

Data Entry

RSA-227 - Annual Client Assistance Program (CAP) Report

West Virginia (WEST VIRGINIA ADVOCATES, INC -- CLIENT ASSISTANCE PROGRAM) - H161A110049 - FY2011

General Information

Designated Agency Identification

Name

West Virginia Advocates

Address

Litton Building 4th Floor

Address Line 2

1207 Quarrier St.

City

Charleston

State

West Virginia

Zip Code

25301

E-mail Address

info@wvadvocates.org

Website Address

<http://wvadvocates.org/>

Phone

304-346-0847

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Operating Agency (if different from Designated Agency)

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304-346-0867

Additional Information

Name of CAP Director/Coordinator

Linnie Simiryan

Person to contact regarding report

Jodi Calissie

Contact Person Phone

304-346-0847

Part I. Agency Workload Data

A. Information and Referral Services (I&R)

Multiple responses are not permitted.

1. Information regarding the Rehabilitation Act

29

2. Information regarding Title I of the ADA

20

3. Other information provided

3

4. Total I&R services provided (Lines A1+A2+A3)

52

5. Individuals attending trainings by CAP staff (approximate)

141

B. Individuals served

An individual is counted only once during a fiscal year. Multiple counts are not permitted for Lines B1-B3.

1. Individuals who are still being served as of October 1 (carryover from prior year)

9

2. Additional individuals who were served during the year

31

3. Total individuals served (Lines B1+B2)

40

4. Individuals (from Line B3) who had multiple case files opened/closed this year. (In unusual situations, an individual may have more than one case file opened/closed during a fiscal year. This number is not added to the total in Line B3 above.)

4

C. Individual still being served as of September 30

Carryover to next year. This total may not exceed Line I.B3.

17

D. Reasons for closing individuals' case files

Choose one primary reason for closing each case file. There may be more case files than the total number of individuals served to account for those unusual situations, referred to in Line I.B4, when an individual had multiple case files closed during the year.

1. All issues resolved in individual's favor	15
2. Some issues resolved in individual's favor (when there are multiple issues)	4
3. CAP determines VR agency position/decision was appropriate for the individual	2
4. Individual's case lacks legal merit; (inappropriate for CAP intervention)	0
5. Individual chose alternative representation	0
6. Individual decided not to pursue resolution	2
7. Appeals were unsuccessful	2
8. CAP services not needed due to individual's death, relocation, etc.	0
9. Individual refused to cooperate with CAP	1
10. CAP unable to take case due to lack of resources	0
11. Other (please explain)	
E. Results achieved for individuals	
1. Controlling law/policy explained to individual	6
2. Application for services completed.	0
3. Eligibility determination expedited	0
4. Individual participated in evaluation	1
5. IPE developed/implemented	8
6. Communication re-established between individual and other party	6
7. Individual assigned to new counselor/office	1
8. Alternative resources identified for individual	1
9. ADA/504/EEO/OCR/ complaint made	1
10. Other	2
11. Other (please explain)	
1 - individual decided not to apply for services from WVDRS after WVA involvement to get the application taken;	
2 - individual was able to get the reasonable accommodation she required and renew her contract for employment for another year	

Part II. Program Data

A. Age

As of the beginning of the fiscal year. Multiple responses are not permitted.

1. 21 and under
4
2. 22 - 40
16
3. 41 - 64
16
4. 65 and over
4
5. Total (Sum of Lines A1 through A4. Total must equal Line I.B3.)
40

B. Gender

Multiple responses not permitted.

1. Female
18
2. Male
22
3. Total (Sum of Lines B1 and B2. Total must equal Line I.B3.)
40

C. Race/ethnicity

1. Hispanic/Latino of any race
1

For individuals who are non-Hispanic/Latino only

2. American Indian or Alaskan Native
1
 3. Asian
0
 4. Black or African American
2
 5. Native Hawaiian or Other Pacific Islander
0
 6. White
36
 7. Two or more races
0
 8. Race/ethnicity unknown
0
- D. Primary disabling condition of individuals served

Multiple responses not permitted.

1. Blindness (both eyes)
0

- 2. Other visual impairments
2
- 3. Deafness
4
- 4. Hard of hearing
0
- 5. Deaf-blind
0
- 6. Orthopedic impairments
9
- 7. Absense of extremities
0
- 8. Mental illness
10
- 9. Substance abuse (alcohol or drugs)
0
- 10. Mental retardation
0
- 11. Specific learning disabilities (SLD)
2
- 12. Neurological disorders
2
- 13. Respiratory disorders
0
- 14. Heart and other circulatory conditions
2
- 15. Digestive disorders
0
- 16. Genitourinary conditions
0
- 17. Speech Impairments
1
- 18. AIDS/HIV positive
1
- 19. Traumatic brain injury (TBI)
0
- 20. All other disabilities
7
- 21. Disabilities not known
0
- 22. Total (Sum of Lines D1 through D21. Total must equal Line I. B3.)
40

E. Types of individuals served

Multiple responses permitted.

- 1. Applicants of VR Program
12
- 2. Clients of VR Program
24
- 3. Applicants or clients of IL Program
2

4. Applicants or clients of other programs and projects funded under the Act

2

F. Source of individual's concern

Multiple responses permitted.

1. VR agency only

39

2. Other Rehabilitation Act sources only

4

3. Both VR agency and other Rehabilitation Act sources

0

4. Employer

1

G. Problem areas

Multiple responses permitted.

1. Individual requests information

0

2. Communication problems between individual and counselor

8

3. Conflict about services to be provided

7

4. Related to application/eligibility process

11

5. Related to IPE development/implementation

15

6. Other Rehabilitation Act-related problems

2

7. Non-Rehabilitation Act related

0

8. Related to Title I of the ADA

1

H. Types of CAP services provided

Choose one primary CAP service provided for each case file/service record.

1. Information/referral

0

2. Advisory/interpretational

22

3. Negotiation

3

4. Administrative/informal review

1

5. Alternative dispute resolution

0

6. Formal appeal/fair hearing

0

7. Legal remedy

0

8. Transportation

0

Part III. Narrative

Narrative

a. Type of agency used to administer CAP:

1) external -- P&A

b. Sources of funds expended:

Source of funding | Total expenditures spent on individuals

Federal funds - \$92,353

State funds - \$0

All other funds - \$0

Total from all sources - \$92,353

c. Budget for current and following fiscal year:

Category | Current (FY 11) | Next (FY 12)

Wages & Salaries: \$35,134 | \$39,850

Fringe Benefits: \$13,466 | \$16,150

Materials/Supplies: \$3,612 | \$3,500

Postage: \$650 | \$325

Telephone: \$2,030 | \$1,500

Rent: \$3,086 | \$3,025

Travel/Training: \$9,300 | \$9,925

Copying: \$736 | \$2,425

Equipment Rental/Purchase/Depreciation: \$1,425 | \$650

Legal Services: \$300 | \$300

Indirect Costs: \$8,461 | \$8,861

Conferences: \$895 | \$1,025

Outreach: \$736 | \$11,000

Contracted Services: \$2,201 | \$1,680

Total Budget: \$82,032 | \$100,216

d. Number of person-years:

Type of position | Full-time equivalent | % of year position filled | Person-years

Professional:

Full | .06 | 100% | 1.00 |

Full | .05 | 100% | 1.00 |

Full | .05 | 100% | 1.00 |

Full | .36 | 100% | 1.00 |

Full | .05 | 100% | 1.00 |

Full | .01 | 100% | 1.00 |

Full | .02 | 100% | 1.00 |

Full | .24 | 100% | 1.00 |

Full | .06 | 100% | 1.00 |

Part | .01 | 75% | .75 |

Part | .05 | 17% | .17 |

Part | .02 | 42% | .42 |

Part | .14 | 92% | .92 |

Part | .03 | 25% | .25 |

Part | .01 | 50% | .50 |

Part | .01 | 42% | .42 |

Part | .04 | 50% | .50 |

Part | .01 | 58% | .58 |

Part | .06 | 92% | .92 |

Part | .05 | 50% | .50 |

Part | .02 | 17% | .17 |

Vacant = 0

Total Professional:

Full | .90 | 100% | 9.00 |

Part | .45 | 73 % | 6.08 |

Clerical:

Full | .04 | 100% | 1.00 |

Full | .05 | 100% | 1.00 |

Full | .06 | 100% | 1.00 |

Part = 0

Vacant = 0

Total Clerical:

Full | .15 | 100% | 3 |

Part | N/A

e. Summary of presentations (outreach) made:

As reported in the FY 2010 CAP PPR, WVA continued to provide employment rights training to a Compensated Work Therapy/Transitional Work Experience (CWT/TWE) Job Club run by one of the veteran centers in West Virginia. Forty-five (45) veterans were trained in FY 2011.

WVA provided outreach during the West Virginia Division of Rehabilitation Services (WVDRS) camp Summer FUNdamentals. This is a weeklong residential experience for students with disabilities, ages 16-21, who are clients of WVDRS. Participants included high school students and recent graduates who are interested in transitioning into post-secondary education, job training or employment. Fourteen (14) students were trained.

WVA again provided training to students, parents and other interested parties to increase their knowledge of self-advocacy related to student's rights under the Individuals with Disabilities Education Act (IDEA) with a focus on transition services. Nine (9) individuals were trained.

As described in the last PPR, one of the West Virginia Workforce Investment Boards (WIB) received a grant to provide one (1) week training programs for youth with disabilities called Build-It, Keep-It, Share-It (BIKISI). During the week the WIB invited service organizations in to provide information to the students on what services and programs are available to them as they transition from school to adult life. WVA provided training about the employment rights of people with disabilities and provided information on WVA's employment advocacy programs at one (1) BIKISI class during this reporting period. A total of nine (9) students received the training and information in FY 2011.

WVA also provided training at the following events: the Families Conference; the Foster/Adoptive Parents training; the IEPs from Start to Finish training; and the WV Leadership Academy training.

Outreach Events:

WVA staff set up a display and provided outreach materials to the following transition fairs: Cedar Lakes/Ripley transition event; the Transition Summit in Martinsburg; the Parkersburg transition fair, the Ripley transition fair; the Raleigh County Disability Awareness Forum; the transition fair at the Morgantown High Schools and a transition fair at Stepping Stones/Mylan Park in Morgantown.

Meetings or events where WVA staff provided CAP outreach included: WV Brain Injury Conference; Riley's Rally Resource Fair; Go for Kids Health and Safety Fair; FAN night at Appalachian Power Park; The People First Conference; Great Beginnings Infant and Toddler Conference; Shepherd University and the TRIO program at Shepherd University.

WVA Work Folders were sent by request to: Eastridge Health Systems; Mingo Career Center; The Arc of the Mid Ohio Valley; West Virginia Northern Community College, New Martinsville Campus; and the West Virginia Mental Health Consumers Association.

WVA staff visited the WorkForce WV centers in Elkins, Fairmont, Morgantown, Moorefield and Martinsburg in order to increase our presence and heighten awareness of our CAP program.

f. Involvement with advisory boards:

West Virginia Division of Rehabilitation Services (WVDRS) Consultation Group

WVA continues to be a member of this group and attends scheduled meetings. Topics discussed in FY 2011 included: dental services as a primary WVDRS service; developing a policy regarding limiting services for people seeking/obtaining some type of part time employment; HIV policy updates; Rehabilitation Technology policy and referral forms; and the Economic Need policy.

Statewide Independent Living Council (SILC)

CAP attends SILC meetings to monitor their activities as a program funded under the Rehabilitation Act. While not a SILC member the WVA representative participates in their meetings and is a member of their advocacy subcommittee. WVA attended five (5) meetings in FY 2011. WVA also attended two (2) joint SILC and Statewide Rehabilitation Council (SRC) meetings during this fiscal year for the joint strategic planning of both councils.

Statewide Rehabilitation Council (SRC)

WVA attended four (4) meetings of this council in FY 2011, which included two (2) joint meetings of the SRC and SILC. WVA participated in the joint strategic planning process that occurred with the SRC and SILC. WVA participated in committee work, giving feedback and input as needed.

National Disability Rights Network (NDRN) CAP Advisory Committee

WVA staff applied for and was accepted as a member of the

NDRN CAP Advisory Committee. WVA participated in the monthly committee conference calls and attended the face to face meeting in June, 2011. The topics of discussion in FY 2011 were: segregated/sheltered employment; CAP staff training needs; and I/R versus case distinctions.

g. Outreach to un-served/underserved populations:

The Multi-Cultural Festival of West Virginia, Inc. is a non-profit organization whose mission is to promote diversity in a positive environment enhancing tolerance and promoting goodwill. West Virginia Division of Rehabilitation Services (WVDRS) sponsored a booth to offer information about organizations that help people with disabilities and invited WVA to participate. WVA staffed the booth and assisted in distributing fans which included WVA's logo. Other organizations who participated in the Multi-Cultural Festival were: People First; Appalachian Center for Independent Living; Fair Shake Network; Mountain State Center for Independent Living; ADA Coalition; West Virginia University Center for Excellence in Disabilities (WVUCED); Statewide Independent Living Council; Northern West Virginia Center for Independent Living; WV Commission for the Deaf and Hard of Hearing; Developmental Disabilities Council; and the State Rehabilitation Council. The event served to increase visibility for WVA among an underserved population.

In an effort to reach out to underserved populations, WVA partnered with Kroger Pharmacy to have WVA's logo, services and contact information printed on their pharmacy bags. At each location, 24,000 bags will be circulated until the supply is depleted. The bags are currently being distributed in the following locations in West Virginia: Charleston (west side), Danville, Princeton, Bluefield, Lewisburg and Hinton. Most of these locations are in areas known as the "southern coal fields" which are considered to be rural and economically disadvantaged areas of the state.

h. Alternative Dispute Resolution:

N/A

i. Systemic advocacy:

Fair Shake Network

West Virginia Advocates, Inc. (WVA) continues to be a member of the Fair Shake Network (FSN). FSN is a grass roots organization of people with disabilities and other interested parties who are concerned with systems change to ensure people with disabilities get a "fair shake". The activities of the organization include education on disability issues and various legislative activities. In FY 2011, WVA worked extensively with the FSN during the West Virginia State Legislative Session. WVA met with members of the FSN three to four times weekly as they monitored and advocated for various bills by educating members of the legislature on issues that pertained to disability related legislation and resolutions. WVA participated in the annual FSN Training Day in January which served to educate and advise individuals with disabilities to self-advocate regarding issues that pertained to legislation and other forms of policy making. WVA attended the FSN's board training and acted as a facilitator in several other brief trainings that the FSN held in FY 11.

ADA Coalition

WVA continues to be an active member of the Americans with Disabilities Act (ADA) Coalition whose primary purpose is to increase awareness of the ADA for both people with disabilities and businesses. The ADA Coalition held a training called "The Revised ADA Regulations Implementing Title II and Title III". WVA was a co-sponsor of this event. This was an all day seminar on the new Title II and Title III regulations. It was attended by individuals with disabilities, Human Rights investigators, advocates and attorneys from the P&A, Center for Independent Living staff, architects and state agency personnel.

Building Relationships between WVDRS and the State Psychiatric Hospitals

WVA continued to work toward building a relationship between West Virginia's two state psychiatric hospitals and WVDRS in order to assist patients in applying for services, determining eligibility and developing an Individual Plan for Employment (IPE) as part of a discharge plan prior to leaving the hospital. WVA's goal is to ensure that people have the opportunity to become involved with work activities if they so choose when

returning to their home community upon discharge from the hospital. Having the opportunity to become and remain employed will improve the likelihood of individuals being able to remain in their home community once they leave the hospital. WVA staff met with social workers at one of West Virginia's two state psychiatric hospitals to encourage the development of discharge plans that included an IPE should an individual be interested in employment or training upon discharge. WVA provided information on how individuals could be referred to WVA if a request for services through WVDRS did not result in a timely response to a client's request for services. Additionally, WVA provided a letter for patients to use to request an application for services from WVDRS. Social workers at the state psychiatric hospital were informed about WVA's services and a patient's right to access WVDRS. WVA provided patients in the state psychiatric hospital with resources available to them in the community to overcome the barriers they face in obtaining or re-gaining employment.

j. Interesting cases:

WVA received a request for services from a woman whose speech was affected by a recent stroke. The client is a teacher for an adult program teaching work-based academics and job preparation skills. Because her speech was going to affect her ability to do her job when she returned to work, the client applied for services from WVDRS. The client was found eligible for services and an IPE was developed to provide her with assistive technology including the software that will speak for her through key boarding, high light and read text, etc. Referred to WVA by her rehabilitation counselor, WVA provided the client with technical assistance on how to request an accommodation from her employer. The client effectively requested accommodations from her employer and returned to work successfully. The client works under a yearly contract and her contract was renewed for the fiscal year starting July 1, 2011.

A client contacted WVA after applying for services from WVDRS a couple of months previously and not hearing back from her rehabilitation counselor. The client had asked WVDRS for assistance going to school to become a certified nursing assistant (CNA). Upon investigation, WVA discovered the client's counselor was waiting until the class was scheduled to start again to develop the IPE. Communications were re-established between the client and the counselor and an IPE was developed for the client to CNA classes. When the client could not pass the math portion of the entrance exam, WVA asked the rehabilitation counselor what the practical use of the math was for CNAs, prompting him to ask the school the same question. As a result the school waived the math requirement for the client. The client was scheduled to be in the April 2011, CNA class with assistance from WVDRS.

One client initially contacted WVA for information about applying for services from WVDRS. WVA provided the client with the requested information and he attempted to apply for services. The client called WVA for additional assistance because WVDRS appeared to be reluctant to let the client apply for services due to their past experience with him. WVA contacted the client's counselor pointing out the client had the right to apply for services and he would be presumed eligible based on being a Social Security Disability Insurance (SSDI) beneficiary and wanting to work. The application was taken and an IPE was developed to assist the client with job placement services. A major issue for the client was transportation because he did not have a car and did not live on a bus line. The client is now working and WVDRS has rented a car for his use so he can maintain his employment until a suitable used car can be purchased.

A client contacted WVA after asking WVDRS to cover his travel expenses (to and from school) and book costs to complete a second associate degree. The client needed to take two (2) classes to complete the degree. WVA reviewed the client's rehabilitation records and IPE. The client had completed the original goal per his IPE. A WVA advocate met with the rehabilitation counselor to request the client's IPE be amended. At the meeting WVDRS agreed to pay the tuition costs for the two (2) classes the client was taking to complete his second associate degree and to pay for the books for those two (2) classes. As the required classes were on-line classes, WVDRS did not agree to pay transportation costs for these courses. WVDRS did agree to pay for three (3) credit hours next semester that the client will need to complete an internship as well as transportation costs and possibly a clothing allowance if the client needs a suit or professional clothing for the internship. The client

received reimbursement for the books from WVDRS and reimbursement from the college for tuition for the two (2) required classes.

Per the State Plan for Independent Living (SPIL), the federal and some state independent living money is contracted out to the centers for independent living (CILs) to provide home modifications and assistive technology to assist people with disabilities to function more independently in their homes and communities. WVA received a call from a client who had had some work done under this program to make her bathroom accessible. She felt the work was sub-standard and wanted the program to fix it. After reviewing records, WVA represented the client in an appeal of the decision made by the CIL that they were not responsible for damage done to her bathroom while it was being renovated. Through local reconciliation a verbal agreement was made concerning the repairs the CIL would make to the client's bathroom. After finding a contractor who agreed to do the work, a written agreement was reached. The repairs to the client's bathroom were completed per the written agreement to the client's satisfaction.

k. On-line information/outreach:

WVA maintains a website. Although not exclusive to CAP, the site does provide information regarding CAP services. WVA's website includes a resources section which is updated regularly. There were 349,623 hits on our website in the fiscal year.

WVA continues to provide information to the public via our Facebook page. We often include information about upcoming events and training available to people with disabilities. There are currently one hundred twenty-nine (129) "Fans" of our Facebook page.

WVA produced and distributed one (1) edition of our newsletter called the Advocare in FY 11. WVA also produced and distributed an annual report covering FY 10 in FY 11. Both of these publications were sent to our mailing list of approximately 3,200 people. The Advocare and annual report can be viewed on our website at <http://wvadvocates.org>.

Miscellaneous:

CAP staff participated in the following trainings throughout FY 2011 funded all or in part by CAP:

- A webinar entitled "The Role of the ADA Coordinator in Post-Secondary Education"
- A webinar entitled "ADA Legal Issues: Post-Secondary Education and Licensure under the ADA"
- The National Disability Rights Network (NDRN) teleconference update about their Employment Initiative
- A webinar by the Equal Employment Opportunity Commission entitled "Implementing the New ADA Regulations"
- NDRN's annual conference
- NDRN's annual CAP training
- A web/teleconference from NDRN entitled "Differentiating between I/R and a Case Within the Context of CAP Services"
- A web/teleconference entitled "Leveraging National I&R Resources – the Florida Experience"

- Help for the Help Desk training series
- NDRN Access Authority 101 training series
- Leadership Plenty
- A teleconference by Centers for Medicare and Medicaid Services (CMS) called “Independence at Home Demonstration”
- A teleconference entitled “Dispelling Myths and Fears about Employment for Persons with Psychiatric Disabilities”
- A webinar about Service Animals and the ADA
- A Whitehouse Disability call
- A webinar entitled “Top 10 ADA Cases”
- Training about managing multiple priorities
- WVDRS annual training conference
- Independent Living Research Utilization (ILRU) self paced training modules entitled “Foundations of Independent Living”
- A webinar from the Bazelon Center entitled "Addressing the Mental Health Needs of Students on College Campuses"
- A webinar entitled "Developing a Successful Reasonable Accommodation"

Publications/booklets/brochures disseminated:

(All distributed during outreach events funded all or partially by CAP dollars as well as CAP cases/I&R's)

WVA 1:1 Paraprofessional/Aide Info: 65

WVA 4 page fact sheet: 163

WVA A Guide to Your Treatment Plan, Brochure: 216

WVA Advocare: 403 (in addition to the 3,200 sent to our mailing list)

WVA Annual Report: 42 (in addition to the 3,200 sent to our mailing list)

WVA Brochure: 1,730

WVA CAP Brochure: 23

WVA CAP Flyer 82

WVA CAP/PABSS POSTER: 13

WVA DME Tips: 25

WVA EPSDT Booklet: 40

WVA Fact Sheet on TBI: 10

WVA Help! For Parents: 65

WVA PAAT Flyer: 17

WVA PABSS Brochure: 41

WVA PABSS fact sheet: 99

WVA PAVA Brochure: 187

WVA People with Disabilities Work Brochure: 1,026

WVA Self-Advocacy, MR/DD Waiver Hearing: 72

WVA Special Ed Forum flyer: 68

WVA Voting Newsletter: 178

WVA Work Folder: 1,357

WVA Your Guide to Services from WVDRS: 785

Other Outreach Materials: (All distributed during outreach events funded all or partially by CAP dollars)

WVA Baseball Stress Ball: 1,486

WVA Bendzee Sticks: 126

WVA Business Card: 176

WVA Business Card Magnet: 1,235

WVA Fans: 497

WVA Finger Print Kits: 688

WVA Frisbees: 765

WVA Highlighters: 69

WVA Magnetic Clip: 313

WVA Note Pad: 266

WVA PAVA Bags: 312

WVA Pen: 1,185

WVA Pencil: 489

WVA Stadium Cup: 186

WVA created a new employment brochure at the end of FY 2010. It replaced the previous CAP and PABSS brochures. It includes details about the PABSS and CAP programs as well as examples of ways in which WVA may help an individual with a disability obtain, re-gain or maintain employment. It was printed and distributed in FY 2011.

Satisfaction Surveys:

WVA sent out twenty-six (26) satisfaction surveys to CAP clients. Six (6) were received back and all were satisfied.

There were two (2) client grievances filed by CAP clients in FY 11. In the first grievance, the client did not agree with WVA's decision not to represent him in a lawsuit against WVDRS. The client then decided to withdraw the grievance after speaking with WVA's Program Director. The other grievance was filed when the client did not agree with WVA closing his Service Request despite the fact that he did not sign and return the documents needed to proceed with his case. WVA agreed to re-open the client's Service Request.

Certification

Approved

This Report is Complete and Correct.

Yes

Date Signed:

05-Dec-11

Name of Designated Agency Official:

Jodi Calissie

Title of Designated Agency Official:

Data Report Specialist

System Information

System information

The following information is captured by the MIS.

This form has been approved for use by OMB through Jun 30, 2014.

Last updated on:

05-Dec-11

Last updated by:

pawvcalissiej

Completed on:

05-Dec-11

Completed by:

pawvcalissiej

Approved on:

Approved by: