japan's famed Deming Prize for Excellence, in various leadership roles, from construction crew supervisor to corporate sales manager. In addition, he has served as the president of the Melbourne-Palm Bay Chamber of Commerce, and CEO of Enduris Extrusions in Jacksonville, Florida. Dickinson is the author of 19 workbooks in the area of performance excellence, including PQS's multi-process Six-Sigma curriculum, and author of "The Turnaround." He is a graduate of Ohio University with a B.S. degree in Industrial Technology, a certified Application Expert in Quality Tools and Techniques, and a Six-Sigma Master Black Belt.

TUESDAY CLOSING | VR DIRECTORS PANEL
Moderated by Mark Schultz

How do VR directors use data in their leadership and decision-making and how are client services impacted by data and evaluative efforts? What are the connections and challenges between leadership and program evaluation/quality assurance units? Join a panel of northeastern VR directors to discuss these questions and more.

Panelists: Amy L. Porter, Director, Department of Social Services in Hartford CT; Betsy Hopkins, Director, Division of Vocational Rehabilitation in Augusta ME and President-elect of CSAVR (effective July 1, 2014); Debora Brown-Johnson, Assistant Commissioner, NY State Education Department's ACCES-VR services, in Albany NY; and Stephen Brunero, Associate Director, Office of Rehabilitation Services, in Providence RI.

SCHEDULE AT A GLANCE

Sunday, September 15, 2013

3:00 PM to 6:00 PM   **Registration & Welcome Activities**
                                                                          Narragansett Prefunction

Monday, September 16, 2013

7:00 AM to 8:30 AM   **Registration & Exhibits**
                                                                          Narragansett Prefunction

8:30 AM to 10:00 AM   **Welcome & Morning Keynote**
David Wittenburg | Creativity, Measurement & Messaging   Narragansett B & C

10:15 AM to 11:45 AM   **Concurrent Sessions**
Business Intelligence in Vocational Rehabilitation   Bristol/Kent
Methodologies to Conduct a Needs Assessment   Newport/Washington
Using Six-Sigma Methodology to Improve Travel Requests   South Country
Predictors of IPS Success in Illinois   Providence I
Promising & Emerging Practices for Youth   Providence II

12:00 PM to 1:15 PM   **Lunch on Your Own**

1:30 PM to 3:00 PM   **Concurrent Sessions**
ExploreVR: A Free, Open, Accessible VR Data Portal   Bristol/Kent
Electronic Case Reviews and Consumer Surveys   Newport/Wasington
Ethical Data: Looking at What It Is and How We Use It   South Country
Data Efficiency in Effective Communication   Providence I
Moving from Pilot Project to System Integration   Providence II

3:15 PM to 4:45 PM   **Concurrent Sessions**
Climbing Mountains and Metaphors   Bristol/Kent
Data Driven Management: Virginia's Experience   Newport/Washington
Indicators of Quality for Customers Focus: A 5-Why   South Country
Estimating ROI for State VR Programs   Providence I
Universal Design for Evaluation   Providence II

5:00 PM to 7:00 PM   **Program Eval/Quality Assurance Academy**
Speakers, Posters & Exhibits   Narragansett A

SCHEDULE AT A GLANCE

Tuesday, September 17, 2013

7:00 AM to 8:00 AM	**Registration & Exhibits**
	Narragansett Prefunction
8:00 AM to 9:30 AM	**Welcome & Morning Keynote**
Steve Dickinson | People, Tools & Processes	Narragansett B & C
9:45 AM to 11:15 AM	**Concurrent Sessions**
Beam Us Up, DRS: Visualizing Employment Decisions	Bristol/Kent
Vocational Rehabilitation: ROI in Oregon	Newport/Washington
Evaluating Intended Continuing Education Outcomes	South Country
Changing Business Practices for Client Engagement	Providence I
Performance Management: A Behavioral Perspective	Providence II
11:30 AM to 12:45 PM	**Chat & Chew**
Round Table Discussions	Narragansett B & C
1:00 PM to 2:30 PM	**VR Directors Panel & Closing**
	Narragansett B & C

OMNI HOTELS & RESORTS
providence | rhode island
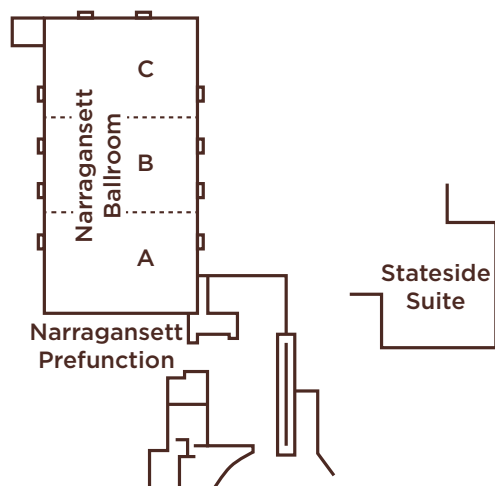
HOTEL MAP

The VR Summit will take place on the ground and third floors of the Omni Providence Hotel.
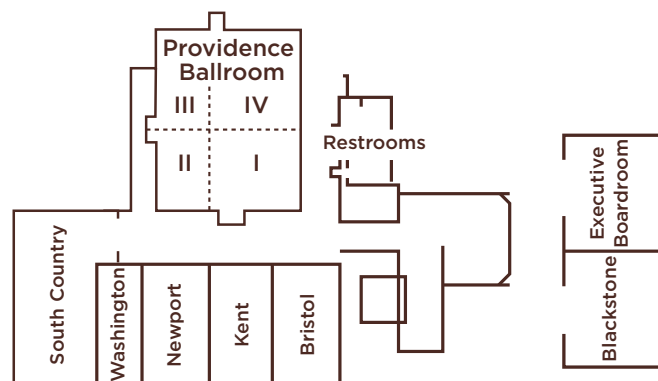
Ground Floor

Third Floor

SUNDAY, SEPTEMBER 15, 2013

3:00 PM to 6:00 PM   **Registration & Welcome Activities**
                                                        Narragansett Prefunction

MONDAY, SEPTEMBER 16, 2013

7:00 AM to 8:30 AM   **Registration & Exhibits**
Coffee/tea service sponsored by RI ORS   Narragansett Prefunction

8:30 AM to 10:00 AM   **Welcome & Morning Keynote**
Introduction from Joe Marrone   Narragansett B & C
Keynote Speaker David Wittenburg | Creativity, Measurement & Messaging

10:15 AM to 11:45 PM   **Concurrent Sessions**
Session Title | Description   **Location**
Business Intelligence in Vocational Rehabilitation   **Bristol/Kent**
Presenter: Michael Quinn, M.H.S.
This presentation will share a selection of Business Intelligence Dashboards developed and implemented at the Alabama Department of Rehabilitation Services. The utility and accessibility of these tools will be conveyed through a live demonstration. Participants will have the opportunity to discuss the application of Business Intelligence tools in the public sector, the prerequisite steps before undertaking such an endeavor, and the impact that can be expected upon staff development and program performance.

Methodologies to Conduct a Needs Assessment   **Newport/Washington**
Presenters: Janet Cool, MSSA; David Julian
This session will provide an overview of Ohio's 2012 Vocational Rehabilitation Comprehensive Statewide Needs Assessment (CSNA), which was a joint effort between Ohio Rehabilitation Services Commission (RSC) and Ohio State University. Methodology to identify prevalence rates, projections of individuals with disabilities, penetration rates, and the concept of relative proportionality will be covered, as well as the ongoing operational use of the CSNA findings.

Using Six-Sigma Methodology to Improve Travel Requests   **South Country**
Presenter: Lyuda Polyun
Lean and Six Sigma provide an excellent set of tools and best practices when it comes to designing and implementing process improvement initiatives. At Oklahoma DRS a Six-Sigma team used the DMAIC methodology to understand the current travel request process and modify the value stream. The team analyzed what works and what is not working, what is adding value and what is not, and where there is a waste in time and effort.

Predictors of IPS Success in Illinois Providence I

Presenter: Douglas Morton

The Individual Placement and Support (IPS) model for serving individuals with severe mental illness has been highly effective in Illinois. In the last three years we have helped 475 individuals achieve an employment outcome with a 62% rehab rate. The presentation will focus on variables that predict success for individuals served in the IPS model, including work history, education, age, race, gender, geographic area, and service provider fidelity rating.

Promising & Emerging Practices for Youth Providence II

Presenters: Sukyeong Pi, PhD; Chung-Lung Lee; Jinhee Park; Marwa Alsaman

A case study was conducted to investigate promising and emerging practices leading to successful employment outcomes of transition youth customers, specifically those practices implemented by the best performing Michigan Rehabilitation Services (MRS) districts. In addition to key indicators of successful transition outcomes (e.g., interagency collaboration, parental involvement) and perspectives from VR counselors, managers, and educational partners, more detailed and realistic issues such as geographic limitations and economic conditions will be delivered and discussed.

12:00 PM to 1:15 PM Lunch on Your Own

1:30 PM to 3:00 PM Concurrent Sessions

Session Title | Description **Location**

ExploreVR: A Free, Open, Accessible VR Data Portal Bristol/Kent

Presenters: Jeff Coburn; Kartik Trivedi

ExploreVR.org is a data portal designed to house VR and related data collected through the VR-RRTC, RSA, and other sources. This session will explore the website development process, and discuss design choices to make the website accessible for adaptive technology. It will also focus on tools VR agencies can use for effective quality assurance and program evaluation decision-making based on data, and will demonstrate the use of these tools live, with audience participation and input.

Electronic Case Reviews and Consumer Surveys Newport/Washington

Presenter: Janet Cool

Ohio VR developed a quality assurance software application that has been identified as part of an emerging practice by RSA. The application, known as VRQA, interfaces with the AWARE case management system and is utilized by Program Integrity and Evaluation staff to identify statewide patterns and trends in both the quality and compliance of case documentation. VRQA data is reported to stakeholders through VIS/Tableau reports and dashboard reports summarizing case review and consumer survey results.
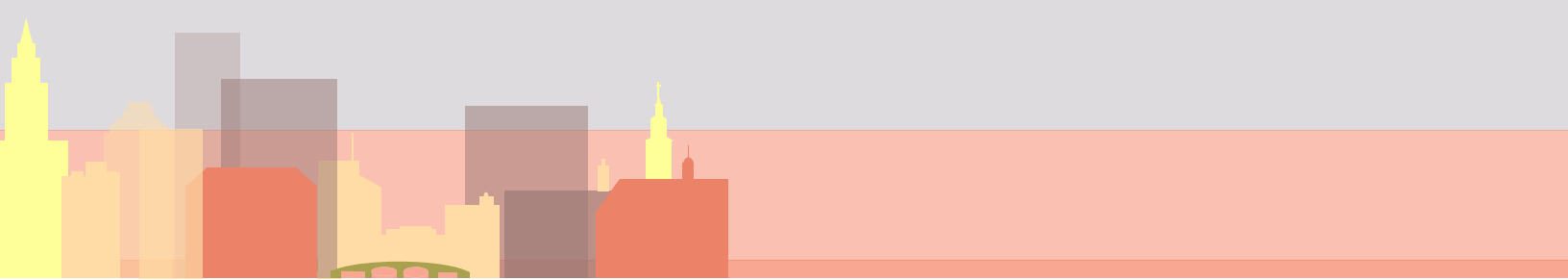
Ethical Data: Looking at What It Is and How We Use It   South Country
Presenters: HarrietAnn Litwin, M.Ed, CRC; Darlene Groomes, Ph.D, CRC, LPC; Kathe Matrone
Data is the life-blood of program evaluation. Data is the foundation for reporting progress, documenting needs, and responding to stakeholder questions. Our certification and professional organizations and our state programs include collection and utilization of data within their codes of ethics. Using the Office of Management and Budget's framework regarding data utility, objectivity, and integrity, this presentation will review what organizations such as the CRCC and AEA say about data through interactive presentation and discussion.

Data Efficiency in Effective Communication   Providence I
Presenters: Susan Stoddard, PhD, FAICP; Scott Sabella, PhD, CRC
There are many available data sources inside VR and also available from other agencies. External reporting requirements and internal data needs can be demanding, time consuming, and expensive. This session presents examples of efficient use of available information for agency planning, reporting and management, to simplify and clarify how the use and presentation of internal and external data can best serve VR's needs.

Moving from Pilot Project to System Integration   Providence II
Presenters: Chip Kenney, M.S.; Deborah Greene, M.S.
This presentation continues the examination of an "Innovations" approach to implementing emerging practices to serve individuals with the most significant disabilities. Building on last year's session (Evaluation of Impact of Pilot Projects on State VR Agencies' Delivery Systems), presenters will share methods and findings on taking the pilot-tested practice to scale. The demonstration will show how key elements can be extracted from the pilot and used to guide, sustain and measure utilization, expansion and integration of the practice.

3:15 PM to 4:45 PM   Concurrent Sessions
Session Title | Description   **Location**
Climbing Mountains and Metaphors   Bristol/Kent
Presenters: Bert Schulte; Kathy Kelly LPC, M.Ed.
Quality is a constant quest and, frequently, a concept that evades tangibility. People who comprise organizations and the people those organizations serve all have notions of quality that may or may not be completely defined, aligned, communicated or understood. This session will describe how Missouri Vocational Rehabilitation has sought to align mission, vision, goals, and culture to deliver a "mountaintop" quality experience for customers and employees.

Data-Driven Management: Virginia's Experience   Newport/Washington
Presenter: Barbara Burkett, PhD., M.S.P.H.
Discussion on the development of a data-driven management culture within a state agency. In 2012, Virginia began a project to enhance the culture of a data-driven, decision-making environment. Several products were developed during this time period, including a community rehabilitation program outcome report, predictive analysis programs, enhanced labor market data paired with individualized plans for employment data, an interactive webpage, and geographic mapping capabilities.

Indicators of Quality for Customer Focus: A 5-Why — South Country
Presenters: Darlene Groomes, PhD, CRC, LPC; John Stem; Jennifer L. Beike, M.S., CRC; Jacqualine Geib

The 4th Summit Reading Group worked as a combined group of VR program improvement specialists, administrators, and state rehabilitation council representatives to discuss elements of Scholtes' Leadership Handbook pertinent to performance improvement. This presentation discusses their development of a framework for quality indicators applying the 5-Why Technique, with the intention of improving working alliance and VR system processes. Participants will engage in a facilitated discussion on the framework as a tool to improve VR performance.

Estimating ROI for State VR Programs — Providence I
Presenter: Kirsten Rowe, PhD

This presentation will present the preliminary findings from a new approach to developing long-term return on investment (ROI) estimates for four state VR agencies: Virginia General, Virginia Blind, Maryland Combined, and Oklahoma Combined. We use readily-available state administrative data on longitudinal earnings and VR services to provide estimates of the employment probability and subsequent earnings impacts of specific categories of VR services provided to persons with various disabilities.

Universal Design for Evaluation — Providence II
Presenter: Jennifer Sulewski

Universal design refers to designing products or programs so that they are accessible to everyone. Universal design principles can be applied to evaluation to ensure that all relevant populations are included at every stage of the work, from project design to sharing of findings. Session attendees will learn how to apply the concepts of universal design to evaluation using the Universal Design for Evaluation Checklist.

5:00 PM to 7:00 PM   Program Eval/Quality Assurance Academy
Narragansett A

TUESDAY, SEPTEMBER 17, 2013
7:00 AM to 8:00 AM   Registration & Exhibits
Coffee/tea service sponsored by Sherlock Center on Disability — Narragansett Prefunction
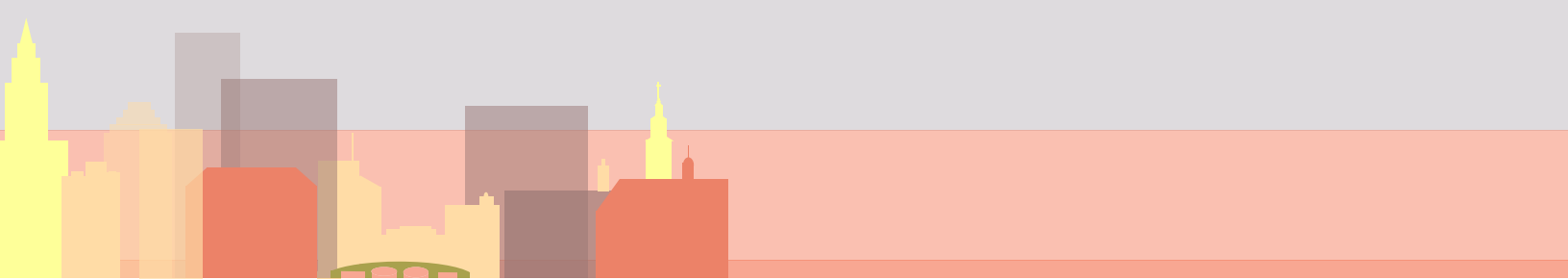
8:00 AM to 9:30 AM   Welcome & Morning Keynote
Introduction from Steven Collins — Narragansett B & C
Keynote Speaker Steve Dickinson | People, Tools & Processes

9:45 AM to 11:15 AM

Concurrent Sessions

Session Title | Description   **Location**

Beam us up DRS: Visualizing Employment Decisions   Bristol/Kent

Presenters: Todd Sink, PhD; Joseph Hampton; Douglas Snuffer; Pisnu Bau-Iam

The West Virginia Division of Rehabilitation Services (WVDRS) is currently exploring the value of web-based geographic information systems (GIS) in enhancing the quality of vocational rehabilitation (VR). OnTheMap, provided by the U.S. Census Bureau, is a free web-mapping and reporting application that potentially is a valuable resource to help consumers explore an employment goal. This presentation works through scenarios to show how visualization of data in OnTheMap can aid with employment decisions for VR consumers.

Vocational Rehabilitation: ROI in Oregon   Newport/Washington

Presenter: Jeff Renfro

This presentation is a summary of the techniques and results from "Vocational Rehabilitation: Return on Investment in Oregon" study, which explored VR employment outcomes for 15,000 Oregonians between 2006 and 2008. Researchers used regression estimates to forecast lifetime benefits for both participants and the government and to calculate a return on investment for vocational rehabilitation program activities in Oregon. The researchers found a significant positive effect on earnings and hours due to program participation. The boosted regression results show that program participation was a major contributor to the gap in earnings between the program and control groups. This session also includes a breakdown of returns to the state and society.

Evaluating Intended Continuing Education Outcomes   South Country

Presenters: Joshua Southwick, MRC, CRC; David Vandergoot, PhD

Continuing education for Certified Rehabilitation Counselors (CRCs) can provide many potential benefits. However, the intended outcomes of continuing education (learning, performance, team building) are seldom evaluated; instead, only participants' reactions to the training are assessed. Evaluation of continuing education through logic models provides a way to validate the impact of continuing education. Presenters will share results from continuing education evaluations that focus on intended outcomes and ideas on applying this model to future programs.

Changing Business Practices for Client Engagement   Providence I

Presenters: Sarah Chapin; Mark Schultz; Brigid Griffin

Panel members from Nebraska VR will present their My VR client web application, which emerged from staff input, consumer requests, and a desire to stay relevant to clients in a technological world. The group will share general information about feature choices, the development and deployment process, pre-development client input, pilot participant feedback from staff and clients, and a demonstration of the application.

Performance Management: A Behavioral Perspective   **Providence II**

Presenter: James Soldner, PhD, CRC, BCBA-D

Performance management (PM) has many related terms and meanings depending on the profession and context used. The purpose of this interactive presentation is to provide an overview of PM from a behavioral perspective. This presentation will highlight the value of PM for VR organizations and provide an overview of key PM concepts and strategies. Special emphasis will be placed on the principles and effective methods of delivery of reinforcement at both the individual and organizational level.

11:30 AM to 12:45 PM   Chat & Chew
Box lunch sponsored by TACE Region 1   Narragansett B & C

1:00 PM to 2:30 PM   VR Directors Panel & Closing
Narragansett B & C

TUESDAY LUNCH | CHAT & CHEW
Round Table Discussion Groups

On Tuesday there will be a working lunch; in order to chew, we need you to chat. Box lunches will be served, so we can get right to the discussions. Attendees may sign up for a topic at the registration table on Sunday and Monday. Seating is limited, and will be determined on a first-come first-serve basis.

Each round table will have a facilitator who will ask the group a series of questions to stimulate conversation. Come share successes, ask questions, and learn about resources, trends, and promising practices. The time will fly. After the conference, notes from table topic conversations may be posted on VRSummit.org.

A few examples of topics:

VR Performance Measurement | Facilitated by Michael Quinn
What measurements should states choose? How should they measure? How can data be used? Share promising practices in performance measurements.

VR Case Reviews: Quality & Compliance Issues | Facilitated by HarrietAnn Litwin
What are VR case review techniques, protocol & issues? Share lessons learned and best practices.

Supporting End Users as part of Project Management | Facilitated by Joshua Howe
Change is a constant in state VR. Project management primarily focuses on creating this change and often doesn't address the impact on staff. This discussion will focus on strategies to support staff through change, minimizing the impact and easing the transition.

Learn more about topics on VRSummit.org or when you sign up!

CRC PROCESS
CRC Credit for Participation

Before the summit begins:

Review your CRC/CEU Attendance form (included in your registration packet). Then, CAREFULLY print your name and email address at the top of the CRC/CEU Attendance form. It is very important that you print clearly and spell correctly, as CRC Certificates will be emailed after the summit.

During the summit:

Complete a session evaluation form for each session that you attend (general, as well as breakout sessions). Turn in the evaluation to a room monitor. Someone will be there to stamp your attendance form when you turn in your evaluation:

- Breakout sessions – a monitor will be at the back of each breakout room
- General sessions – monitors will be at ballroom exits

Before you leave the summit:

Complete the Summit 6 Evaluation (also found in your registration packet). Then, at the bottom of the CRC/CEU Attendance form, add up the total number of credit hours you attended during the summit and sign the form. Note that a separate "ethics" certification will be available for those attending the session on Ethical Data.

www.travel.nytimes.com

www.goprovidence.com

LEARN MORE ABOUT PROVIDENCE

Years of careful urban planning and meticulous restoration have rendered this former rum and molasses trading town one of the best places to live in the United States, star of an eponymous television show and a swell place to spend a weekend. Historic sites, wonderful museums and theaters seamlessly blend with newer attractions on the block including a modern mega-mall, scenic Riverwalk, outdoor skating arena, convention center, plus new hotels and restaurants. The Roger Williams Zoo, with its updated Tropical Rainforest Building where "spunky monkeys" roam free in a constructed jungle-like environment, remains one of the city's top attractions and offers hours of entertainment for children and adults alike. Wander back in time on Benefit Street, where eminent Federal period homes recall the city's wealthy past. For a modern experience, check out the more than 100 stores at Providence Place. Or tantalize your taste buds on "The Hill," a historic area that boasts many award-winning restaurants... for which "Little Italy" got its name... For a different perspective, take a romantic river cruise on an authentic Venetian gondola. No matter what your vantage point, Providence sparkles.

By www.TripAdvisor.com
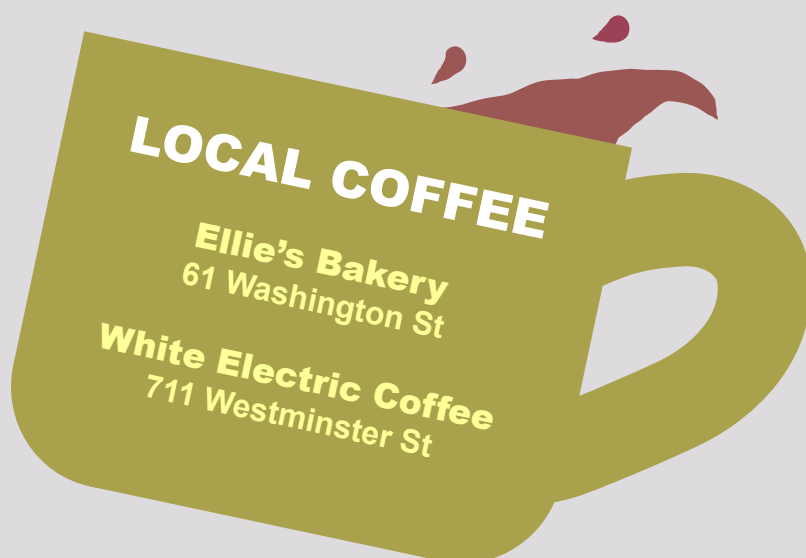
VRSummit.org

PROVIDENCE, RI

Map by Google.
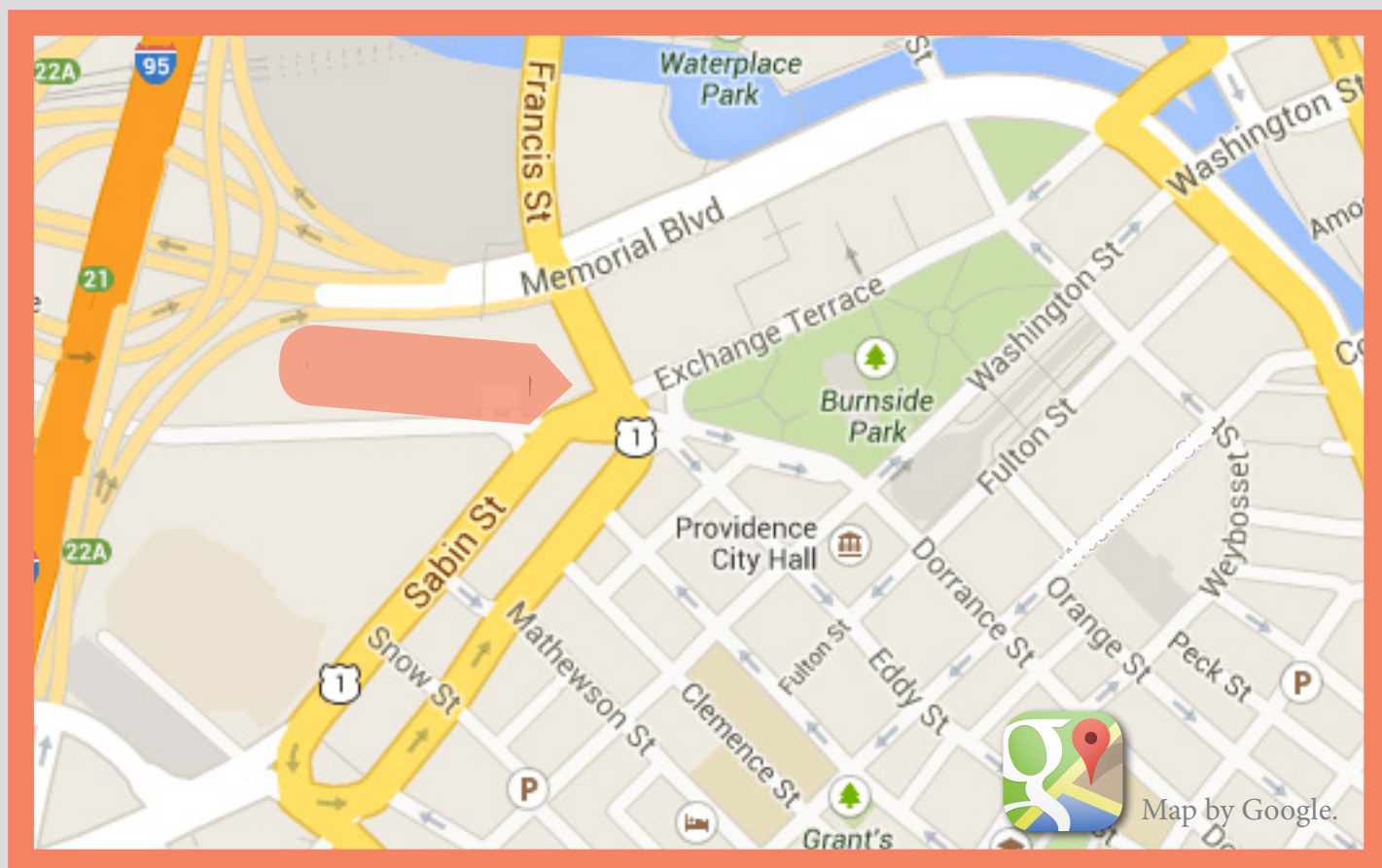
Downtown Providence Farmers Market
Open Tuesday, 3-6 pm
Burnside Park, 2 Kennedy Plaza

The Downtown Farmers Market is now a dinnertime market! After work on Tuesday from 3-6pm, stop by Washington St. between Kennedy Plaza and Biltmore Park to grab dinner and pick up fresh food for the week.

Learn more
www.downtownprovidence.com/4244/

LOCAL COFFEE

Ellie's Bakery
61 Washington St

White Electric Coffee
711 Westminster St

VRSummit.org

**The 6th Annual Summit on Vocational Rehabilitation
Program Evaluation & Quality Assurance
at the
OMNI PROVIDENCE HOTEL**

**Brought to you by:
The Rehabilitation Technical Assistance Center (RTAC)
on VR Program Management**

**In partnership with:
The Institute for Community Inclusion
at the University of Massachusetts Boston**

State of Rhode Island Office of Rehabilitation Services

**New England TACE (1) at ICI/UMass Boston and Assumption College
The University of Buffalo, Center for Rehabilitation Synergy (TACE 2)**

Paul V. Sherlock Center on Disabilities, Rhode Island College

Summit Navigators Group

The Summit Group

Rehabilitation Program Evaluation Network (RPEN)