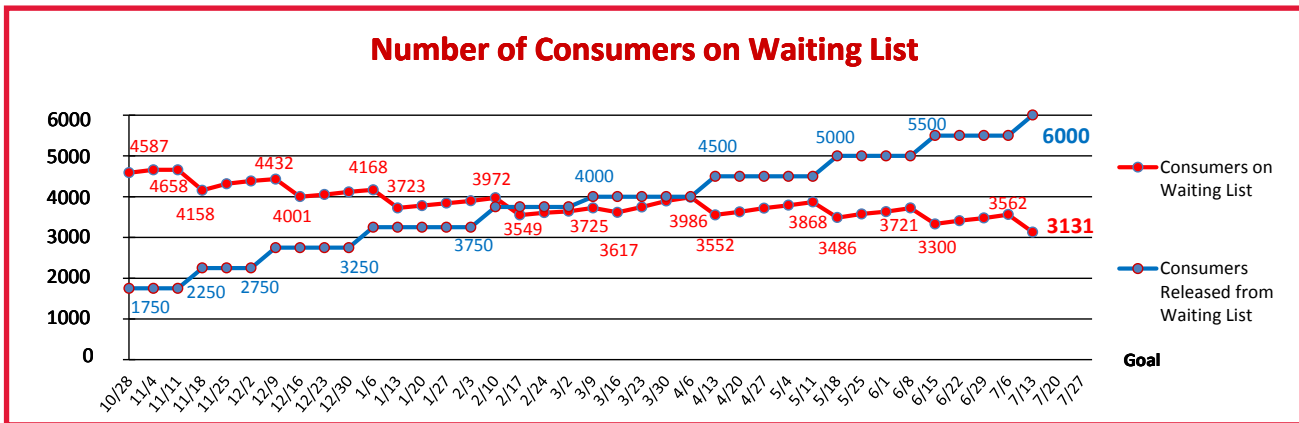


July 13, 2012

Weekly Focus

Kevin L. Miller, Executive Director

The mission of the Ohio Rehabilitation Services Commission is to ensure individuals with disabilities achieve quality employment, independence and disability determination outcomes through integrated services, partnerships and innovation.



Another Waiting List Milestone Reached!

We released another 500 consumers from the waiting list this week to bring the cumulative total of consumers released from the list to **6,000 people**. We still have slightly over 3,000 consumers waiting to be served, and moving from the waiting list to our VR counselors' caseloads is just the start of a process toward the ultimate goal of finding a job. But this is clear evidence of progress at RSC.

There has been tremendous effort by many people throughout RSC to make this progress possible. Now, we can celebrate the growing distance on our weekly chart between the number of people we have moved from the waiting list and the number of people we still need to serve. The task doesn't look so daunting when you realize that just a year ago, the big number was the people waiting and the small number was the people we had managed to move off the list. We have no intention of resting on our laurels but will use this milestone to energize our push to make the waiting list a thing of the past at the Ohio Rehabilitation Services Commission.

Protsman Off to The Ohio State University

RSC Chief Financial Officer (CFO) Marc Protsman is the new Director of Administration at The Ohio State

University's John Glenn School of Public Affairs. Marc begins his new position on Monday July 23, and his duties at RSC will be assumed by Vicki Friesland as interim Deputy Director of Fiscal Management while a permanent replacement is sought.

Marc Protsman has been a fixture at RSC since 1996 and played a crucial role on the Executive Management team as CFO. Marc agreed to an exit interview with the Weekly Focus:

How will your new position at Ohio State build upon your experience at RSC?

The position at Ohio State is an opportunity to continue to use what I have learned while at RSC. I will continue to work on fiscal issues involving budget and accounting. I will also be involved in facilities issues and will get the chance to



Chief Financial Officer Marc Protsman being congratulated by Director Miller on his new position at the OSU John Glenn School of Public Affairs.

be directly involved in IT. There is also the opportunity to learn more about HR. That is a new area for me but I look forward to it as a chance to grow.

From a non-technical perspective, I will continue to be part of the leadership team and will advise the Director. My experiences over the past sixteen months as the agency CFO have helped me prepare for those roles. I have to thank Director Miller for that. I would not have been as comfortable going to Ohio State if he had not pushed me out of my comfort zone last February.

How has your career at RSC changed you as an individual?

RSC has given me opportunities to learn and develop my customer service and management skills. I have been in several roles at RSC and each one contributed to my growth. I have worked both with and for some good people while here. Sometimes they showed me the wrong way to do things but mostly they showed me the right way to do things. Either way, I learned.

More importantly, my time at RSC has given me great respect for people with disabilities. I have become and will continue to be an advocate. Without the opportunity to see and experience the passion of the consumers, the staff and our partners, I may never have realized what a difference RSC can make. RSC, for me, may have remained the best kept secret in state government. Being a fiscal person, I look forward to the day the agency again draws every federal dollar available. There are so many opportunities to make a difference.

What are the opportunities on the horizon at RSC you will miss working on?

It may sound crazy, but I will miss working on the next biennial budget and upcoming projects such as the one with ODE (Ohio Department of Education). These efforts are more than making the numbers work. They are opportunities for fiscal people like me to make a difference.

I will miss working with the Executive Team. They are committed to doing what is right for RSC consumers. I am honored that I got to be part of that group.

I will also miss the opportunity to continue to work with numerous RSC staff and particularly with the fiscal staff. I have known many of the fiscal staff for a long time and have come to know about their lives and their families. I have been successful because of their dedication and commitment. I know they will continue to provide great service to the agency.

Finally, I will miss all of the great birthday celebrations and potlucks in fiscal. There is never a want for something good to eat. Maybe going to Ohio State will help me lose some weight!

What are the problems you're glad to put behind you?

I am not sure there is anything major I will be glad to put behind me. As a problem solver, I look forward to finding answers and opportunities in situations. I like the challenges I have faced, particularly over the past sixteen months.

Don't get me wrong, it has not always been easy. But, I don't recall too many days when someone did not offer a smile or where we did not have some laughs. That helped make it work.

RSC Helps With New Business Launch

There was high media interest in the ribbon cutting ceremony for a new business in downtown Columbus, launched with the assistance of RSC and the Small Business Development Center (SBDC) at the Ohio Department of Development (ODOD).

I was honored by the opportunity to make remarks at the event promoting Columbus Bike Tour and Bike Rentals, the dream business opportunity of RSC client Darren McGowan. Darren says creating his own business opportunity, combining his love of Columbus for the tours and his enjoyment of bike riding, is a much better fit for him than simply finding a job.



(left to right) Kevin Ernst, Enterprise Works; Joanie Shell, RSC Counselor; Darren McGowan, Owner of Columbus Bike Tour and Bike Rentals with Director Miller

Bureau of Vocational Rehabilitation counselor Joanie Schell was the first person to recognize that Darren's personal plan for employment was best suited to entrepreneurship. Working with Kevin Ernst of RSC VRP3 partner Enterprise Works and Connie Spruill from the Columbus SBDC office, Joanie helped Darren turn his idea into a business plan and now a business in operation across the street from the new Columbus Commons Park.

This is the second time I've had the honor of helping launch a new business with Ohio Development Director

Christiane Schmenk and each time she has noted the high importance of small business in Ohio's economic turnaround.



Darren McGowan with Channel 6 News

The two year old Ohio Abilities program that links RSC and ODOD in the mission of making business formation possible for Ohioans with disabilities is evidence that government can exhibit the same type of entrepreneurial imagination that business founders must have.

Darren McGowan got some help getting off the ground through this program. There are precious few new businesses that don't take lots of assistance to get up and running. By opening new doors to collaboration with the Ohio Department of Development, we are now opening the doors of new businesses owned by clients of the Ohio Rehabilitation Services Commission. In the process, through the media, Ohio taxpayers are seeing the power in collaborations that breakdown the government agency silos.

Thanks to extensive media coverage by the Columbus Dispatch, WSYX-TV and WOSU News Radio, Darren's new business got a priceless boost from the marketing momentum being a widely discussed example of the new opportunities in downtown Columbus.

Fee Schedule Delayed

A series of meetings scheduled with Community Rehabilitation Program (CRP) partners and other providers to unveil the new VR RSC Fee Schedule were canceled when our consultant on the project requested more time to complete their report. We are absolutely committed to ensuring that PCG has adequate time to make solid recommendations to RSC regarding the purchase of VR services; therefore, we agreed to the request for more time.

This is the letter to RSC from our consulting partner.

For more information or questions on stories in this publication please call Shirley Marchi, Community Relations Liaison, at 614.438.1477.

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July 9, 2012

Mr. Kevin Miller, Executive Director
Ohio Rehabilitation Services Commission
Bureau of Vocational Rehabilitation
400 East Campus View Blvd. - 3AD
Columbus, Ohio 43235-4604

Dear Director Miller:

We would like to request additional time to finalize the report before releasing it to RSC and the public.

It is paramount to PCG that the report reflects all the necessary recommendations and data. We are committed to getting the report completed in a timely and accurate manner and will devote the necessary resources to do so.

PCG will work with RSC to establish a revised schedule to release and present the fee structure recommendations.

We apologize for the inconvenience. We continue to be committed to this project and completing the scope of work.

Warm regards,


Liz Wiseman
Project Manager

CC: Brenda Cronin, RSC
Greg Dormer, RSC

Jill Reynolds, PCG
Jerry Wolf, PCG