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The Division of Vocational Rehabilitation maintains contracts with community based rehabilitation programs, also known as vendors, in order to provide quality services to DVR customers. The community rehabilitation programs listed in the following sections are viewed as essential partners to the Division of Vocational Rehabilitation in carrying out our mission in helping people with disabilities to go to work. DVR has contracted service providers and utilizes fee for service vendors in serving DVR consumers. Service Contractors and Fee for Service Vendors are listed in the CHOICES book by county. The CHOICES Booklet is organized much like the "Yellow Pages". Service Contractors' marketing "yellow pages" appear ahead of all service contractors and fee for service vendors.

A service contractor will have a DVR Report Card rating. The DVR Report Card quantifies the service contractor based upon the previous year's performance. It is calculated from the DVR database. The rating is formulated by the number of referrals sent and served by the service contractor compared to the number of successful employment placed consumers and; the consumers successfully placed and retained on the job 90 days or more. There are service contractors who provide training and others who provide training and employment services. Their DVR Report Card rating is calculated on referrals received and served compared to the consumers who successfully complete training and; consumers who complete training are job placed with retention of 90 days or more.

There are no DVR Report Card ratings calculated by DVR for Fee for Service Vendors. Service Contractors and Fee for Service Vendors make up the continuum of providers with a wide array of goods, services, and training available to eligible DVR consumers at little or no cost to the consumer.

As a public agency, DVR strongly values providing our customers with choice. This booklet will present you with a variety of options in selecting services to best meet your needs as you work on your Individualized Plan for Employment (IPE) with your counselor.
# DVR Office Locations

## New Castle County

**Wilmington**  
Department of Labor  
4425 North Market Street  
Wilmington, DE 19802  
302-761-8275 Voice/TTY

**Newark**  
Pencader Corporate Center  
225 Corporate Boulevard, Suite 204  
Newark, DE 19702  
302-368-6980 Voice/TTY

**Middletown**  
Appoquinimink State Service Center  
122 Silver Lake Road  
Middletown, DE 19709  
302-696-3180 Voice/TTY

## Kent County

**Dover**  
Carroll’s Plaza, Suite 105  
1114 DuPont Highway  
Dover, DE 19901  
302-739-5478 Voice/TTY

**Milford**  
24 NW Front Street  
Suite 101  
Milford, DE 19963  
302-430-7721 Voice/TTY

## Sussex County

**Georgetown**  
20793 Professional Park Boulevard  
Georgetown, DE 19947  
302-856-5730 Voice/TTY

### Visit us on the web

Our website is located at: [http://dvr.delawareworks.com](http://dvr.delawareworks.com)
DVR Definition of Services

Job Development, Placement and Retention Services
Job development, job placement and retention are a group of services provided by a community rehabilitation program to help an individual prepare for, obtain and keep a job. The services are customized to meet the needs of each individual who wishes to use these services. Job development may include help with developing a résumé, coaching on preparing for an interview and help in completing written and online job applications. Job placement may include direct assistance in the interview process and getting oriented to a job. Job retention services may include follow up contact with the customer and employer to ensure that both parties are satisfied.

Tip: The Commission on Accreditation of Rehabilitation Facilities accredits many of DVR’s service providers and publishes standards on quality vocational services: www.carf.org

Questions to ask the service provider:
1. What types of jobs or industries have you helped people find jobs in?
2. What companies have you had success in getting people placed at in the past year?
3. How many people has your company helped place in the past year?
4. What expectations do you have of the people you work with?
5. Does your organization or staff specialize in working with specific groups of people?
6. If I were to select you as a provider, how soon would you be available to begin working with me?

Community Based Work Assessment
Community based work assessments are assessments that occur at local business sites to determine a person’s work interests, skills and needs prior to going to work. The places for assessment are chosen with respect to a customer’s interests and goals for employment. Typically, customers are assessed in 2 or 3 different work environments over the course of 2 to 3 days.

Tip: There are many career search websites on the web, but be careful about websites that are for profit. The US Department of Labor maintains a free career exploration website with links to other secure, approved sites: www.onetonline.org

Questions to ask the service provider:
1. What types of jobs or industries have you assessed people in over the past year?
2. What companies have you assessed people at in the past year?
3. What expectations do you have of the people you work with?
4. Does your organization or staff specialize in working with specific groups of people?
5. If I were to select you as a provider, how soon would you be available to begin working with me?

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Employment Readiness Training Services
Employment readiness is a four week training program that assists individuals in improving specific workplace skills and behaviors before going to work. These skills may be taught in a combination of classroom, volunteer and/or internship settings. The topics that are covered with the customer are determined with the DVR counselor and the service provider in the following areas:

- Time Management
- Goal Setting
- Self Management
- Assertiveness Training
- Changing Unproductive Patterns of Behavior, Thinking and Feeling
- Problem Solving
- Conflict Resolution
- Financial Management
- Family Education
- Active Listening

Tip: One of the best ways to build your résumé and set yourself apart from other applicants for a job is through volunteer work: www.volunteerdelaware.org

Questions to ask the service provider:
1. Do you offer volunteerism or internship opportunities? If so, what types of volunteer or internship positions would be available to me?
2. Would you share some of your curriculum with me before I select you as a service provider?
3. What expectations do you have of the people you work with?
4. Does your organization or staff specialize in working with specific groups of people?
5. If I were to select you as a provider, how soon would you be available to begin working with me?

Job Coaching
Job coaching assists customers once they begin work in order to help them succeed in their job. Job coaching includes supports to learn job tasks, employment related skills training such as time management training and money management, transportation coordination, and short term follow along assistance. The specific services delivered by a job coach are agreed upon in advance with the customer and VR counselor.


Questions to ask the service provider:
1. On what types of jobs or industries have you previously job coached people in?
2. What companies have you performed job coaching at in the past year?
3. How would you approach an employer about job coaching at their company?
4. What expectations do you have of the people you work with?
5. Does your organization or staff specialize in working with specific groups of people?
6. If I were to select you as a provider, how soon would you be available to begin working with me?
**Applied Behavioral Analysis and Behavioral Supports**

Applied Behavioral Analysis (ABA) and behavioral supports are ways of assessing and strategizing how to address what are seen as problematic behaviors for an individual as they relate to employment. Applied behavioral analysis is widely documented in research for individuals with cognitive disabilities, autism spectrum disorders and there is a growing body of evidence for those with acquired brain injuries. A functional behavioral assessment looks at the purpose of specific behaviors, their frequency and ways to address the behaviors. This service offers logical steps that can be implemented toward improving individuals’ socialization skills, communication skills and self-awareness.

Tip: Behavioral analysis is a certified profession. Additional information for customers can be found at the Behavioral Analyst Certification Board’s website: [www.bacb.com](http://www.bacb.com)

Questions to ask the service provider:
1. What credentials or education background does your behavioral support person have?
2. In what settings have you performed behavioral analysis and provided supports?
3. What expectations do you have of the people you work with?
4. Does your organization or staff specialize in working with specific groups of people with this service?
5. If I were to select you as a provider how soon would you be available to begin working with me?

**Tutoring Services**

Tutoring assistance is available to DVR customers who are currently enrolled in training and/or education settings when it is determined appropriate by the DVR counselor and customer that additional assistance is needed outside of the classroom to help a person succeed.

Tip: Online tutoring is an emerging option for those who have the ability to benefit from services in this format: [www.gcflearnfree.org](http://www.gcflearnfree.org)

Questions to ask the service provider:
1. What credentials or educational backgrounds do your tutors have?
2. Do you have tutors with experience in the area that I need assistance with?
3. Do you have tutors fluent in foreign languages (if needed)?
4. Where would your tutor be available to meet with me?
5. What expectations do you have of the people you work with?
6. Does your organization or staff specialize in working with specific groups of people with this service?
7. If I were to select you as a provider, how soon would you be available to begin working with me?
**Transportation Services**
Under specific conditions, DVR may support a person with transportation during training or until they start receiving paychecks from an employer. This service does not apply to customers who have access to transportation via other means, which includes public transportation and Paratransit services. These services may also include assisting an individual in obtaining their driver’s license or learning how to successfully use public transportation.

Tip: DART First State is Delaware’s public transportation company. Their website offers information on bus schedules and paratransit services for customers with disabilities who may qualify for this service: [www.dartfirststate.com](http://www.dartfirststate.com)

Questions to ask the service provider:
1. What expectations do you have of the people you work with?
2. How long do your services typically last after we’ve begun working together?
3. If I were to select you as a provider how soon would you be available to begin working with me?

**Supported Employment Services**
Customers interested in this service must qualify for follow along funding, typically provided through the Division of Developmental Disabilities Services (DDDS). Supported Employment is a comprehensive vocational program that assists individuals with significant disabilities to become successfully employed. Supported employment is a multi-step process that begins with a community based work assessment, followed by job placement assistance and intensive job coaching supports. Supported employment may also include customized supports and/or the use of applied behavioral analysis. Once an individual is working for several months, the Division of Vocational Rehabilitation’s funding ends and follow along funding begins to pay a provider for job coaching supports after the DVR case is closed.

Tip: For more information on the Division of Developmental Disabilities Services please visit: [www.dhss.delaware.gov/dhss/ddds/](http://www.dhss.delaware.gov/dhss/ddds/)

Questions to ask the service provider:
1. What types of jobs or industries have you helped people find jobs in?
2. What companies have you had success in getting people placed at in the past year?
3. How many people have your company helped place in the past year?
4. Does your organization offer customized employment supports and/or applied behavioral analysis and supports under supported employment?
5. What expectations do you have of the people you work with?
6. Does your organization or staff specialize in working with specific groups of people?
7. If I were to select you as a provider how soon would you be able to begin working with me?
**Assistive Technology & Accommodation Services**

Assistive technology and accommodation services offer products, devices or supports to assist a DVR customer in maximizing their capabilities in training or the workplace. Examples of assistive technology or accommodation services include job restructuring, providing pictorial instructions, the use of electronic organizers or software, and providing sensitivity training to employers. Assistive technology may involve no or low cost solutions or specialized technology that requires additional training by a skilled professional.

Tip: The most frequently utilized accommodation resource is the Job Accommodation Network: [www.askjan.org](http://www.askjan.org)

Questions to ask the service provider:
1. What types of jobs or industries have you helped people use assistive technology in?
2. Does your organization have experience providing assistive technology and/or accommodation recommendations to persons with my type of disability?
3. What types of assistive technology and/or accommodations have you recommended to people in the past?
4. What expectations do you have of the people you work with?
5. If I were to select you as a provider, how soon would you be available to begin working with me?

**Vocational Training Services**

Vocational training is provided by contracted DVR vendors in order to meet the needs of our customers as they relate to the current job market in Delaware. Vocational training vendors are encouraged to offer nationally recognized certifications as part of their training programs and are given priority by DVR if they partner with local businesses in their training programs. The list below is limited to formally contracted DVR training programs and does not include colleges, universities and many of the other approved training programs DVR may be able to support a customer in. Be sure to discuss your options with your counselor.

Tip: The Delaware Department of Labor, Office of Labor Market Information posts data on expected job openings in Delaware: [www.delawareworks.com/oolmi](http://www.delawareworks.com/oolmi)

Questions to ask the service provider:
1. What businesses have hired people who completed your training program(s) in the past?
2. What types of jobs do you train people for?
3. Are there locally or nationally recognized certifications as part of your training program(s)?
4. What is your training environment like (structure, hours, location etc.)?
5. What expectations do you have of the people you work with?
6. If I were to select you as a provider, how soon would I be able to start the training program?
**Self-Employment Services**
Customers who may be interested in starting their own business may benefit from self-employment consulting services. DVR offers assistance from several self-employment consultants that will look at the feasibility of a business idea, and then if it is approved, guide customers in developing a business plan along with securing resources to start and operate their own business.


Questions to ask the service provider:
1. What types of businesses have you helped people start in the past?
2. On average, how long does it take for you to determine if a business is feasible and what do you look for in a successful business proposal?
3. What expectations do you have of the people you work with?
4. What types of small business resources do you recommend using in my community?
5. Does your organization or staff specialize in working with specific groups of people?
6. If I were to select you as a provider, how soon would you be available to begin working with me?

**Notes:**

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DESCRIPTION OF SERVICES:

Promoting economic self-sufficiency for individuals through career development services and employment-related support continues to be Anton’s main mission. Anton continues to reach out to the business community, working together to achieve the best outcomes for both the client and the employer.

- Career counseling and guidance.
- Weekly interaction to keep client motivated and inspired.
- Job Referrals.
- Assistance with applications, sending resumes/cover letters/thank you letters.
- Continued interview practice and preparation.
- Case Management to include direct client service each month, providing supports and services needed so that client can become employed and self-sufficient.
- General Guidance and Counseling, to include helping client understand essential functions of the job; disability disclosure to employer (when needed); review of salary and benefits offered, as well as assistance with budgeting.
- Placement Services.
- Employment Follow-up.
- Follow-along services to provide the assistance needed in helping the participant deal with any barriers that may arise.
- All client meetings are conducted at the Division of Vocational Rehabilitation sites.

JOB DEVELOPMENT (Day 1-30 with weekly contact)

- The intake and completion of referral process; review of appropriate background information and medical/school/psychological reports; and acceptance of client.
- Development of plan and strategies for job readiness; to include assisting with selection of interview clothing if needed.
- Ensure client has means of transportation for job search and employment.
- Resume/Cover Letter/Reference Development.
- Review of how to search for employment, how to complete an on-line application and how to successfully complete the assessment test(s).
- Appropriate achievement objectives are set, as to exactly what job and salary the client is really going to be able to secure.
- One-on-one interview preparation.
JOB SEARCH & PLACEMENT (Day 1-90 with weekly contact)

- Correspondence at least once a week.
- Meeting with client to review/reenergize and regroup during the job search.
- Case note entries are done and added to the file at regular intervals during participation, documenting contacts, events and services with DVR client and DVR counselor.
- Counselors are copied on all correspondence Anton sends to DVR client.
- Monthly report generated and sent to DVR Counselor
- Implementation of job readiness strategies, one-on-one guidance and mentoring with DVR client to obtain successful employment.
- Guidance on how to search for employment, how to complete an on-line application and how to successfully complete the assessment test(s).
- One-on-one interview preparation continues.
- Contacting employers and other professionals on client’s behalf.
- Re-group meetings with (client/vendor/DVR counselor) if client is not securing employment.

JOB RETENTION (Day 1-90 with a minimum of one contact per month)

| 30 day Job Retention and Monitoring with report |
| 60 day Job Retention and Monitoring with report |
| 90 day Job Retention and Monitoring with report |

- Supportive service to ensure employment outcome remains successful.
- Continued case management and guidance.
- Rapid response services for DVR client who is having trouble on the job.
- Follow-up providing guidance and support needed for DVR client to be successful with employment.
- Provide solution based problem-solving and crisis intervention as needed.
- Offer guidance with time/financial management and life balance.
- Offer suggestions on coping with job stress which may magnify barriers to self-sufficiency, time demands and difficult employers/coworkers.
- Be accessible to DVR client and employer to assist with emerging problems, intervening early with customer and employer to prevent job loss.
- Replacement services for individuals that are laid off.
EMPLEYMENT READINESS TRAINING (Up to 36 hours of training over two weeks)

Life/Work Planning Training
Interpersonal Abilities; Effective Communication and Active Listening Skills; Situational Problem-Solving, Work Ethics; Conflict Resolution, Identifying and Overcoming Barriers to Keeping a Job, Time Management, Appropriate Work Behaviors and Respect, Financial Management, Family Education and Personal Wellness.

Career Enhancement Training
Setting Goals, Creating a Resume and Cover-Letter; Gathering Work and Personal References; Learning how to fill out an application; Learning how to do an on-line application; Learning the most effective strategies for job searching; Cold Calling and Canvassing for employment opportunities; Preparing for the Interview; Interview Outfit and Appropriate Work Attire; Preparing a Thank You Letter; Follow-up After the Interview and staying motivated and employed.

The Life/Work Planning Training and Career Enhancement Training are offered in a group setting and would require at least five clients in the training.

DVR REPORT CARD: No data currently available for FY 2014
APS Inc.
241 Old Churchmans Road
New Castle, DE 19720

Agency Contact: Brandt Emory | Phone: 302-575-9751 | Fax: 302-544-6636 | E-Mail: brandt@betterkindofclean.com
Counties Served: New Castle County

Services: Industrial Cleaning Training and Competitive Job Placement Services

**TARGET POPULATION:**
- Persons with disabilities ages 18 and older

**SERVICE OUTCOMES:**
- 60% of trainees complete the industrial cleaning/custodial skills training program.

**PROGRAM DESCRIPTIONS:**
- **Industrial Cleaning/Custodial Skills Training**
  - Train to provide Office Cleaning, Day Porter, (on-site maintenance services), Carpet Cleaning, Floor Maintenance, Window Cleaning, Post Construction and Move in/Move out cleaning skill services include:
  - Trash removal, Vacuuming, Restroom cleaning, Clean stairwells, Spot cleaning windows, Cleaning entryways, Sweeping & mopping, Emptying recycling, Vacuum elevators, Dusting desks/tables Special Services, Carpet spotting, Carpet cleaning, Stripping & waxing, Burnishing, Window washing, Post construction and Upholstery cleaning/ clean-up
  - [http://www.betterkindofclean.com](http://www.betterkindofclean.com) See our website for services we offer. The services we offer are the skills we train for employment with APS Cleaning or other open market position.

- **Job Placement, Community Based Assessment, Job Coaching, Employment Preparedness and Retention Service**
  - APS Cleaning together with Easter Seals provides job placement, services post training which include:
    - The addition of Easter Seals placement services to the APS training program will enhance employment outcomes by utilizing Easter Seals current network of employers for potential employment outcomes.
    - A minimum of two community-based work assessments will completed at work sites that utilize the skills learned in the APS training program. The assessments will be used to determine the consumer’s ability to perform learned skills in different settings in order to determine the most beneficial placement options for the consumer.
    - Easter Seals and/or APS will provide job coaching services in order to stabilize a consumer’s employment situation. Job coaching will help to reinforce skills that were learned in the training program, as well as to reinforce and strengthen work related skills (e.g. being on time, getting along with co-workers, etc.) to assist the consumer with a successful employment experience.
    - Easter Seals and/or APS will provide a combination of both classroom and actual work site situations to teach and reinforce successful work/life habits and skills. The specific skills to be addressed will be determined through the completion of a pre-teaching assessment conducted during the skills-training component of the training-placement program of work-life skills exhibited by the consumer. Once the skills to be addressed have been determined Easter Seals and/or APS staff as appropriate will provide additional instruction on the specific skill to be addressed. Instruction will take place both in a classroom setting as well as in community settings.

**INTAKE REFERRAL INFORMATION REQUESTED:**
- Name, Address, contact number, DOB, Services requested, Education, Criminal background, Disability, and barriers to employment.

**TRANSPORTATION:**
- Accessible by public transportation. Bus number 15, or 23

**DVR REPORT CARD:** No data currently available for FY 2014
The Arc of Delaware
2 South Augustine Street, Suite B
Wilmington, DE 19804

Counties Served: New Castle and Kent

AGENCY DIRECTOR CONTACT: Susannah Eaton-Ryan
http://www.thearcofdelaware.org
PHONE: 302-996-9400
FAX: 302-996-0683
E-MAIL: Seaton-ryan@theacrcofdelaware.org

SERVICE: CE/SE/CBWA/Placement/Coaching/Employment Prep

TARGET POPULATION:
- Persons with disabilities age 18 and older with intellectual and developmental disabilities with a capacity to serve 20 consumers annually.

SERVICE OUTCOMES:
- Competitive integrated employment with follow along support as needed.

PROGRAM DESCRIPTIONS:
- Employment Preparation- Services will include workshop training in a group setting and may also include internship and volunteer opportunities in a community based setting for 12 consumers annually.
- Community Based Work Assessments (CBWA) - Assessments conducted in a combination of home, community, business, recreational, employment, volunteer and internship settings at sites that fit the individual’s employment goals. A minimum of 2 CBWA will take place.
- Supported Employment (SE) - Services include CBWA, employment preparation, job development, placement as part of the continuum clients receive intensive on-site training to learn job task skills, complete new employee orientation, establish work habits required to meet job standards. SE stabilization is achieved when the client can successfully retain employment with on-site assistance of approximately 20% of hours worked.
- Job Development, Placement and Retention Services- The Employment Program of Arc is developing new partnerships with both large and small employers in the state. In the workplace, we provide disability awareness training, facilitate natural supports, model innovative approaches to support needs and promote success and help to create environments to support a healthy, happy and independent lifestyle. An intake process to outline the individual’s vocational objective, skills and primary areas of interest is conducted. Through individual specific job development, utilizing CBWA, employment preparation, and intake information, along with current and potential employment opportunities job search, applications and interviews are initiated. Retention is supported by regular communication with employer and employee/client to ensure all issues are being addressed in order to ensure job stability and retention. Job Coaching is provided to employee/client as needed to ensure quality and stable placement.
- Job Coaching- Arc ensures the client understands the job duties and appropriate work behavior for a successful employment outcome. Services include but not limited to; new employee orientation, work tasks and timeframes per employer directives, training job tasks to employer standards, employee logistics of time, money and travel management.

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral and supporting documentation

TRANSPORTATION:
- Arc Employment Specialist will provide transportation coordination and assistance as needed.

DVR REPORT CARD: No data currently available for FY 2014
ASEP, Inc.
Two Fox Pointe Centre, 6 Denny Road, Suite 109, Wilmington, DE 19809

AGENCY DIRECTOR CONTACT: Karen Shumate
PHONE: 302-762-5783    FAX: 302-762-5692    EMAIL: asepinc@verizon.net

COUNTIES SERVED: New Castle County

SERVICES: Job Placement, Driver Education Classroom, Driver Education Roadwork

SERVICE OUTCOMES:
• The goal of job placement services is to place a client referred by DVR into employment that is most consistent with the interests and abilities of the individual. The client will successfully maintain at least 90 days of employment.
• Through the Driver Education Classroom training, the client will successfully pass the state mandated DMV computer test to receive a learner’s permit.
• Through the Driver Education Roadwork training, the client will successfully pass the State mandated road test and receive their state driver license. Also, if an individual has a driver’s license, but feels uncomfortable behind the wheel, we provide a refresher course to help them feel more competent.

PROGRAM DESCRIPTIONS:
• ASEP counselors will meet with the participant to outline the individual’s vocational objective and skills. ASEP counselors will survey both the public and private sector to identify job opportunities, contact employers, arrange and attend interviews and aid the client in interviewing skills and completing applications. Once placed, ASEP will maintain contact with the client/employer for at least 90 days. All services are provided on a one-on-one, tutorial basis.
• ASEP uses a one-on-one, tutorial approach, to aid individuals who are not able to pass the computer learner’s permit test at the DMV due to reading difficulties and/or other cognitive issues. ASEP provides a DMV manual and individual instruction to provide the greatest opportunity for success. Once an individual is ready to take the computer test to obtain their permit, we will provide transportation to the DMV if needed.
• ASEP will provide a licensed professional to give a maximum of 15 hours driving instruction in addition to taking the client to Motor Vehicle for the road test. Experience includes driving on: the interstate and major highways, country roads, and city streets, merging into traffic lanes, parallel and other parking exercises.

INTAKE REFERRAL INFORMATION REQUESTED:
DVR referral form and any other information the counselor may deem pertinent.

TRANSPORTATION:
Client will use DART bus #24 to travel to our office.
If participating in Driver’s Education Roadwork, client will be picked up and dropped off by the driving instructor at home or any other agreed upon area.

DVR REPORT CARD: No Data Available for FY 2014.
CAI CONTACT: Diane Shea  
PHONE: 302-831-5505 
EMAIL diane_shea@exchange.compaid.com

SPUSA CONTACT: Stephanie Diaconis  
PHONE: 215-808-4717 
EMAIL Stephanie.diaconis@specialisterne.com

SERVICE: Training partners in a 4 week assessment and training program for those with Autism and similar challenges focused on tasks in the corporate world of Information Technology (IT)

TARGET POPULATION:
- Those with Autism Spectrum Disorder
- Ages 18 years and older
- GED or High School Diploma Education required

SERVICE OUTCOMES:
- After our first year of training we had a completion rate of 90%
- Over 70% had the opportunity to be hired
- 20% went on to further their education and or were employed elsewhere
- 50% are employed at the training site
- Over 90% are employed 90 days or more

PROGRAM DESCRIPTIONS: (provide detail concise and length of service and frequency really useful)
- 4 week assessment and training program for those on the Autism Spectrum focused on tasks in the corporate world of Information Technology (IT).
- Using LEGO MINDSTORMS Education kits, trainees get the opportunity to construct and program robots, coming up with innovative solutions to real world problems.
- The Agile Scrum process framework is utilized to manage collective innovative solutions.
- Trainees have an opportunity to showcase their innovative solutions where they are judged by a group, usually personnel from, or clients of, the corporate partner.
- Corporate culture, job readiness, and presentation skills are introduced.
- Trainees are assessed on their skills, motivation, and workability.
- At the conclusion of the 4 week program, trainees are provided with a Business Profile, Transcript, and Certificate of Completion.
- After completion of the 4 week program, and depending on the fit, trainees are considered for employment with our partner, Computer Aid, Inc.

INTAKE REFERRAL INFORMATION REQUESTED:
- Referral Form
- Authorization to do training
- Criminal Background check

TRANSPORTATION:
- Transportation issues are usually guided by DVR. CAI ITC is accessible by using DART.

DVR REPORT CARD: No data currently available for FY 2014
CAI and Specialisterne Partnership

Meaningful IT Careers for Autistic Adults

CAI is a half billion dollar global IT Consulting, Outsourcing and Systems Integration company that helps organizations leverage information technology to increase their market share while reducing their operational costs. CAI is currently managing active engagements with more than 100 Fortune 1000 companies and government agencies around the world.

Specific CAI offerings include balanced outsourcing solutions, Application Development, Application Knowledge Capture and Managed Staffing Services.

May 29, 2013—CAI announced a National Founding Partnership with Specialisterne USA to train and hire people with autism. CAI plans that before the end of 2015, over 3% of its consultant workforce will be people with autism, in technology roles such as software testing, data quality assurance, programming, data mining and data entry.

Specialisterne and CAI see an innovative opportunity to leverage the unique talents of people with autism, while providing them a roadmap to develop meaningful IT careers. In the USA, it is estimated that one in every 88 children has been identified with autism spectrum disorder (ASD) according to estimates from CDC’s Autism and Developmental Disabilities Monitoring (ADDM) Network.

“CAI and Specialisterne have already started several projects to employ individuals with autism, including one with the State of Delaware Department of Health and Social Services.”

“People are defined by their ability, not by their disability. Creating jobs means creating jobs for people of all abilities,” said Governor Jack Markell. “By employing individuals with autism, CAI is utilizing unique talents to strengthen its own bottom line. Now, more than ever, our state and our nation’s competitiveness rely on using our full potential—everyone’s full potential. Many individuals with autism have the time, talent and desire to make meaningful contributions to interested employers.”

Ernest Dianastasia,
CAI Managing Director

“I credit Governor Jack Markell (Delaware) and Secretary Rita Landgraf for bringing CAI and Specialisterne together to begin this journey. As one of the largest IT firms in the Delaware Valley, we have a passion toward giving back to the community, particularly in the disabilities space. The opportunity employ individuals with autism is so exciting for us. This partnership will enable us to employ a significant number of individuals with autism.”

Thorkil Sonne
Specialisterne, Founder and Board Chairman

We are thrilled by this opportunity to work with CAI as our Founding Partner on this national partnership. This partnership will not only create a significant number of new jobs in the Delaware Valley, but also throughout the United States, given CAI’s broad reach and capabilities. CAI and Specialisterne have very similar cultures and this is a great fit for us as we launch our U.S. operations”
“At DHSS, we are proud to work with CAI and Specialistene on a project that will employ people with autism.” [Delaware] Secretary Rita Landgraf said. “To us, this ongoing partnership is about the power of opportunities. It will mean employment opportunities for individuals with high-functioning autism spectrum disorders.”

“CAI will experience the opportunity to benefit from the special skills of individuals with autism spectrum disorders. And the people of Delaware will benefit from greater inclusion in our society. We celebrate CAI and Specialistene for making this opportunity a reality for individuals who are full of ability.”

“It’s all about the mindset, attention to detail, recognizing patterns and precision are all valuable skills for information technology and software creation and that is what the Specialistene workers bring to CAI.”

A corporate office setting might screen out people who have trouble with eye contact or traditional communication skills. However they may possess valuable assets they can contribute to the organization if given a chance.

The model is built so there is a circle of supporters who can help the employee and the workplace adapt to be more inclusive to those who might not fit in to the traditional corporate model.

The training isn’t just for new workers. Existing employees also are given information so they can learn how to help a new colleague. Some are serving as mentors.

CAI and Specialistene have the same goal, give Autistic Adults the chance to find a meaningful and challenging career in the Information Technology (IT) field. As a parent your first thought is what happens when I can’t be there for my child? With this partnership our hope is that these individuals will have the necessary tools to continue to be successful for the foreseeable future and have the ability to have their future placed in their own hands and the skills to succeed.

Guiding Values of CAI

- We have a moral obligation to give back, personally and corporately. As fortunate individuals in a successful business, we have a responsibility to help less fortunate people achieve success too. We need to contribute beyond the boundaries of CAI to a greater societal goal.

- We need to be good stewards of what is given to us. As a result, we give when and where we can make a real impact, and we partner with people and organizations that are driven to make real change.

- The time to do something is now. We believe in the power of small steps toward big goals. Whether it’s one brick at a time or one child at a time, our goal is always to help people believe in themselves, become self-sufficient and manage their own destinies.

- We are better together. We humbly recognize that none of us is capable of doing it all, but that collectively we can not only transform IT management and business, but also communities, education, lives and the world.

- We need to be good stewards of what is given to us. As a result, we give when and where we can make a real impact, and we partner with people and organizations that are driven to make real change.

- The time to do something is now. We believe in the power of small steps toward big goals. Whether it’s one brick at a time or one child at a time, our goal is always to help people believe in themselves, become self-sufficient and manage their own destinies.

- We are better together. We humbly recognize that none of us is capable of doing it all, but that collectively we can not only transform IT management and business, but also communities, education, lives and the world.

The Dandelion Seed

Philosophy

To most people, the dandelion is seen as nothing more than an annoying weed – something to be rooted out of our lawns and flower beds. But what a lot of people don’t know is that, when cultivated, the dandelion is one of the most valuable and useful plants in nature, known for its healing and medicinal properties. The value of the dandelion is very much dependent on the knowledge of the individual. Most of us don’t want it in our gardens – it doesn’t fit in. But if you place the dandelion seeds in your kitchen garden and cultivate it, it can also turn out to be one of your most valuable plants, used in beer and wine making, salads and as a natural medicine. Quite simply, cultivate it and you will reap the rewards.

Weed or herb? You decide. The value of what you see depends on who you are.

We see a clear parallel between the perception of the dandelion in nature and society’s perception of people with autism – or “specialist people” – in the workforce. At Specialist People foundation and the Specialistene licenses around the world, we see the value in people with autism, where others do not.

The blue square around the dandelion represents the open sky of opportunities, with a rounded corner to illustrate that even though we are in a tough market, we tailor the environment to fit the individual – visualized in the rounded corner.

The letters in SPECIALIST have the yellow color of the mature dandelion flower to underline the link between the logo and the name of the foundation.
Center for Disabilities Studies - Swank Employment Services
461 Wyoming Road, Newark, DE  19702

New Castle County: Competitive Employment, Supported Employment

AGENCY CONTACT:  Wendy Claiser
PHONE: 302-831-6974
E-MAIL: wclaiser@udel.edu

AGENCY DIRECTOR CONTACT:  Dr. Brian Freedman
PHONE: 302-831-4688
E-MAIL: brianf@udel.edu

SERVICES:  Supported Employment, Community Based Work Assessments, Job Development and Placement services, Job Coaching, Employment Preparedness, REDI Walgreens training

TARGET POPULATION:
- Consumers with Neuro-developmental disabilities including acquired disabilities
- Transitioning out of High School or exited school program

SERVICE OUTCOMES:
- 45 consumers served in 2013-2014 with 15 out of 17 competitive placements achieved
- 3 out of 4 supported employment placements achieved, all successfully closed
- 26 community-based work assessments completed and 7 completed employment preparedness (Internships)

PROGRAM DESCRIPTIONS:
- Community Based Work Assessment
- Supported Employment with DDDS sponsored follow along services
- Individualized Job Development and Placement
- Employment Preparedness (Internships)
- Linkages with other services/programs (e.g., college programs for students with disabilities, including the UD Career & Life Studies Certificate)

INTAKE REFERRAL INFORMATION REQUESTED:
- Placement Agreement Plan
- Educational information (IEP, Educational Diagnostics and Behavior plan if applicable)
- Most recent Psychological Assessment (last 3 years)
- Medical information

TRANSPORTATION:
- Transportation provided by consumer
- Transportation planning and training as needed

DVR REPORT CARD:  No data currently available for FY 2014
Connections Community Support Programs, Inc.  
Employment Services

*Connections Community Support Programs, Inc. provides vocational assistance services in the following areas:*

**Tim Durnan,** Employment Coordinator, tdurnan@connectionscsp.org  
500 West 10th Street, Wilmington, DE 19801  
Phone (302) 984-3380 | Fax (302) 656-8309  
http://www.connectionscsp.com

**JOB SEARCH AND PLACEMENT SERVICES**

*Job Development-* including career guidance and counseling, identification of long-term vocational goals, resume writing, interviewing skills, job search assistance, job leads with our network of employers, application assistance, strategic methods to overcoming individual barriers (transportation options, criminal background, gaps in work history, financial/emotional stressors, etc.), life skills, and more.

*Job Placement-* Our employment specialists assist in finding employment that is suitable to the consumer’s needs and desires.

*Job Retention-* Our employment specialists assist consumers in resolving any issues that will assist the consumer in maintaining employment including contacting employers at the consumer’s discretion, acquiring resources for special accommodations.

**LINKS TO VOCATIONAL TRAININGS**

Connections Community Support Programs, Inc. has a network of vocational training providers that can assist the consumer in becoming more skilled in specific areas of interest. These include Culinary Arts, Janitorial, Passenger Transportation Driver Certification, and many more.

**SUPPORTED EMPLOYMENT SERVICES**

All the benefits of Job Search and Placement Assistance with greater supports for those in need. We assist consumers in assessing, planning, development, placement, and providing support on the job.

**JOB COACHING**

On site job coaching for individuals needing greater support and facilitation with transition into the work force. May also include logistics of getting to work site. Assist DVR consumers on the job site and may also include assistance with logistics of getting to the job.

**COMMUNITY BASED WORK ASSESSMENTS**

Our first step is to understand an individual’s goals, skills and interests. Through information gathered during situational assessments, job shadowing and other community-based activities in local employment settings, we help each individual develop a customized employment plan. In this program we use standardized tests and situational assessments to identify strengths, areas of interest and areas for development, and we ultimately seek to develop a customized employment plan.

**APPLIED BEHAVIORAL ANALYSIS AND BEHAVIORAL SUPPORT**

Assessment of consumers’ behavioral concerns. Development of prevention strategies. Building environmental structure and support to function effectively at work.

**DVR REPORT CARD:** No data currently available for FY 2014
The Culinary School at the Food Bank of Delaware

14 Garfield Way, Newark, DE 19713
www.fbd.org

Culinary Training Manager: Sonia Murrey
PHONE: 302-444-8076
E-Mail: smurrey@fbd.org

Education Programs Director: Anna McDermott
PHONE: 302-444-8125
FAX: 302-397-2737

The Culinary School at the Food Bank of Delaware provides a pathway to a career in the restaurant and hospitality industry. The 14 week training program includes basic and high-end kitchen skills and Life Self-Empowerment Skills.

TARGET POPULATION:
- Over the age of 18
- GED or High School Diploma Education preferred

DURING THE COURSE STUDENTS WILL LEARN:
- Basic cooking techniques
- Knife Skills
- ServSafe® food safety skills
- Interviewing and Resume Writing
- Financial Literacy
- And much more!

DURING THE CLASS STUDENTS WILL RECEIVE:
- Textbooks and class supplies
- Chef Knife and Kevlar Glove
- Transportation stipends
- Chef Uniforms
- Lunch each day

INTAKE REFERRAL INFORMATION REQUESTED:
- Placement Agreement Plan
- Court dispositions and records
- Educational information (last school attended, e.g. high school, college or train school)
- Discharge reports from prior service providers as applicable
- Current drug/alcohol/psychological report (last 3 years)
- Medical information (inclusive of audio logical) or Medical Waiver or VA benefit status

The training program culminates with a paid two week internship program that can lead to permanent employment. Since the program’s inception in 2002, more than 350 students have graduated with a 70% employment rate after graduation.

DVR REPORT CARD: No data currently available for FY 2014
TARGET POPULATION:
- Persons with disabilities age 18 and older with a high school diploma or a /GED seeking college credits, an Associate’s degree and/or an Associate’s degree leading to a Bachelor of Arts or Science degree.

SERVICE OUTCOMES:
- Increase participant’s academic skills to earn continuing education units, certificates of course completion and/or associate degrees.

PROGRAM DESCRIPTIONS:
- Design and coordinate the academic support program and create schedules for the training program.
- Provide Math and English tutorial services at a 16:1 student to tutor ratio, per subject, for two hours per day, two days per week, per session and location (2 campus sites).
- Maintain participant records and transcripts to conform to DTCC policies and procedures.
- Issue an anonymous evaluation to class participants to assess program objectives.
- Recommend changes for program effectiveness

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR counselor referral based upon client self- selecting the program based upon pre-screen, interview and determination of applicant’s eligibility to the program.

TRANSPORTATION:
- Self-transport with mileage reimbursement at 40 cents per mile or public transportation (bus ticket assistance available) through DVR.

DVR REPORT CARD: No data currently available for FY 2014
Delaware Technical Community College
Stanton Campus
400 Stanton-Christiana Road
Newark, Delaware 19713

Counties Served: New Castle

AGENCY CONTACT: Patricia Ragan,
Student Enrichment Coordinator
PHONE: 302-830-5209
FAX: 302-830-5213
E-MAIL: pragan@dtcc.edu

SERVICE: Academic Support Program- Education/Training

AGENCY DIRECTOR CONTACT: Cathren Hagan-Smith
PHONE: 302-434-5572
FAX: 302-830-5213
E-MAIL: khagan@dtcc.edu

TARGET POPULATION:
- Persons with disabilities age 18 and older with a high school diploma or a /GED seeking college credits, an Associate’s degree and/or an Associate’s degree leading to a Bachelor of Arts or Science degree.

SERVICE OUTCOMES:
- Increase participant’s academic skills to earn continuing education units, certificates of course completion and/or associate degrees.

PROGRAM DESCRIPTIONS:
- Design and coordinate the academic support program and create schedules for the training program.
- Provide Math and English tutorial services at a 16:1 student to tutor ratio, per subject, for two hours per day, two days per week, per session and location (2 campus sites).
- Maintain participant records and transcripts to conform to DTCC policies and procedures.
- Issue an anonymous evaluation to class participants to assess program objectives.
- Recommend changes for program effectiveness

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR counselor referral based upon client self-selecting the program based upon pre-screen, interview and determination of applicant’s eligibility to the program.

TRANSPORTATION:
- Self-transport with mileage reimbursement at 40 cents per mile or public transportation (bus ticket assistance available) through DVR.

DVR REPORT CARD: No data currently available for FY 2014
Delaware Technical & Community College

FREE Manufacturing Career Training

5 WEEK PROGRAM - DAY OR EVENING

Program requirements & eligibility will be explained at the mandatory information session. To register for the mandatory information session please call 302-327-7300.

Delaware Technical & Community College
Innovation & Technology Center
97 Parkway Circle
New Castle, DE
302-327-7300
Easter Seals
113 Pencader Drive, Suite 150
Corporate Commons, Newark, DE 19702

New Castle County: Supported Employment (SE), Customized Employment, Job Coaching, & Job Placement with APS Cleaning Services

AGENCY CONTACT: LaChelle Newton-Pierce, Community Experience Coordinator
Phone 302.709.0865 lpierce@esdel.org

SERVICE: SE Community Based Work Assessments, SE Job Development and Placement services, Job Coaching, Job Development and Placement with APS Cleaning Services

AGENCY DIRECTOR: Ken Sklenar PHONE: 302-221-2020

CONTACT: FAX: 302 324-4441 Website: www.de.easterseals.com

TARGET POPULATION:
• Supported Employment (SE) services to individuals 18 years or older with intellectual and developmental disabilities that have an identified source of long-term follow along support through the Division of Developmental Disabilities Services (DDDS)
• Job Development and Placement to individuals referred through APS Custodial training
• Job Coaching to individuals referred through DVR

SERVICE HIGHLIGHTS:
• Individual SE services are delivered by three (3) Employment Specialists in each county who work directly with an individual from the point of entry for as long as they remain employed
• Easter Seals currently supports seventy-seven (77) individuals statewide who are employed and receiving follow-along supports after having completed the intensive training in their current job
  - Twenty-three (23) are in New Castle County
• The average length of employment for individuals is ten (10) years. Of those, 90% have been employed at least three (3) years, and 50% have been employed for ten (10) or more
• At this time, we are happy to be partnering with eighteen (18) New Castle County area employers

INTAKE REFERRAL INFORMATION REQUESTED:
• Easter Seals referral form
• Placement Agreement Plan
• Educational information
• Discharge reports from prior service providers as applicable
• Current psychological report (last 3 years)
• Medical information (inclusive of audio logical)

DVR REPORT CARD: No data currently available for FY 2014
Educational Data Systems, Inc (EDSI)
15300 Commerce Drive North
Dearborn, MI 48120

Counties Served: New Castle

AGENCY CONTACT: Danielle Trucksess, Rehab Specialist
E-MAIL: druckssees@living-unlimitedinc.com
PHONE: 856-304-4855

SERVICE: CE & Job Coaching CBWA, SE

AGENCY DIRECTOR CONTACT: Kevin Schneiders
E-Mail: kevins@edsisolutions.com
PHONE: 313-271-2660
FAX: 313-271-2698


TARGET POPULATION:
- Persons with disabilities age 18 and older, inclusive of persons with traumatic brain injury, stroke, spinal cord injuries, autism (Asperger’s Syndrome), Spina Bifida, Cerebral Palsy, hearing loss, learning disabilities, mental health diagnosis and developmental disabilities who reside in New Castle County with a capacity to serve 20-40 consumers annually.

SERVICE OUTCOMES:
- 2009 to 2013 placed 28,000 participants in competitive employment in the banking, child care, manufacturing, retail, hospitality, janitorial, security, transportation, customer service, food- service and education fields.

PROGRAM DESCRIPTIONS:
- Goal #1- Living Unlimited, a partner of EDSI provides community based work assessments to evaluate strengths, skills, abilities and job preferences of consumers. 3 assessments are conducted each taking 3-5 hours to observe and evaluate client’s work habits, interpersonal skills, ability to convey needs, work skills, cognitive gaps, manual mobility/dexterity, activity/physical agility, communication skills, worksite integration and work support system.

- Goal #2- Provide job development, and placement services to lead the client in the job search to obtain and retain employment and to follow-up with job leads, assist with scheduling, attending and navigating the job interview and hiring process. Beyond just “finding jobs” Rehabilitation Specialists engage in client-focused search for jobs that will ultimately provide clients with a livable wage and the opportunity for advancement in the long-term. Job Development strategies include; resume development, interviewing skills and job seeking skills, e.g. web search, print and civil service; direct intervention with employer (logistics of the interview process) and job analysis (job functions, barriers and accommodations). Employer contacts are developed in relation to desired occupation and are within realistic commuting distance or transportation route.

- Goal #3- Provide on-site support and assist towards stabilization and systematically fade to 20% of hours worked by the client.

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral form and supporting documentation

TRANSPORTATION:
- The program provides limited assistance. The Living Unlimited/EDSI model develops natural supports as a good solution for transportation as part of the competitive employment goal objective.

DVR REPORT CARD: No data currently available for FY 2014
New Castle County: Competitive and Supported Employment

AGENCY CONTACT: Jessica Birkmire

PHONE: 302-657-5589
FAX: 302-657-5647
E-Mail: jessica_birkmire@elwyn.org

SERVICE: Employment services provide individuals the supports they need to get and keep a job. Our goal is to promote the independence and self-worth that comes with meaningful employment and contributions to one’s community.

TARGET POPULATION:
- Persons with a functional disability related to employment
- Adults (18 years or older)

SERVICE OUTCOMES:
- Overall satisfaction 100% expressed among service recipients
- Average hourly wage $8.39 for Supported Employment consumers
- Average 22 scheduled hours per week for Supported Employment consumers
- Average job retention of Supported Employment consumers over 8.5 years

PROGRAM DESCRIPTIONS:
- Service Planning
- Assessment (Supported Employment, Customized Employment and CBWA)
- Pre-Placement Guidance and Job Development
- Travel training and/or coordination of transportation
- On-the-Job Supports
- Follow-Along Supports for 90 days following Placement or SE Stabilization
- Linkages to other services

INTAKE REFERRAL INFORMATION REQUESTED:
- Placement Agreement Plan
- Medical, psychological or functional assessments
- Educational information (last school attended, e.g. high school, college or train school)
- Criminal history
- Prior work training or employment history
- Discharge reports from prior service providers as applicable

DVR REPORT CARD: No data currently available for FY 2014
EmpowerAbility, LLC
107 Syracuse Dr, Newark, DE 19713

Counties Served: New Castle

AGENCY CONTACT: Debra Young
PHONE: 302-504-6067
FAX: 302-504-6067

SERVICE: Asst Tech & Accommodation Services

AGENCY DIRECTOR CONTACT: Debra Young
PHONE: 302-504-6067
FAX: 302-504-6067
E-Mail: dyoung@empowerability.com

TARGET POPULATION:
- Persons with disabilities active with DVR with a capacity to provide 600 assessments annually.

SERVICE OUTCOMES:
- Occupational therapy based consulting agency that offers Assistive Technology (AT) and environmental modifications consultation to promote independence and functional performance in all life environments.

PROGRAM DESCRIPTIONS:
- Provision of services is dependent upon individual needs, determined by the VR counselor. EmpowerAbility provides occupational therapy and is certified by the American Occupational Therapy Association, Inc. and is a certified Assistive Technology Professional through The Rehabilitation Engineering and Assistive Technology Society of America.
- EmpowerAbility uses a systematic, organized and structured approach to the assessment process, via identifying problems with tasks that associated with functional limitations in the person, the lack of a supportive environment and the fit between them, in order to determine appropriate assistive technology environmental modification solutions.

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral form with supporting documentation

TRANSPORTATION:
- No transportation provided

DVR REPORT CARD: No data currently available for FY 2014
First State Employment Services
PO Box 26327
Wilmington, DE 19899

New Castle County Competitive Employment

AGENCY CONTACT: Clinton Gangloff  PHONE: 302-383-0191
SERVICES: Job Development and Placement, Retention Services and Job Coaching

AGENCY DIRECTOR CONTACT: Clinton Gangloff  PHONE: 302-383-0191
EMAIL: cgangloff75@gmail.com

WHY CHOOSE FIRST STATE EMPLOYMENT SERVICES?

- Proven success 😊
- Dedicated staff 😊
- We’ve established relationships with employers in your area 😊
- We meet at any location 😊
- WE ADVOCATE FOR YOU!

TARGET POPULATION:

- Disabled individuals with a history of mental health, alcohol or substance abuse illness and criminal offenders.

PROGRAM SERVICES:

- Job Placement
- Job Retention
- On-Site Job Coaching

DVR REPORT CARD: 71.35%
FISHER TRANSITIONAL SERVICES, INC.
10 DENBY COURT
NEW CASTLE, DE 19720

New Castle County/Kent County: Public Transportation Training

AGENCY CONTACT: Kathy Fisher  PHONE: 302-322-4124
Kfisher_fts@verizon.net

SERVICES: Public Transportation Training – FTS offers public transportation training for the DART system in New Castle County/Kent County, Delaware. (FTS also provides transitional housing. See the website: www.fishertransitionalservices.org for more information)

AGENCY DIRECTOR CONTACT: Bruce Fisher  PHONE: 302-322-4124
Bfisher_fts@verizon.net  FAX/PHONE: 302-836-9938
E-Mail: info_fts@verizon.net

TARGET POPULATION:
• Transitioning youth ages 18 to 25
• Adults – who are not approved for para-transit service and need to learn the bus system

SERVICE OUTCOMES: 90% completion rate – Participants are able to:
• Know three ways of finding out a bus schedule (map, phone or internet)
• Determine the correct bus to take to a certain location
• Know two ways to pay bus fare (cash or ticket)
• Understand bus protocol for boarding or exiting the bus
• Know how to let the bus driver know when you want to get off
• Determine what time to catch the bus
• Determine where to catch the bus
• Understand how to use the fare box
• Know where to purchase bus tickets
• Know how to purchase and use a day pass

PROGRAM DESCRIPTION: (provide detail concise and length of service and frequency really useful)
• Step One: Orientation in a classroom setting prior to going out on the bus
• Step Two: FTS Staff accompany the participant on a supervised bus ride, providing hands on instruction on what they need to know to ride the bus
• Step Three: Solo Trip: When the participant is comfortable, they will ride the bus alone and FTS staff will follow along to provide support as needed
• Training is completed when the individual feels they have mastered riding the bus and can do it on their own
• Training is individualized and can vary from 10 hours to 40 hours

INTAKE REFERRAL INFORMATION REQUESTED:
• Vendor Services Referral Form
• Indicate the number of hours requested/authorized (Authorization form)
• Indicate if the individual is just becoming familiar with the bus system or if there is a specific plan to travel to training/job/school

TRANSPORTATION:
• The cost of all bus trips for training is covered by FTS

DVR REPORT CARD: No data currently available for FY 2014
J. R. Fletcher Consulting

Serving the needs of individuals with disabilities for over 30 years

Mission Statement

J. R. Fletcher Consulting’s goal is to work to remove, as effectively as possible, the dis from the client’s perceived disability and to have the individual accentuate his/her strengths.

Personal and Individualized Services

Getting Started...
~ Explore your unique skills, knowledge & abilities
~ Employment services based on your interests and desires
~ Tailor a plan utilizing related services including job placement programming
~ Develop path to full or part time employment

The Plan includes appropriate elements...
~ Resume and cover letter development
~ Situational assessment
~ Multiple job search methods and strategies
~ Transportation analysis and planning
~ Interview techniques and practice
~ Networking skills training

Accepting the Job...
~ Evaluating job offers and financial considerations
~ Employer feedback
~ Assist in securing specialized supplies and services for employment
~ Self-advocacy education
~ Counseling for employee/employer interactions
~ Consistent supportive follow up for success

Employer Services

Utilize over 30 years of business contacts in New Castle County
Employer education re: benefits of hiring you!
Regular and ongoing employer contact during employment

Service Outcomes

Demonstrated extraordinary success in achieving hundreds of placement outcomes on behalf of clients who have multiple and complex disabilities or mitigating personal factors.

AGENCY CONTACT: Jon R. Fletcher
PHONE: 302-836-9164
E-MAIL: voccon@aol.com

DVR REPORT CARD: No data currently available for FY 2014
Services in New Castle County

Basic Retail Skills Training
Do you want to work in the ever-changing world of retail but have no prior experience? The Basic Retail Skills Training could help bridge the gap! This six-week skills training program prepares participants for competitive employment in customer service related fields such as retail, hospitality and office environments. This program emphasizes the development of customer service skills to include managing irate customers, telephone etiquette and the importance of proper communication. This program includes an off-site work experience. In 2013, 33 consumers were served by this program.

Computerized Office Skills Training
Are you looking for a career in office administration but need to broaden your knowledge of current software? If so, the Computerized Office Skills Training is for you! This 17-week training program prepares participants for employment in the clerical or administrative field. Participants gain knowledge in the Microsoft Office suite of products (Word, Excel, Outlook and PowerPoint) and have the opportunity to test for four Microsoft certifications. In 2013, 20 consumers were served by this program.

Industrial Cleaning Skills Training
Do you need a job with non-traditional hours? Working in the janitorial field might be for you! This four-week skills training program teaches traditional office cleaning methods and modern, environmentally friendly methods and techniques. Participants are instructed on the proper use of tools and techniques necessary for healthy and safe cleaning. Participants will have the opportunity to utilize their knowledge during an off-site work experience. In 2013, 24 consumers were served by this program.

ShopRite Cashier Training
Are you a “people person” who has great attention to detail and enjoys a fast-paced work environment? A career at ShopRite might be for you! Goodwill’s partnership with the Kenny Family ShopRites of Delaware and the Wakefern Food Corporation prepares participants for cashier positions at Delaware ShopRite stores through hands-on training in a simulated grocery store. Participants earn the National Retail Federation customer service certification. Program graduates go directly to work at a ShopRite grocery store upon successful completion of this five-week training program. In 2013, 70 consumers were served by this program.

Job Placement and Job Coaching
Do you need help finding and maintaining employment? Goodwill provides assistance to those seeking jobs by offering interview coaching, work readiness training and job club meetings. Goodwill also provides consumers with job development and one-on-one job search assistance. In 2013, the Division of Vocational Rehabilitation referred 61 consumers to Goodwill for job placement.

Vocational Evaluation
Has your DVR counselor recommended an evaluation? This two-week program is designed to assess a person’s skills, abilities and work readiness. It is also designed to determine vocational interests and ability. In 2013, 88 consumers were served by this program.

Community-Based Work Assessment
Do you need help finding the right fit for your career? This program is designed to assist those undecided as to their preferred job by assessing existing skills and abilities in the workplace.

DVR REPORT CARD: No data currently available for FY 2014

All program graduates become part of the Goodwill family as a Member for Life!

For more information call 302-761-4640 or visit www.goodwillde.org
Horizon House
1902 A Maryland Avenue, Wilmington, DE 19805

Counties Served: New Castle

AGENCY CONTACT: Anita Covert, Employment Coordinator
PHONE: 302-655-7108 ext. 173
E-MAIL: ANITA.COVERT@hhinc.org

SERVICE: Supported Employment /Employment Coordinator

AGENCY DIRECTOR CONTACT: Kamela Smith, Employment Supervisor
PHONE: 302-655-7108
FAX: 302-655-0689
E-Mail: KAMELA.SMITH@hhinc.org

TARGET POPULATION:
- Persons with disabilities age 18 and older who are active with the Division of Substance Abuse and Mental Health (DSAMH), Assertive Community Treatment (ACT) Team in New Castle County.

SERVICE OUTCOMES:
- Integrated competitive employment as part of the comprehensive case plan with DSAMH to increase positive outcomes for consumer clients regarding sobriety, stability, satisfaction and economic self-sufficiency.

PROGRAM DESCRIPTIONS:
- Employment is closely integrated with mental health treatment. Employment Specialists shall have individual employment caseloads and have adequate time to meet the needs of individuals to conduct job development and job search activities, which are supported by the Employment Coordinator, while acting as a fully integrated member of multidisciplinary ACT team. The Employment Specialist provides written progress logs/notes and monthly reports to DVR. The Employment Specialist conducts monthly multidisciplinary team meetings to update the consumer’s case status and consult with the VR Counselor to discuss any substantive issues to be addressed. Follow along supports are continuous. Individualized supports to maintain employment continue as long as the consumer wants assistance. All ACT team staff is required to provide ongoing therapeutically oriented vocational supports to individuals with disabilities using medically indicated criteria as approved by DSAMH.

- The Employment Coordinator (EC) supports the consumer client and the Employment Specialist both internal and external to the agency. Internally the EC assists with assessment, job development, and job search as needed. Externally the EC develops relationships with perspective employers in the community to develop employment opportunities specific to client’s IPE.

INTAKE REFERRAL INFORMATION REQUESTED:
- Referred by the ACT team with supporting documentation for DVR eligibility.

TRANSPORTATION:
- No ongoing transportation provided. Bus ticket assistance through DVR subject to availability.

DVR REPORT CARD: No data currently available for FY 2014
New Castle County - Culinary Arts Skills Training and Placement Services
Hospitality Skills Training and Placement Services

AGENCY CONTACT: Rick Carter
PHONE: 302-444-8609

SERVICE: Two Programs
Culinary Arts Skills Training and Placement Services
Hospitality Skills Training and Placement Services

AGENCY DIRECTOR CONTACT: Richard C. Carter, Jr., MAHS
Founder & Executive Director
PHONE: 302-444-8609 ext. 101
FAX: 888-822-0537
E-Mail: rcarter@thehospitalityschool.org

TARGET POPULATION:
- Disabled Veterans, criminal offenders (inclusive of sex offenders), Deaf and Hard of Hearing, Visually Impaired, Mental Health, Substance Abuse, Physical Disabilities.
- Between the ages of 18 and 99
- GED or High School Diploma. Those without, will be evaluated on a case by case basis.

EXPECTED SERVICE OUTCOMES:
- 95% Student Graduation
- 80% Will pass ServSafe Manager’s Certification National Exam
- 90% Will pass Guest Service Gold Customer Service Certification National Exam
- 85% Will report increased knowledge & demonstrated increased ability in skills area and life skills.
- 85% Will secure employment in their skill areas.
- 80% Who secure employment post- graduation, will retain regular employment for one year.

PROGRAM DESCRIPTIONS:
- Individual Employment Plan & Job Placement
- 14 Weeks Skills Training & Life Skills Training
- Paid Internship
- Complete Uniforms & Shoes (may vary based on skills area chosen)
- Professional Knife Set, kitchen thermometer, cutting gloves (culinary students only)
- Text Books, notebooks, pens, flash drive
- Monthly Transportation Stipend
- Lunch
- Hands on Training with our businesses: Pineapple Catering & Pineapple Café
- One-on-one individualized training. Individual coaching is available upon request of the student.

DVR REPORT CARD: No data currently available for FY 2014
Culinary Pictures
TARGET POPULATION:
- Youth with disabilities primarily with learning disabilities and/or emotional disturbance in their senior year of high school expected to graduate (ages 16-21) with a capacity to serve 15 youth annually.

SERVICE OUTCOMES:
- The goal of Start on Success (SOS) is that youth who participate will obtain competitive employment and become productive members of the workforce.

PROGRAM DESCRIPTIONS:
- Through the identification of a realistic career path, youth actively participate in a 2 day assessment to identify interests, strengths, aptitudes, necessary accommodations and training needs. SOS curriculum provides instruction in essential job seeking and workplace etiquette knowledge. SOS constructs paid internships with partnering employers to develop participant’s skills while completing their high school career. Job placement assistance is provided post internship.

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR transition counselor referral with supporting documentation in collaboration with the participant’s school of enrollment.

TRANSPORTATION:
- No transportation provided by Humanim, Inc.

DVR REPORT CARD: No data currently available for FY14.
JICHA COMMUNICATION SERVICES:
CAPTAINS OF DESTINY™ JOB SEEKING SKILLS WORKSHOP SERIES  
jilljicha@mac.com  
(443) 207-2479

New Castle County: Competitive Employment with communication support (ASL), Job Seeking Skills

AGENCY CONTACT: Jill Jicha, Founder, Director  
PHONE: 443-207-2479

SERVICE: Community Based Work Assessments, Job Development and Placement services, Job Coaching with communication support services (ASL)

AGENCY DIRECTOR CONTACT: Jill Jicha, RCS  
PHONE: 443-207-2479

JOB COACHES: Michael Papili, Adam Hilyard, Eve Conti  
E-Mail: jilljicha@mac.com

TARGET POPULATION:
- Deaf and Hard of Hearing
- Between the ages of 16 and 99
- GED, High School diploma, or College degree

SERVICE OUTCOMES:
- Increased placements of Deaf or Hard of Hearing consumers 85 – 95% (up from 10% prior to 2004)
- Average 30 – 40 consumers annually, approx. 85% achieving employment goal, 90 days of job retention
- 100% of all consumers placed earn above minimum wage

PROGRAM DESCRIPTIONS:
- Assessments (Community-Based Work Assessment – CBWA)
- Individual Employment Plan (IPE) based on VRC recommendation*
- Employment Readiness Training (ERT)
- Job Development
- Job Seeking Skills Training
- Transportation Training
- Referrals to other support services within local community

INTAKE REFERRAL INFORMATION REQUESTED:
- Placement Agreement Plan
- Court dispositions and records
- Education information (last school attended, e.g. high school, college or training school)
- Discharge reports from other service providers as applicable
- Recent psychological report (last 3 years)
- Drug/alcohol report; recent drug screen
- Criminal background check
- Medical information

TRANSPORTATION:
- Transportation not provided by Jicha Communication Services

DVR REPORT CARD: No data currently available for FY 2014
Kaleidoscope Family Solutions
1084 Lancaster Ave., 2nd Floor
Bryn Mawr, PA 19010

Counties Served: New Castle

AGENCY CONTACT: Vanessa Stansbury, Family Coordinator
PHONE: 267-295-4760 or 877-384-1729
ADDRESS: 1201 N. Orange St., Suite 700#7323
FAX: 610-527-8672
Wilmington, DE 19801
E-MAIL: vstansbury@kfamilysolutions.org

SERVICE: CE/CBWA/Job Coaching/SE

AGENCY DIRECTOR CONTACT: TaraColleen Macatee
PHONE: 877-384-1729
ADDRESS: 1201 N. Orange St., Suite 700#7323
E-Mail: tcmacatee@kfamilysolutions.org

TARGET POPULATION:
- Persons with disabilities age 18 and older supported by DVR or DDSS and DVR

SERVICE OUTCOMES:
- Competitive integrated employment

PROGRAM DESCRIPTIONS:
- Community Work Based Assessments
- Job Development, Placement and Retention Services
- Supported Employment
- Job Coaching

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral with supporting documentation

TRANSPORTATION:
- No transportation provided

DVR REPORT CARD: No data currently available for FY 2014
Ken's Krew, Inc.
130 W. 29th St., 5th floor
New York, NY 10001

Counties Served: New Castle

AGENCY CONTACT: Suzy Goldberger, Exec Director  PHONE: 212-290-8999
SERVICE: CE/CBWA/Job Coaching  FAX: 212-290-8994
E-MAIL: sgoldberger@kenskrew.org

TARGET POPULATION:
- Persons with disabilities; specializing in persons with developmental disabilities, age 18 and older residing in New Castle County with a capacity to serve 10 consumers annually.

SERVICE OUTCOMES:
- Competitive integrated employment through Home Depot and CVS/Caremark Pharmacies.

PROGRAM DESCRIPTIONS:
- Ken’s Krew has an established, unique relationship with Home Depot and CVS Pharmacies and in exchange for promised positions within local stores, Ken’s Krew, Inc. agrees to recruit, screen, train and provide follow-along services (support services) for person they recommend for work at Home Depot and CVS/Caremark Pharmacies.

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral with supporting documentation and an expressed interest in retail sales applicable to the Home Depot or CVS work environment.

TRANSPORTATION:
- No transportation provided

DVR REPORT CARD: No data currently available for FY 2014
Counties Served: New Castle

AGENCY CONTACT: James Thorpe, Employment Coordinator
5572 Kirkwood Hwy., Wilmington, DE 19808
PHONE: 302-633-3415
FAX: 302-633-3436
CELL: 302-299-3387
E-MAIL: jthorpe@nhsonline.org

SERVICE: Employment Coordinator/SE

AGENCY DIRECTOR CONTACT: Beth Caracci, State Director
PHONE: 856-797-1250
FAX: 856-797-1251
E-MAIL: bcaracci@nhsonline.org

TARGET POPULATION:
- Persons with disabilities age 18 and older who are active with the Division of Substance Abuse and Mental Health (DSAMH), Assertive Community Treatment (ACT) Team in New Castle County.

SERVICE OUTCOMES:
- Integrated competitive employment as part of the comprehensive case plan with DSAMH to increase positive outcomes for consumer clients regarding sobriety, stability, satisfaction and economic self-sufficiency.

PROGRAM DESCRIPTIONS:
- Employment is closely integrated with mental health treatment. Employment Specialists shall have individual employment caseloads and have adequate time to meet the needs of individuals to conduct job development and job search activities, which are supported by the Employment Coordinator, while acting as a fully integrated member of multidisciplinary ACT team. The Employment Specialist provides written progress logs/notes and monthly reports to DVR. The Employment Specialist conducts monthly multidisciplinary team meetings to update the consumer’s case status and consult with the VR Counselor to discuss any substantive issues to be addressed. Follow along supports are continuous. Individualized supports to maintain employment continue as long as the consumer wants assistance. All ACT team staff is required to provide ongoing therapeutically oriented vocational supports to individuals with disabilities using medically indicated criteria as approved by DSAMH.

- The Employment Coordinator (EC) supports the consumer client and the Employment Specialist both internal and external to the agency. Internally the EC assists with assessment, job development, and job search as needed. Externally the EC develops relationships with perspective employers in the community to develop employment opportunities specific to client’s IPE.

INTAKE REFERRAL INFORMATION REQUESTED:
- Referred by the ACT team with supporting documentation for DVR eligibility.

TRANSPORTATION:
- No ongoing transportation provided. Bus ticket assistance through DVR subject to availability.

DVR REPORT CARD: No data currently available for FY 2014
Positive Direction Employment Services
307 A Street
Wilmington, DE 19801

Counties Served: New Castle

AGENCY CONTACT: Mike Reyes
PHONE: 302-607-9019
FAX: 302-394-0240
E-MAIL: positivedirectionvp@comcast.net

SERVICE: CE

AGENCY DIRECTOR CONTACT: Domingo Reyes, President
PHONE: 302-981-0163
FAX: 302-394-0240
E-Mail: positivedirection@comcast.net or firststatecoc@comcast.net

TARGET POPULATION:
- Persons with disabilities age 18 and older residing in New Castle County with a capacity to serve 50 consumers annually.

SERVICE OUTCOMES:
- Competitive Integrated employment

PROGRAM DESCRIPTIONS:
- Positive Direction Employment Services (PDES) is committed to providing coaching and assistance to our clients. Our goal is to help our clients overcome barriers and obtain sustainable employment. We will achieve these goals through intake assessment, client and employment specialist formulate a strategic plan, employment preparation skills and activities; and weekly communication on employment progress.

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral and supporting documentation

TRANSPORTATION:
- No transportation provided

DVR REPORT CARD: No data currently available for FY 2014
New Castle County, Kent County, Sussex County: Applied Behavioral Analysis Assessments, Cognitive Rehabilitation Therapy, Job Development and Placement services, Behavioral Support services.

AGENCY CONTACT: Maria Zakula
PHONE: 609-668-2726


AGENCY DIRECTOR CONTACT: Maria Zakula
PHONE: 609-668-2726
FAX: 609-257-0709
E-Mail: mzakula@rehabconnectionsde.com

TARGET POPULATION:
- Adults with traumatic or acquired brain injury (TBI/ABI) and other neurological impairments, adults with autism spectrum disorder, and students transitioning from school to employment.
- Between the ages of 18 and 80

SERVICE OUTCOMES:
- Received contract in May 2014

PROGRAM DESCRIPTIONS: (provide detail concise and length of service and frequency really useful)

- **Applied Behavioral Assessment and Behavioral Support Services**
  The goal of our program is to successfully assist consumers through our Applied Behavior Analysis and Behavioral Support Services program, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their self-sufficiency which will result in decreased reliance on government programs and services. Through this service we intend to identify behavioral and social impediments to a Consumer’s successful employment and make recommendations, using a positive behavioral supports approach, to improve the Consumer’s work behaviors, soft and social skills.

  We will conduct an applied behavioral analysis in a community based setting. This will require a minimum of three observations of the Consumer. We estimate that we will spend nine (9) to fifteen (15) hours observing the consumer. Additionally, we estimate that we will spend approximately two (2) to four (4) hours developing community-based work assessment sites and recommendations detailing our findings in a report which will be provided to the DVR Counselor. We anticipate that all Applied Behavioral Analysis and Behavior Support Services for any given Consumer will be completed within four (4) to six (6) weeks from receipt of the request.
• **Training-Cognitive Rehabilitation Therapy**

The goal of our program is to successfully assist consumers through Cognitive Rehabilitation Therapy, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their functional level of independence which will result in decreased reliance on government programs and services.

We work with a consumer to determine/recognize what the problem areas may be; provide direct retraining or practicing of the necessary skills, and/or assist the individual in developing the compensatory strategies necessary on how to get around the problems that prevent him/her from obtaining and/or maintaining gainful employment. The behaviors and difficulties observed and documented during the ABA Assessment

Cognitive skills to be addressed can include but are not limited to: memory problems, perceptual problems, concentration problems, lack of initiation, lack of comprehension or understanding, difficulty expressing thoughts and ideas, sequencing problems (steps to perform a task), slowed processing, inflexibility (not open to new ideas or methods), disorganization (unable to find things), difficulty solving problems, and/or problems learning new information

The behaviors and difficulties observed and documented during the ABA Assessment are used to develop an Individual Cognitive Rehabilitation Treatment Plan. The plan identifies the targeted behaviors/problem areas to be addressed and the goals, objectives, and methods used to address these cognitive limitations/problem areas.

We estimate that we will spend approximately twenty hours (20) to forty (40) hours working with the consumer at home, school and/or work. The therapist will assist the consumer in developing and implementing compensatory strategies. Strategies can be either external or internal. External are those things that are outside of the person, such as alarms, notebooks, planners, calendars, cell phones, computers, smart-pens, recording devices, and other technology devices. Internal strategies are the mnemonics that cannot be observed by anyone else, such as visualizations, word associations and rhymes. We will spend approximately one (1) to two (2) months working with the consumer to provide Cognitive Rehabilitation Therapy.

• **Job Development, Job Placement and Retention, and Job Coaching Services**

The goal of our program is to successfully assist consumers through our Job Development, Job Placement and Retention, and Job Coaching services program, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their self-sufficiency and functional level of independence. Our program will include the following types of services:

- Developing a Resume
- Coaching/Counseling on Appropriate Dress/Hygiene for Interviews and On-the-Job
- Job Interviewing Skills Training/Mock Interviewing
- Job Seeking Skills Training
Job Development (Consumer specific) including contacting Employers and arranging for Consumer interviews

Developing a Job Training Plan for the Consumer

Providing Direct Intervention with the Employer (as needed) through job coaching services, including assisting with orientation to the job and work schedule, developing natural employment supports, and following up with the Employer

Developing a Transportation Plan for the Consumer

Coordinating the Consumer’s Financial Supports (and other financial issues) including SSI/SSDI benefits and work incentives as well as other public and private sources of financial support.

We anticipate spending approximately one (1) to nine (9) months working with the consumer in regard to job development, placement, retention, and job coaching. These milestones will be verified by providing written documentation to the DVR Counselor every 30 days using the DVR Job Placement, Retention, Coaching, and Supported Employment Progress form.

**INTAKE REFERRAL INFORMATION REQUESTED:**

- Referral Form
- Authorization
- Current neuropsychological/psychological report (last 3 years)
- Placement Agreement Plan
- Court dispositions and records
- Educational information (last school attended, e.g. high school, college or train school)
- Discharge reports from prior service providers as applicable
- Medical information (inclusive of audio logical) or Medical Waiver or VA benefit status

**TRANSPORTATION:**

- May be provided by the program until transportation plan developed.

**DVR REPORT CARD:** No data currently available for FY 2014
Resources for Human Development
4700 Wissahickon Ave., Suite 126
Philadelphia, PA 19144-4248
Counties Served: New Castle, Kent and Sussex

AGENCY CONTACTS:
Tim Cooper, Employment Coordinator - 2055 Limestone Rd., Suite 300, Wilmington, DE 19808
PHONE: 302-998-3624    FAX: 302-998-3628    CELL: 302-290-5415    timothy.cooper@rhd.org

Anika Johnson, Employment Specialist - 2055 Limestone Rd., Suite 300, Wilmington, DE 19808
PHONE: 302-998-3624    FAX: 302-998-3628    CELL: 302-304-4072    anika.johnson@rhd.org

Lisa Graham, Employment Specialist - 655 S. Bay Rd., Suite 4B, Dover, DE 19901
PHONE: 302-735-4750    FAX: 302-735-4754    CELL: 302-359-6381    lisa.graham@rhd.org

AGENCY DIRECTOR CONTACT:
Gregory Richardson, Corporate Assistant Director, Central Office
PHONE: 215-951-0300 ext. 3637    FAX: 215-951-0313    gregr@rhd.org

SERVICE: Supported Employment / Employment Coordinator

TARGET POPULATION:
- Persons with disabilities age 18 and older who are active with the Division of Substance Abuse and Mental Health (DSAMH), Assertive Community Treatment (ACT) Team statewide.

SERVICE OUTCOMES:
- Integrated competitive employment as part of the comprehensive case plan with DSAMH to increase positive outcomes for consumer clients regarding sobriety, stability, satisfaction and economic self-sufficiency.

PROGRAM DESCRIPTIONS:
- Employment is closely integrated with mental health treatment. Employment Specialists shall have individual employment caseloads and have adequate time to meet the needs of individuals to conduct job development and job search activities, which are supported by the Employment Coordinator, while acting as a fully integrated member of multidisciplinary ACT team. The Employment Specialist provides written progress logs/notes and monthly reports to DVR. The Employment Specialist conducts monthly multidisciplinary team meetings to update the consumer’s case status and consult with the VR Counselor to discuss any substantive issues to be addressed. Follow along supports are continuous. Individualized supports to maintain employment continue as long as the consumer wants assistance. All ACT team staff is required to provide ongoing therapeutically oriented vocational supports to individuals with disabilities using medically indicated criteria as approved by DSAMH.

- The Employment Coordinator (EC) supports the consumer client and the Employment Specialist both internally and external to the agency. Internally the EC assists with assessment, job development, and job search as needed. Externally the EC develops relationships with perspective employers in the community to develop employment opportunities specific to client’s IPE.

INTAKE REFERRAL INFORMATION REQUESTED:
- Referred by the ACT team with supporting documentation for DVR eligibility.

TRANSPORTATION:
- No ongoing transportation provided. Bus ticket assistance through DVR subject to availability.

DVR REPORT CARD: -- No data currently available for FY 2014
St. John’s Community Services  
1000 N West Street., Suite 1200  
Wilmington, DE 19801  

*Counties Served: New Castle County*

**AGENCY CONTACT:** Laura Strmel  MPA , Delaware Community Coordinator  
**PHONE:** 302-367-8708  
**FAX:** 215-451-5073  
**Email:** lstrmel@sjcs.org  

**AGENCY DIRECTOR CONTACT:** Nicole A. Buckley, Delaware & Pennsylvania State Director  
**PHONE:** 267-238-9540  
**FAX:** 215-451-5073  
**E-Mail:** nbuckley@sjcs.org

**TARGET POPULATION:**  
Eligible supported employment DVR clients living with intellectual, developmental or other disabilities who are referred by DVR.

**SERVICE OUTCOMES:**  
SJCS’s innovative, community-based services to people with intellectual, developmental and other disabilities embodies a continuing search for the most effective ways to include people into the living fabric of our community.

Supported Employment ultimate outcome is to obtain and maintain competitive employment in a community integrated setting. St. John’s Community Services focuses on creating a job match that reflects the individual’s preferences, strengths and career of choice.

**PROGRAM DESCRIPTIONS:**  
SJCS supports people with disabilities to develop a career path, acquire and retain competitive employment. SJCS Employment Specialists provide each person job coaching and on-the-job training and support, while employers and co-workers are supported to work effectively with new employees. By working with SJCS, individuals and employers have benefitted from successful experiences in a variety of settings including retail, government and nonprofit agencies.

**TRANSPORTATION:**  
- Does not provide transportation as part of the service delivery and is an authorized State of Delaware Fleet Services user (documents on file with DE OMB/Fleet Services, The Office of Insurance Coverage and DDDS).
- SJCS DE supports training for travel, such as learning and using Para Transit and DART.

**DVR REPORT CARD:** No data currently available for FY 2014
TARGET POPULATION:
Target population includes individuals referred by the Division of Vocational Rehabilitation who have been identified to have a disability creating a barrier towards employment that may include: Developmental and Cognitive Disabilities, Learning Disabilities, Mental Health Considerations, and Autism.

SERVICE OUTCOMES:
The Salvation Army strives to provide individualized services with the mission of empowering individuals to maximize the quality of their lives through employment, community inclusion and independence within their home communities. The program provides a person-centered approach to services that consider the uniqueness and abilities of each person that it serves regardless of disability. It is our intent to place individuals into employment that is most consistent with the interest and abilities of the individual. In accordance with the Rehabilitation Act, an employment situation will be considered successful once the individual has achieved 90 days of successful employment at the conclusion of an identified training period. All services will be consistent with current standards and practices of the industry and accredited organizations.

PROGRAM DESCRIPTIONS:
- Community Based Work Assessment- The individual and their team will identify potential career directions and employers. As part of the Assessment process, The Salvation Army will also arrange Situational Evaluations as needed that use qualified job sites to further assess individuals work skills as well as interpersonal skills.
- Job Development, Job Placement and Training- Once the referral is received, the assigned Employment Training Specialist will meet with the person to discuss their individual employment needs and determine what if any supports may be necessary to ensure successful placement. The Salvation Army staff will then conduct an extensive survey of the business community in an effort to establish a contact with an employer having a position to meet this persons needs, as well as, developing a continual network of employers that are interested in employing persons with disabilities.
• Supported Employment- Supported Employment, as defined by the federal government means, "Competitive work in an integrated setting". Supports must be ongoing for individuals with disabilities and the opportunities to make choices regarding the types of work one wants to do must be available. Supported Employment combines individualized assessment, personalized job development, placement, training on-the-job, and continual support services.

**INTAKE REFERRAL INFORMATION REQUESTED:**
• Placement Agreement Plan
• Referral Form
• Educational information (last school attended, e.g. high school, college or train school)
• Discharge reports from prior service providers as applicable
• Current psychological report (last 3 years)
• Past Employment Information if Applicable

**TRANSPORTATION:**
• The Salvation Army staff will help plan and schedule transportation as needed for assessments, interviews, and employment.

**DVR REPORT CARD:** No data available for FY 2014
Established in 1998, Schanzenbach Consulting & Associates, LLC has provided individualized Assistive Technology evaluation, training, and technical support to people with disabilities. Our talented and experienced staff offers specialized expertise in Assistive Technology software and hardware for people with learning disabilities, visual impairments, and physical disabilities.

**Assistive Technology Evaluation**

We use a results based approach to collect and analyze assistive technology needs based on our client’s goals. We continually evaluate new technologies as they emerge, and use and recommend off-the-shelf products (Universal Design) when possible and appropriate.

**Assistive Technology Training**

Our clients’ have a diverse set of goals and needs, and our training is tailored to target specific skill sets. We monitor our clients’ progress and document milestones to ensure excellent results. In addition, we offer on-site and remote access technical support to quickly and effectively address technology issues and training questions.

**College Transition Specialists**

We have over 15 years of experience with learning support software and collaborating with Colleges and Universities to help students effectively use assistive technology and make a successful transition to college.

**DVR Report Card**

No data available for FY 2014
New Castle County

The ServiceSource Delaware Regional Office has been assisting people with disabilities with their employment needs since 1957. Our programs assist participants through innovative, individualized, outcome-driven programs. Our goal is to assist in any or all aspects of career exploration and development. Throughout our existence we have assisted over 3,000 people with obtaining employment in local businesses.

We strive to maintain quality programs so we can continue to provide excellent services and deliver exceptional outcomes. As such, our rehabilitation programs are accredited by CARF, our training programs are DE Department of Education Certified and our production operation, which is utilized for training, is ISO 9001 accredited.

Services Available

- Supported Employment
- Hospitality Training (Embassy Suites)
- Material Handling Training/Forklift Certification
- Custodial Training
- Office & Computer Skills Evaluation
- Office & Computer Skills Training
- Walgreen’s REDI Training
- Job Placement
- Job Coaching
- Situational/Community-Based Assessment
- Job Preparation Services
- Temporary Staffing Services
- Specialized Employment program for People with Asperger’s Disorder

DVR Report Card: No data currently available for FY 2014

For information call:
Suzanne Cash at (302)765-1222 or
Main number: (302) 762-0300
www.servicesource.org/services-by-state/delaware
Address:
3030 Bowers St
Wilmington, DE 19802
ServiceSource Delaware Regional Office
“Matching the labor needs of employers with the employment needs of people.”

<table>
<thead>
<tr>
<th>Service</th>
<th>Unit</th>
<th>Description</th>
<th>New Castle County</th>
<th>Kent County</th>
<th>Sussex County</th>
<th>For more information or to send referral - Contact</th>
</tr>
</thead>
</table>
| Supported Employment                   | Milestones                | - Must have DDDS funding                                                   | X                  | X           | X             | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222                                                  |
| Hospitality Training                   | Weekly                    | - Location – Embassy Suites, Newark                                          | X                  |             |               | Stephanie Ziegenhorn  
Stephanie.ziegenhorn@servicesource.org  
302 765 1235                                                |
| Material Handling                      | Weekly                    | - 18 week competency based paid training (9am to 3pm M-F). Real work environment performing actual work for area businesses  
- Open entry/open exit. At least 18 years of age with NO physical restrictions. Must past background check.  
- Management (inventory) system "TRAKER". DE Department of Education Certified/ISO-9001 Accreditation  
- OSHA & DE Safety Council Approved for Forklift Certification  
- Equipment mastery; Forklift, Box Compactor, Shrink wrap, dock leveler, scales, electric/manual pallet jack; Shipping and Receiving Procedures. | X                  |             |               | Stephanie Ziegenhorn  
Stephanie.ziegenhorn@servicesource.org  
302 765 1235                                                |
| Office & Computer Skills Evaluation & Training | Weekly             | Core Programs: Administrative Assistant, Receptionist, Data Entry Clerk, Medical Office Assistant, Customer Service Representative, Accounts Payable/Receivable Clerk, General Office Clerk, Front Desk Security  
- Open entry/open exit  
  o Evaluation – 2 weeks  
  o Training – up to 20 weeks  
- 1 to 1 instruction, competency based | X                  |             |               | Ann Henry  
Ann.henry@servicesource.org  
302 765 1209                                                   |
| Job Placement                          | Milestones                | Includes: Job preparation (resume development, interviewing skills...), Job development, placement and job retention supports. | X                  | X           | X             | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222                                                  |
| Job Coaching                           | Hourly                    | 1 to 1 on the job training and support                                      | X                  | X           | X             | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222                                                  |
| Situational / Community Based Assessment | Daily                   | Assist individuals to assess their vocational skills and interests, in a community-based work environment, so that a proper career plan and job match can be assured. | X                  | X           | X             | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222                                                  |
| Job Preparation                        | Weekly                    | For individuals who are in need of preliminary services in order to build their resume and develop soft skills. Services will be provided within local businesses in the community through internship or volunteer experience. | X                  | X           | X             | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222                                                  |
| Specialized Employment program         | Varied, milestone, hourly or weekly | Specialized employment program for people with Asperger’s including: Assessment, job preparation, job placement, job coaching and supported employment | X                  |             |               | Katrina Bradley  
Katrina.brady@servicesource.org  
302 765 1226                                                 |
| Walgreens REDI                         | Weekly                    | Retail Employees with Disabilities Initiative (REDI)  
Four weeks of “hands on” training and classroom review.  
- Training occurs at Walgreens locations.  
  Minimum/Maximum enrollment is 3 people.  
- Includes: use of cash register (mandatory element), customer service, stock & inventory. | X                  | X           |               | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222                                                  |
The Sierra Group
588 M/ Gulph Road, Suite 110
King of Prussia, PA 19406

Counties Served: New Castle, Kent, Sussex

AGENCY CONTACT: Seth Acosta, MS-Project Manager
PHONE: 610-992-0288 ext. 113
FAX: 610-992-0947
E-Mail: sethacosta@thesierragroup.com

SERVICE: Asst Tech & Accommodation and Assistive Technology Consultation

TARGET POPULATION:
- Persons with disabilities eligible for DVR services with a capacity to serve 200 consumers statewide.

SERVICE OUTCOMES:
- Sierra intends to support persons with disabilities of all ages to help them achieve their vocational, educational and/or independence goals in the most accessible, productive and cost effective manner.

PROGRAM DESCRIPTIONS:
- Sierra will set specific goals, create measurable steps to achieve goals in order to provide the client with the optimal opportunity for success. These goals, objectives and milestones are set by Sierra engineers, assistive technology trainers and certified rehabilitation counselors, and are tracked. For example, persons attempting to return to work will receive an assessment based on their existing skill set in the context of the competitive market. Basic skills tests measure the consumer’s ability to complete relevant tasks, ability to recall information or generate a work product as required. Sierra will evaluate progress both quantitatively and qualitatively in order to provide scope and explanation to all efforts put forth in the achievement of consumer goals

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral and supporting documentation

TRANSPORTATION:
- No transportation provided

DVR REPORT CARD: No data currently available for FY 2014
Why Choose Thrive - Real Life Independence?

Competitive and Supported Employment Services
Business Professional Group

Personal Attention
At Thrive, the focus is on you. We offer customized training and support designed to meet your employment needs.

We Listen
Our highly skilled staff works one on one with you to help you identify your talents, interests, and hopes for the future. We are interested in hearing what you want and helping you make a plan for your career path.

We help you plan
We help you assess your current skills and encourage you to discover and understand new skills to achieve your career goals. We offer Employment Placement Services (Competitive and Supported), and Pre Vocational Day Programming. All support and services are inclusive and provided in the community. Together, we develop a step by step success plan tailored to meet your needs. Plans can include:

- Understanding the job search process
- Drafting a professional resume
- Job Development/How to apply
- Networking skills
- Interview training and practice
- Pre Employment skills
- Lifestyle skills

We help you put your plan into action
We support you with each step of your plan from getting ready for the job to practicing interviews, finding the right match, and accepting the best job offer. When you secure a position, we offer on the job training and long term support if needed. That includes working side by side with you while you are learning the job and helping you understand all of your professional responsibilities. Your success is our success!

We believe in Abilities
We believe in thinking out of the box and looking beyond the perceived limits of disability. At Thrive, the focus is on you, your “Abilities”, and your potential!

Middletown Professional Center
252 Carter Drive ~ Suite 200
Middletown, DE 19709

Contact Yvonne Coleman 302.261.2139
yvonne.coyle@thriverll.com
www.thriverll.com
Some of the Delaware Businesses that Partner with Thrive:

- Bank of America
- Hampton Inn
- Christiana Hilton
- Fur-ever friends
- Willey Farms
- Camp Bow Wow
- Newark Natural Foods
- Delmarva Scanning Solutions
- Centurion Venture Associates
- Healthcare Operations Management Enterprises
- First State Manufacturing
- Amazon
- Kohl’s
- Wal-Mart
- McDonald’s
- MOT Senior Center
- Elite Business Services
- Acme
- Food Lion
- The Town of Smyrna
- Walgreens
- Amazon
- Delaware River and Bay Authority
- Desserts by Dana

Some Career Paths of Choice:

<table>
<thead>
<tr>
<th>Office and Clerical</th>
<th>Hospitality</th>
<th>Art/Creative</th>
<th>Animal Care</th>
<th>Retail</th>
<th>Misc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanning Specialist</td>
<td>Food Service</td>
<td>Photography Assistant</td>
<td>Veterinary Assistant</td>
<td>Sales Clerk</td>
<td>Landscaping Assistant</td>
</tr>
<tr>
<td>Document Destruction Specialist</td>
<td>Greeter</td>
<td>Assembler</td>
<td>Animal Day Care Assistant</td>
<td>Stocking Clerk</td>
<td>Farm Assistant</td>
</tr>
<tr>
<td>Data Entry/Data Building Specialist</td>
<td>Dietary Aide</td>
<td>Designer</td>
<td>Pet Sitting</td>
<td>Inventory Control Specialist</td>
<td>Horticulture Assistant</td>
</tr>
<tr>
<td>Graphic Design Assistant</td>
<td>Hotel Support</td>
<td>Fabricator</td>
<td>Pet Grooming</td>
<td>Ticket Taker/Greeter</td>
<td>IT Assistant</td>
</tr>
<tr>
<td>Receptionist</td>
<td>Cleaning</td>
<td>Packaging/Shipping</td>
<td>Exercise Associate</td>
<td>Security</td>
<td>Call Taker</td>
</tr>
</tbody>
</table>

DVR Report Card: No data currently available for FY 2014
TRAINING FOR RESULTS

Who Has Benefited from our Training?
- Clients who have Never Worked or have difficulty Maintaining Employment
- Clients with Learning Disabilities/Social Anxiety Disorders such as Asperger’s Syndrome
- Clients with a criminal history, mental illness and/or in treatment/recovery
- Clients with difficulty maintaining a professional appearance or personal hygiene

Community Based Assessments:
- We partner with many community based organizations to determine if a client can be successful in a specific vocation and overcome barriers to meet employment goals.
- We assess a client’s needs based on that individual’s inherent strengths and weaknesses.
- We identify the barriers to successful employment and develop a plan to address employment goals
- This service available in New Castle and Kent Counties

Job Readiness Curriculum: Class and Internship Class
Objective: To give clients the skills, behavior and knowledge to obtain and maintain employment. Interactive modules with clients engaging in role-plays, scenarios and case studies.
- Professional Introduction
- Acceptable responses to Behavioral and Conventional Interviewing questions
- Practice and Feedback in fluency, tone, eye contact, facial expressions and pace
- Asking acceptable questions and making a strong Closing Statement
- How to Communicate and Follow up with Hiring Managers/Writing cover letters and thank you letters
- Establishing an Email Address/Researching Potential Employers
- Top Reasons why employees are Terminated
- Behaviors and Skills Required to Maintain Employment
- Developing strategies to overcome unproductive feelings, thinking and behaviors
- Setting Job Search Goals, beginning to work on the steps towards employment
- Interpersonal Skills: Getting Along with Managers, Co-workers and Customers
- Overcoming Unproductive Behavior, Thinking and Feelings
- Active Listening and Positive Communication skills
- Conflict Resolution/Anger Management/Managing Stress

This service is available in New Castle, Kent and Sussex Counties
Duration: Pencader/Wilmington - 3 classes per week for 4 weeks
Duration: Dover/Sussex - 1 class per week for 6 weeks
*Will tailor to YOUR needs
TRAINING FOR RESULTS

Job Readiness Curriculum: Class and Internship

Internship:
Objective: To give clients a real world environment to practice skills gained in class portion of program.
- Client volunteers for 4 weeks in a community based work environment
- Client receive immediate feedback in the following areas: attendance, punctuality, following directions, getting along with co-workers and managers, ability to meet daily goals, ability to get tasks completed accurately
- Client receives one-on-one training and coaching, when required
- Client attends counseling sessions in an attempt to close any performance gaps.
- Client is able to use volunteer experience as a recent and positive reference
This service is available in New Castle, Kent and Sussex Counties
Duration: 4 weeks

Job Development and Placement:
- Create Accomplishment-based Resume
- Identify Job Leads and partner with Hiring Managers
- Apply for Jobs Online and help clients complete on-line applications and pre-screen employment tests
- Perform Mock Interviews
- Review Proper Attire and Professional Behaviors for Interview
- Review Transportation Options or transport client to Interview
- Surviving the 1st 90 days - working with clients and employers to ensure client meets all required behaviors and skills
This service is available in New Castle and Kent Counties

Job Coaching:
- We speak with the employer to identify deficiencies and advise the counselor
- We observe the client and take notes on areas which need improvement.
- A plan is developed that the client can understand and utilized
- Successful behaviors and/or tasks are modeled for the client
- We monitor performance and provide real time feedback
- We develop strategies and/or tools for successful completion of tasks
This service is available in New Castle and Kent Counties

TRAINING FOR RESULTS
Contact Linda Welde at 610.659.9946 or Tanya Powell at 856.834.8999
909 North Avenue, Springfield PA  19064

DVR Report Card: No data currently available for FY 2014
VLS IT Consulting
University Plaza Office Complex
260 Chapman Road, suite 104A
Newark, DE 19702

Counties Served: New Castle

AGENCY DIRECTOR CONTACT: Vibert Sahadatalli  PHONE: 302-368-5656
                    FAX: 302-368-5788
SERVICE: Training in IT

AGENCY CONTACT: Vibert Sahadatalli  PHONE: 302-368-5656
WEBSITE: www.vlsitconsulting.com
                    FAX: 302-368-5788
                    E-Mail: vsahadatalli@vlsconsulting.com

TARGET POPULATION:
• Persons with disabilities age 18 and older

SERVICE OUTCOMES:
• Complete IT training and pass Microsoft and CISCO program and installation exams

PROGRAM DESCRIPTIONS:
• Train to administer and manage Windows 2008 network
• Train to install CISCO networks
• Train CompTIA A+ curriculum
• Train keyboarding skills and customer service skills

INTAKE REFERRAL INFORMATION REQUESTED:
• DVR referral and supporting documentation.

TRANSPORTATION:
• No transportation provided

DVR REPORT CARD: No data currently available for FY 2014
Alphabetical Listing

- Delaware Skills Center ................................................................. 61
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Delaware Skills Center

FREE Career Training

Please visit: www.deskillscenter.org. Recruitment and Admissions dates can be found on the website. Arrive no later than 8:30 a.m.!

Courses include:
- CNA
- Computer Support
- Electrician’s Assistant
- HVAC /Energy Service Technician’s Apprentice
- LPN Refresher
- Medical Assistant
- Welding & Fabrication
- Youth Construction (ages 17-21)

Delaware Skills Center
1300 Clifford Brown Walk
Wilmington, DE 19801
Phone: 302-654-5394
http://www.deskillscenter.org/
DESCRIPTION OF PROPOSED CNA PROGRAM ACTIVITY TO BE OFFERED:

Description of course with goals and objectives

The Certified Nursing Assistant Course is an eight week course designed to prepare and educate students to work in a health care setting. The program will consist of 180 hours of instruction. The curriculum includes such areas as fundamentals of nursing, anatomy and physiology, infection control, psychosocial needs, job responsibilities as a health care team member, legal issues, job ethics, health and illness, to name a few.

Employment outlook

A Certified Nursing Assistant fulfills the need of patient care in hospitals or clinics where nurses may be assigned to 12 or more patients. A CNA can assist patients with ADLs so nurses can focus on what they must do with patients. A CNA observes patients conditions and reports back to the nurse. Work duties may include, but are not limited to, taking vital signs, moving patients, assisting with some medical procedures, feeding patients, and monitoring food and liquid input and output. A CNA is the eyes and ears of the nurse, and should always have a strong knowledge of emergency procedures and be able to stay calm in stressful situations.

CNA Job Outlook

In 2004 there were 1.4 million nurses assistants employed in the US. CNAs are employed in a variety of facilities including hospitals, clinics, and home care.

The job growth for CNAs is faster than average, with an expected growth of 21% or more by 2014. A total of more than 500,000 more additional employees will be needed. There are excellent employment opportunities for CNAs across the nation.

As the medical field continuously grows, certified nursing assistants are on the front lines for providing quality patient care. Becoming a CNA is a good idea for someone interested in the nursing field but not sure which path. A CNA job will set you on the fast track to a quality career in the medical field.

There is a lot of turnover in CNA as CNAs usually leave or move on for advanced training to become an LPN or RN. This helps to create the high growth rate for CNAs as well as the overall increased demand for medical professionals.
To be eligible for the 8 week CNA program an individual must:

- Be at least 18 years of age.
- A resident of Delaware.
- Pass a criminal background check.
- Pass an adult and child abuse registry check.
- Pass a drug screening.
- Have negative PPD (tuberculosis skin test); or negative chest x-ray within the past year.
- Be able to lift 25 lbs
- Must not have lifting restrictions

Class Instruction:

Classes are held Monday thru Thursday 9:00 am – 3:00 pm. During the course we will constantly be preparing students for the State of Delaware Nursing assistant Certification Exam. Emphasis is on theory and acquiring the needed hands – on nursing skills.

More specific course objectives include:

At the completion of the course, each student will:

- Be knowledgeable in academic subject manner needed for their role in meeting basic comfort and hygiene needs of patients.
- Provide basic level of knowledge and demonstrate skills.
- Communicate effectively.
- Be an informed and effective member of the healthcare team.
- Perform duties within regulations, policies and legal rights of patients.
- Respect the rights of patients.
- Be knowledgeable of psychosocial needs of patients.
- Demonstrate knowledge ability to resolve conflict and interact professionally with coworkers and/or health care team.

Breakdown of program hours for theory and clinical

The program is divided in two phases. Phase one consist of five weeks (95 hours) of basic theory in a classroom setting and skills practice in a laboratory setting.

Phase two consist of the clinical consist of four weeks (85 hours) and is conducted at an approved site under the supervision of a Lee Training Institute nursing instructor.

Levels of Proficiency

Students will score at least 75% on written examinations, and satisfactorily demonstrate skills according to skills Competency checklist.
Students will be able to define their roles as a Certified Nursing Assistant and understand their “Scope of Practice.”
Students will recognize their role as a member of the health care team, and will understand State and Federal Regulations for acute and long-term care, including legalities and importance of reporting all incidents and accidents.

**Instructor to student ratios for both clinical and classroom**
Instructor-trainee ratio 1:20 for classroom and 1:8 for clinical instruction

**To evaluate program goals and objectives:**

- Program administrator will conduct weekly observations of classroom and clinical sites.
- Program administrator along with primary instructor will conduct weekly assessments of curriculum.
- Provide students with basic skill level materials and have them follow curriculum and turn in assignments.
- Have students complete classroom instruction before performing patient care.
- Instructor to directly supervise and be on same site with students at all times.
- Maintain appropriate instructor: student ratio during classroom and clinical setting.

**Tuition Cost: $ 2975.00**

<table>
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<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition, Books, Instructional Material</td>
<td>$ 2,975.00</td>
</tr>
<tr>
<td>Registration/Application Fee</td>
<td>$ 00.00</td>
</tr>
<tr>
<td>Supplies: Uniforms (2) Sets</td>
<td>$ 00.00</td>
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<tr>
<td>CPR Training</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Cost of Program</td>
<td>$ 2,975.00</td>
</tr>
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Jan Alvarez  
2 Colony Blvd  
Wilmington, DE  19802  

*Counties Served:  Kent*  

**AGENCY DIRECTOR CONTACT:** Jan Alvarez  
**PHONE:** 610-241-6004  
**E-Mail:** janalvarez@comcast.net  

**SERVICE:** CE/CBWA/Job Coaching for ASL Consumers  

**TARGET POPULATION:**  
- Persons with disabilities age 18 and older, specializing in the Deaf and Hard of Hearing consumer residing in Kent County.  

**SERVICE OUTCOMES:**  
- Integrated competitive employment  

**PROGRAM DESCRIPTIONS:**  
- Community Based Work Assessments 2-4 situational assessments lasting in 3-6 hours in length  
- Job Development - develop and maintain positive community business relationships for the purpose of finding gainful employment as appropriate job matches for DVR clients and employers  
- Job Placement - work with clients to improve job performance and gain necessary job skills or review other employment options  
- Job Coach - support the client in the workplace to mastery of tasks while developing the communication between employer and employee, as related to Deaf and Hard of Hearing accommodations  
- Employment Preparation Services - assess and instruct client through multi-media to develop skill sets to be successful in entering the world of work. Support self- discovery/self-efficacy by revisiting goals and decision making (to reaffirm or redevelop)  

**INTAKE REFERRAL INFORMATION REQUESTED:**  
- DVR referral with supporting documentation  

**TRANSPORTATION:**  
- No transportation provided  

**DVR REPORT CARD:** No data currently available for FY 2014
ANTON ASSOCIATES
P.O. Box 30956, Wilmington, Delaware 19805
(Services Offered All Counties)

Telephone: (877) 393-3991  Cell: (302) 379-6509  Fax: (888) 377-3221
Email: AntonAssociates@aol.com  Website: AntonAssociates.Net

DESCRIPTION OF SERVICES:

Promoting economic self-sufficiency for individuals through career development services and employment-related support continues to be Anton’s main mission. Anton continues to reach out to the business community, working together to achieve the best outcomes for both the client and the employer.

- Career counseling and guidance.
- Weekly interaction to keep client motivated and inspired.
- Job Referrals.
- Assistance with applications, sending resumes/cover letters/thank you letters.
- Continued interview practice and preparation.
- Case Management to include direct client service each month, providing supports and services needed so that client can become employed and self-sufficient.
- General Guidance and Counseling, to include helping client understand essential functions of the job; disability disclosure to employer (when needed); review of salary and benefits offered, as well as assistance with budgeting.
- Placement Services.
- Employment Follow-up.
- Follow-along services to provide the assistance needed in helping the participant deal with any barriers that may arise.
- All client meetings are conducted at the Division of Vocational Rehabilitation sites.

JOB DEVELOPMENT (Day 1-30 with weekly contact)

- The intake and completion of referral process; review of appropriate background information and medical/school/psychological reports; and acceptance of client.
- Development of plan and strategies for job readiness; to include assisting with selection of interview clothing if needed.
- Ensure client has means of transportation for job search and employment.
- Resume/Cover Letter/Reference Development.
- Review of how to search for employment, how to complete an on-line application and how to successfully complete the assessment test(s).
- Appropriate achievement objectives are set, as to exactly what job and salary the client is really going to be able to secure.
- One-on-one interview preparation.
JOB SEARCH & PLACEMENT (Day 1-90 with weekly contact)

- Correspondence at least once a week.
- Meeting with client to review/reenergize and regroup during the job search.
- Case note entries are done and added to the file at regular intervals during participation, documenting contacts, events and services with DVR client and DVR counselor.
- Counselors are copied on all correspondence Anton sends to DVR client.
- Monthly report generated and sent to DVR Counselor.
- Implementation of job readiness strategies, one-on-one guidance and mentoring with DVR client to obtain successful employment.
- Guidance on how to search for employment, how to complete an on-line application and how to successfully complete the assessment test(s).
- One-on-one interview preparation continues.
- Contacting employers and other professionals on client’s behalf.
- Re-group meetings with (client/vendor/DVR counselor) if client is not securing employment.

JOB RETENTION (Day 1-90 with a minimum of one contact per month)

30 day Job Retention and Monitoring with report
60 day Job Retention and Monitoring with report
90 day Job Retention and Monitoring with report

- Supportive service to ensure employment outcome remains successful.
- Continued case management and guidance.
- Rapid response services for DVR client who is having trouble on the job.
- Follow-up providing guidance and support needed for DVR client to be successful with employment.
- Provide solution based problem-solving and crisis intervention as needed.
- Offer guidance with time/financial management and life balance.
- Offer suggestions on coping with job stress which may magnify barriers to self-sufficiency, time demands and difficult employers/coworkers.
- Be accessible to DVR client and employer to assist with emerging problems, intervening early with customer and employer to prevent job loss.
- Replacement services for individuals that are laid off.
EMPLOYMENT READINESS TRAINING (Up to 36 hours of training over two weeks)

**Life/Work Planning Training**
Interpersonal Abilities; Effective Communication and Active Listening Skills; Situational Problem-Solving, Work Ethics; Conflict Resolution, Identifying and Overcoming Barriers to Keeping a Job, Time Management, Appropriate Work Behaviors and Respect, Financial Management, Family Education and Personal Wellness.

**Career Enhancement Training**
Setting Goals, Creating a Resume and Cover-Letter; Gathering Work and Personal References; Learning how to fill out an application; Learning how to do an on-line application; Learning the most effective strategies for job searching; Cold Calling and Canvassing for employment opportunities; Preparing for the Interview; Interview Outfit and Appropriate Work Attire; Preparing a Thank You Letter; Follow-up After the Interview and staying motivated and employed.

The Life/Work Planning Training and Career Enhancement Training are offered in a group setting and would require at least five clients in the training.

**DVR REPORT CARD:** No data currently available for FY 2014
Connections Community Support Programs, Inc.
Employment Services

Connections Community Support Programs, Inc. provides vocational assistance services in the following areas:

Tim Durnan, Employment Coordinator, tdurnan@connectionscsp.org
500 West 10th Street, Wilmington, DE 19801
Phone (302) 984-3380 | Fax (302) 656-8309
http://www.connectionscsp.com

JOB SEARCH AND PLACEMENT SERVICES

Job Development - including career guidance and counseling, identification of long-term vocational goals, resume writing, interviewing skills, job search assistance, job leads with our network of employers, application assistance, strategic methods to overcoming individual barriers (transportation options, criminal background, gaps in work history, financial/emotional stressors, etc.), life skills, and more.

Job Placement - Our employment specialists assist in finding employment that is suitable to the consumer’s needs and desires.

Job Retention - Our employment specialists assist consumers in resolving any issues that will assist the consumer in maintaining employment including contacting employers at the consumer’s discretion, acquiring resources for special accommodations.

LINKS TO VOCATIONAL TRAININGS

Connections Community Support Programs, Inc. has a network of vocational training providers that can assist the consumer in becoming more skilled in specific areas of interest. These include Culinary Arts, Janitorial, Passenger Transportation Driver Certification, and many more.

SUPPORTED EMPLOYMENT SERVICES

All the benefits of Job Search and Placement Assistance with greater supports for those in need. We assist consumers in assessing, planning, development, placement, and providing support on the job.

JOB COACHING

On site job coaching for individuals needing greater support and facilitation with transition into the work force. May also include logistics of getting to work site. Assist DVR consumers on the job site and may also include assistance with logistics of getting to the job.

COMMUNITY BASED WORK ASSESSMENTS

Our first step is to understand an individual's goals, skills and interests. Through information gathered during situational assessments, job shadowing and other community-based activities in local employment settings, we help each individual develop a customized employment plan. In this program we use standardized tests and situational assessments to identify strengths, areas of interest and areas for development, and we ultimately seek to develop a customized employment plan.

APPLIED BEHAVIORAL ANALYSIS AND BEHAVIORAL SUPPORT

Assessment of consumers’ behavioral concerns. Development of prevention strategies. Building environmental structure and support to function effectively at work.

DVR REPORT CARD: No data currently available for FY 2014
The Culinary School at the Food Bank of Delaware provides a pathway to a career in the restaurant and hospitality industry. The 14 week training program includes basic and high-end kitchen skills and Life Self-Empowerment Skills.

TARGET POPULATION:
- Over the age of 18
- GED or High School Diploma Education preferred

DURING THE COURSE STUDENTS WILL LEARN:
- Basic cooking techniques
- Knife Skills
- ServSafe® food safety skills
- Interviewing and Resume Writing
- Financial Literacy
- And much more!

DURING THE CLASS STUDENTS WILL RECEIVE:
- Textbooks and class supplies
- Chef Knife and Kevlar Glove
- Transportation stipends
- Chef Uniforms
- Lunch each day

INTAKE REFERRAL INFORMATION REQUESTED:
- Placement Agreement Plan
- Court dispositions and records
- Educational information (last school attended, e.g. high school, college or train school)
- Discharge reports from prior service providers as applicable
- Current drug/alcohol/psychological report (last 3 years)
- Medical information (inclusive of audio logical) or Medical Waiver or VA benefit status

The training program culminates with a paid two week internship program that can lead to permanent employment. Since opening in the fall of 2013, the school has graduated 25 students and demonstrated a 70% employment rate.

DVR REPORT CARD: No data currently available for FY 2014
EMPLOYMENT & TRAINING SERVICES

Career Planning and Advising
Professional Resume Development
Employment Preparation Strategies
Job Search and Employer Connections
National Certification Training Programs

91% Entered Employment Rate
77% 90 Day Retention Rate
94% Employment Readiness Training Completion Rate

Additional Services
- Career Coaching and Planning
- Professional Development Training
- Career Development Workshops
- Job Readiness Training
- Work Experience & Internships
- Internship Project Management
- Pardons / Expungement Services
- Extreme Barriers To Employment
- Employee – Employer Support
- Outplacement Services
- Human Resources Support

DVR Report Card: No data currently available for FY 2014

Every Person Who Desires To Be Employed Has Options To Become Employed
Delaware Technical Community College  
Charles L. Terry Jr. Campus  
100 Campus Drive  
Dover, Delaware 19904-1383  

Counties Served: Kent  

SERVICE: Academic Support Program - Education/Training

AGENCY CONTACT: Jewel Hopkins, Academic Counselor, Supported Education  
PHONE: 302-857-1033  
E-MAIL: jewel.hopkins@dtcc.edu  

AGENCY CONTACT: Charles Mundell, M.T.S., ADA Academic Counselor  
PHONE: 302-857-1354  
E-MAIL: cmundell@dtcc.edu  

AGENCY DIRECTOR CONTACT: June Turansky, VP & Campus Director  
PHONE: 302-857-1400  
E-MAIL: june.turansky@dtcc.edu

TARGET POPULATION:  
- Persons with disabilities age 18 and older with a high school diploma or a GED seeking college credits, an Associate’s degree and/or an Associate’s degree leading to a Bachelor of Arts or Science degree.

SERVICE OUTCOMES:  
- Increase participant’s academic skills to earn continuing education units, certificates of course completion and/or associate degrees.

PROGRAM DESCRIPTIONS:  
- Design and coordinate the academic support program and create schedules for the training program.  
- Provide Math and English tutorial services at a 16:1 student to tutor ratio, per subject, for two hours per day, two days per week, per session and location (2 campus sites).  
- Maintain participant records and transcripts to conform to DTCC policies and procedures.  
- Issue an anonymous evaluation to class participants to assess program objectives.  
- Recommend changes for program effectiveness

INTAKE REFERRAL INFORMATION REQUESTED:  
- DVR counselor referral based upon client self-selecting the program based upon pre-screen, interview and determination of applicant’s eligibility to the program.

TRANSPORTATION:  
- Self-transport with mileage reimbursement at 40 cents per mile or public transportation (bus ticket assistance available) through DVR.

DVR REPORT CARD: -- No data currently available.
**Easter Seals**  
100 Enterprise Place, Suite 1  
Dover, DE 19904-8200

**Kent County:** Supported Employment (SE), Customized Employment, Job Coaching

**AGENCY CONTACT:**  
Diane Schilling  
Day Services Coordinator  
Phone: 302 678-3353  
dschilling@esdel.org

**SERVICE:** SE Community Based Work Assessments, SE Job Development and Placement services, Job Coaching

**AGENCY DIRECTOR CONTACT:**  
Ken Sklenar  
PHONE: 302 221-2020  
FAX: 302 324-4441  
Website: [www.de.easterseals.com](http://www.de.easterseals.com)

---

**TARGET POPULATION:**

- Supported Employment (SE) services to individuals 18 years or older with intellectual and developmental disabilities that have an identified source of long-term follow along support through the Division of Developmental Disabilities Services (DDDS)
- Job Coaching to individuals referred through DVR

**SERVICE HIGHLIGHTS:**

- Individual SE services are delivered by three (3) Employment Specialists in each county who work directly with an individual from the point of entry for as long as they remain employed
- Easter Seals currently supports seventy-seven (77) individuals statewide who are employed and receiving follow-along supports after having completed the intensive training in their current job  
  - Twenty-eight (28) are in Kent County
- The average length of employment for individuals is seven (7) years. Of those, 80% have been employed at least three (3) years, and over 30% have been employed for ten (10) or more
- At this time, we are happy to be partnering with over twenty (20) Kent County area employers

**INTAKE REFERRAL INFORMATION REQUESTED:**

- Easter Seals referral form
- Placement Agreement Plan
- Educational information
- Discharge reports from prior service providers as applicable
- Current psychological report (last 3 years)
- Medical information (inclusive of audio logical)

**DVR REPORT CARD:** No data currently available for FY 2014
First State Employment Services
PO Box 26327
Wilmington, DE 19899

Kent County Competitive Employment

AGENCY CONTACT: Clinton Gangloff
PHONE: 302-383-0191

SERVICES: Job Development and Placement, Retention Services and Job Coaching

AGENCY DIRECTOR CONTACT: Danielle Brothers
PHONE: 302-983-2392
FAX: 302-533-5278
EMAIL: dannibrothers@gmail.com

WHY CHOOSE FIRST STATE EMPLOYMENT SERVICES?
• Proven success 😊
• Dedicated staff 😊
• We’ve established relationships with employers in your area 😊
• We meet at any location 😊
• WE ADVOCATE FOR YOU!

TARGET POPULATION:
• Disabled individuals with a history of mental health, alcohol or substance abuse illness and criminal offenders.

PROGRAM SERVICES:
• Job Placement
• Job Retention
• On-Site Job Coaching

DVR REPORT CARD: 71.35%
New Castle County/Kent County: Public Transportation Training

AGENCY CONTACT: Kathy Fisher
Kfisher_fts@verizon.net

PHONE: 302-322-4124

SERVICES: Public Transportation Training – FTS offers public transportation training for the DART system in New Castle County/Kent County, Delaware. (FTS also provides transitional housing. See the website: www.fishertransitionalservices.org for more information)

AGENCY DIRECTOR CONTACT: Bruce Fisher
Bfisher_fts@verizon.net

PHONE: 302-322-4124
FAX/PHONE: 302-836-9938
E-Mail: info_fts@verizon.net

TARGET POPULATION:
- Transitioning youth ages 18 to 25
- Adults – who are not approved for para-transit service and need to learn the bus system

SERVICE OUTCOMES: 90% completion rate – Participants are able to:
- Know three ways of finding out a bus schedule (map, phone or internet)
- Determine the correct bus to take to a certain location
- Know two ways to pay bus fare (cash or ticket)
- Understand bus protocol for boarding or exiting the bus
- Know how to let the bus driver know when you want to get off
- Determine what time to catch the bus
- Determine where to catch the bus
- Understand how to use the fare box
- Know where to purchase bus tickets
- Know how to purchase and use a day pass.

PROGRAM DESCRIPTION: (provide detail concise and length of service and frequency really useful)
- Step One: Orientation in a classroom setting prior to going out on the bus
- Step Two: FTS Staff accompany the participant on a supervised bus ride, providing hands on instruction on what they need to know to ride the bus.
- Step Three: Solo Trip: When the participant is comfortable, they will ride the bus alone and FTS staff will follow along to provide support as needed.
- Training is completed when the individual feels they have mastered riding the bus and can do it on their own

Training is individualized and can vary from 10 hours to 40 hours.

INTAKE REFERRAL INFORMATION REQUESTED:
- Vendor Services Referral Form
- Indicate the number of hours requested/authorized (Authorization form)
- Indicate if the individual is just becoming familiar with the bus system or if there is a specific plan to travel to training/job/school.

TRANSPORTATION:
- The cost of all bus trips for training is covered by FTS.

DVR REPORT CARD: No data currently available for FY 2014
Services in Kent County

Basic Retail Skills Training
Do you want to work in the ever-changing world of retail but have no prior experience? The Basic Retail Skills Training could help bridge the gap! This six-week skills training program prepares participants or competitive employment in customer service related fields such as retail, hospitality and office environments. This program emphasizes the development of customer service skills to include managing irate customers, telephone etiquette and the importance of proper communication. This program includes an off-site work experience. In 2013, 33 consumers were served by this program.

Computerized Office Skills Training
Are you looking for a career in office administration but need to broaden your knowledge of current software? If so, the Computerized Office Skills Training is for you! This 17-week training program prepares participants for employment in the clerical or administrative field. Participants gain knowledge in the Microsoft Office suite of products (Word, Excel, Outlook and PowerPoint) and have the opportunity to test for four Microsoft certifications. In 2013, 20 consumers were served by this program.

Industrial Cleaning Skills Training
Do you need a job with non-traditional hours? Working in the janitorial field might be for you! This four-week skills training program teaches traditional office cleaning methods and modern, environmentally friendly methods and techniques. Participants are instructed on the proper use of tools and techniques necessary for healthy and safe cleaning. Participants will have the opportunity to utilize their knowledge during an off-site work experience. In 2013, 24 consumers were served by this program.

Job Placement and Job Coaching
Do you need help finding and maintaining employment? Goodwill provides assistance to those seeking jobs by offering interview coaching, work readiness training and job club meetings. Goodwill also provides consumers with job development and one-on-one job search assistance. In 2013, the Division of Vocational Rehabilitation referred 61 consumers to Goodwill for job placement.

Vocational Evaluation
Has your DVR counselor recommended an evaluation? This two-week program is designed to assess a person’s skills, abilities and work readiness. It is also designed to determine vocational interests and ability. In 2013, 88 consumers were served by this program.

Community-Based Work Assessment
Do you need help finding the right fit for your career? This program is designed to assist those undecided as to their preferred job by assessing existing skills and abilities in the workplace.

DVR Report Card: No data currently available for FY 2014
Embrace Your Abilities with KSI

KSI Supported Employment

Agency Contact: Kami Giglio
Phone: 302-422-4014 ext. 3113
Email: gigliok@ksiinc.org

Services: Community-Based, person-centered work assessment, job development and placement, with supported follow-along throughout the individual’s course of employment.

Agency Director: B. Craig Crouch
Phone: 302-422-4014 ext. 3009
Fax: 302-422-5848
Email: crouchc@ksiinc.org

The KSI Supported Employment team helps individuals use their abilities to succeed in the workplace. A highly-respected service provider since 1962, KSI’s mission is to assist people with disabilities in the pursuit of their potential in employment and meaningful participation in their communities. KSI’s services give them the tools and opportunities they need to reach their life goals. KSI’s commitment to program quality has earned it accreditation for more than 33 years from the Commission on Accreditation of Rehabilitation Facilities (CARF).

Customized Employment

KSI uses a person-centered approach to find jobs that best fit individuals’ interests. KSI Employment Specialists work with employers to develop job duties that accommodate each individual’s skills and abilities, assisting individuals with training and job acclimation to help ensure they are ready to thrive in the job. When employees are comfortable, KSI provides ongoing follow-along support for success throughout their duration of employment.

Program Details
- **DVR Contracted Services**: Supported Employment.
- **Target Population**: Adults with disabilities and High School students enrolled in Early Start to Supported Employment who reside in Kent and Sussex Counties, Delaware.
- **Employment Options**: KSI has relationships with employers throughout Kent and Sussex Counties, including Dover, Milford, beach communities and western Sussex County.
- **Capacity**: KSI’s 5 full-time Employment Specialists manage referrals and intakes with no waiting list.
- **Results**: KSI currently assists 22 successful, community-integrated employees in Supported Employment placement and follow-along.

DVR Report Card: No data currently available for FY 2014

Kent-Sussex Industries, Inc.
301 N Rehoboth Blvd., Milford DE 19963
www.ksiinc.org  Follow on Facebook at www.facebook.com/KSIWorks
New Castle County, Kent County, Sussex County: Applied Behavioral Analysis Assessments, Cognitive Rehabilitation Therapy, Job Development and Placement services, Behavioral Support services.

AGENCY CONTACT: Maria Zakula                  PHONE: 609-668-2726


AGENCY DIRECTOR CONTACT: Maria Zakula          PHONE: 609-668-2726
                                          FAX: 609-257-0709
                                          E-Mail: mzakula@rehabconnectionsde.com

TARGET POPULATION:
- Adults with traumatic or acquired brain injury (TBI/ABI) and other neurological impairments, adults with autism spectrum disorder, and students transitioning from school to employment.
- Between the ages of 18 and 80

SERVICE OUTCOMES:
- Received contract in May 2014

PROGRAM DESCRIPTIONS: (provide detail concise and length of service and frequency really useful)
- Applied Behavioral Assessment and Behavioral Support Services
  The goal of our program is to successfully assist consumers through our Applied Behavior Analysis and Behavioral Support Services program, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their self-sufficiency which will result in decreased reliance on government programs and services. Through this service we intend to identify behavioral and social impediments to a Consumer’s successful employment and make recommendations, using a positive behavioral supports approach, to improve the Consumer’s work behaviors, soft and social skills.

  We will conduct an applied behavioral analysis in a community based setting. This will require a minimum of three observations of the Consumer. We estimate that we will spend nine (9) to fifteen (15) hours observing the consumer. Additionally, we estimate that we will spend approximately two (2) to four (4) hours developing community-based work assessment sites and recommendations detailing our findings in a report which will be provided to the DVR Counselor. We anticipate that all Applied Behavioral Analysis and Behavior Support Services for any given Consumer will be completed within four (4) to six (6) weeks from receipt of the request.
• **Training-Cognitive Rehabilitation Therapy**

The goal of our program is to successfully assist consumers through Cognitive Rehabilitation Therapy, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their functional level of independence which will result in decreased reliance on government programs and services.

We work with a consumer to determine/recognize what the problem areas may be; provide direct retraining or practicing of the necessary skills, and /or assist the individual in developing the compensatory strategies necessary on how to get around the problems that prevent him/her from obtaining and/or maintaining gainful employment. The behaviors and difficulties observed and documented during the ABA Assessment.

Cognitive skills to be addressed can include but are not limited to: memory problems, perceptual problems, concentration problems, lack of initiation, lack of comprehension or understanding, difficulty expressing thoughts and ideas, sequencing problems (steps to perform a task), slowed processing, inflexibility (not open to new ideas or methods), disorganization (unable to find things), difficulty solving problems, and /or problems learning new information.

The behaviors and difficulties observed and documented during the ABA Assessment are used to develop an Individual Cognitive Rehabilitation Treatment Plan. The plan identifies the targeted behaviors/problem areas to be addressed and the goals, objectives, and methods used to address these cognitive limitations/problem areas.

We estimate that we will spend approximately twenty hours (20) to forty (40) hours working with the consumer at home, school and/or work. The therapist will assist the consumer in developing and implementing compensatory strategies. Strategies can be either external or internal. External are those things that are outside of the person, such as alarms, notebooks, planners, calendars, cell phones, computers, smart-pens, recording devices, and other technology devices. Internal strategies are the mnemonics that cannot be observed by anyone else, such as visualizations, word associations and rhymes. We will spend approximately one (1) to two (2) months working with the consumer to provide Cognitive Rehabilitation Therapy.

• **Job Development, Job Placement and Retention, and Job Coaching Services**

The goal of our program is to successfully assist consumers through our Job Development, Job Placement and Retention, and Job Coaching services program, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their self-sufficiency and functional level of independence. Our program will include the following types of services:

- Developing a Resume
- Coaching/Counseling on Appropriate Dress/Hygiene for Interviews and On-the-Job
- Job Interviewing Skills Training/Mock Interviewing
- Job Seeking Skills Training
Job Development (Consumer specific) including contacting Employers and arranging for Consumer interviews

- Developing a Job Training Plan for the Consumer
- Providing Direct Intervention with the Employer (as needed) through job coaching services, including assisting with orientation to the job and work schedule, developing natural employment supports, and following up with the Employer
- Developing a Transportation Plan for the Consumer
- Coordinating the Consumer’s Financial Supports (and other financial issues) including SSI/SSDI benefits and work incentives as well as other public and private sources of financial support.

We anticipate spending approximately one (1) to nine (9) months working with the consumer in regard to job development, placement, retention, and job coaching.

These milestones will be verified by providing written documentation to the DVR Counselor every 30 days using the DVR Job Placement, Retention, Coaching, and Supported Employment Progress form.

**INTAKE REFERRAL INFORMATION REQUESTED:**

- Referral Form
- Authorization-DVR7
- Current neuropsychological/psychological report (last 3 years)
- Placement Agreement Plan
- Court dispositions and records
- Educational information (last school attended, e.g. high school, college or train school)
- Discharge reports from prior service providers as applicable
- Medical information (inclusive of audio logical) or Medical Waiver or VA benefit status

**TRANSPORTATION:**

- May be provided by the program until transportation plan developed.

**DVR REPORT CARD:** No data currently available for FY 2014
AGENCY CONTACTS:

Tim Cooper, Employment Coordinator - 2055 Limestone Rd., Suite 300, Wilmington, DE 19808
PHONE: 302-998-3624  FAX: 302-998-3628  CELL: 302-290-5415  timothy.cooper@rhd.org

Anika Johnson- Employment Specialist - 2055 Limestone Rd., Suite 300, Wilmington, DE 19808
PHONE: 302-998-3624  FAX: 302-998-3628  CELL: 302-304-4072  anika.johnson@rhd.org

Lisa Graham, Employment Specialist - 655 S. Bay Rd., Suite 4B, Dover, DE 19901
PHONE: 302-735-4750  FAX: 302-735-4754  CELL: 302-359-6381  lisa.graham@rhd.org

AGENCY DIRECTOR CONTACT:
Gregory Richardson, Corporate Assistant Director, Central Office
PHONE: 215-951-0300 ext. 3637  FAX: 215-951-0313  gregr@rhd.org

SERVICE: Supported Employment /Employment Coordinator

TARGET POPULATION:
- Persons with disabilities age 18 and older who are active with the Division of Substance Abuse and Mental Health (DSAMH), Assertive Community Treatment (ACT) Team statewide.

SERVICE OUTCOMES:
- Integrated competitive employment as part of the comprehensive case plan with DSAMH to increase positive outcomes for consumer clients regarding sobriety, stability, satisfaction and economic self-sufficiency.

PROGRAM DESCRIPTIONS:
- Employment is closely integrated with mental health treatment. Employment Specialists shall have individual employment caseloads and have adequate time to meet the needs of individuals to conduct job development and job search activities, which are supported by the Employment Coordinator, while acting as a fully integrated member of multidisciplinary ACT team. The Employment Specialist provides written progress logs/notes and monthly reports to DVR. The Employment Specialist conducts monthly multidisciplinary team meetings to update the consumer’s case status and consult with the VR Counselor to discuss any substantive issues to be addressed. Follow along supports are continuous. Individualized supports to maintain employment continue as long as the consumer wants assistance. All ACT team staff is required to provide ongoing therapeutically oriented vocational supports to individuals with disabilities using medically indicated criteria as approved by DSAMH.

- The Employment Coordinator (EC) supports the consumer client and the Employment Specialist both internal and external to the agency. Internally the EC assists with assessment, job development, and job search as needed. Externally the EC develops relationships with perspective employers in the community to develop employment opportunities specific to client’s IPE

INTAKE REFERRAL INFORMATION REQUESTED:
- Referred by the ACT team with supporting documentation for DVR eligibility.

TRANSPORTATION:
- No ongoing transportation provided. Bus ticket assistance through DVR subject to availability.

DVR REPORT CARD: No data currently available for FY 2014
Kent County
The ServiceSource Delaware Regional Office specializes in assisting people with disabilities and others with significant barriers to employment to reach their maximum career potential. We are a non-profit facility that has been forming partnerships with local business since 1957. SERVICE SOURCE DELAWARE assists employers with meeting their labor needs and helps people with disabilities to obtain, and keep jobs.

Throughout our existence we have assisted over 3,000 people with obtaining employment in local businesses. We strive to maintain quality programs so we can continue to provide excellent services and deliver exceptional outcomes. As such, our rehabilitation programs are accredited by CARF.

Services Available

- Supported Employment
- Situational/Community-Based Assessment
- Job Preparation Services
- Job Placement
- Job Coaching
- Temporary Staffing Services
- Walgreen’s REDI Training

For information call: Suzanne Cash at (302)765-1222 or Main number: (302) 762-0300
www.servicesource.org/services-by-state/delaware
Address: 3030 Bowers St, Wilmington, DE 19802

DVR Report Card:
No data currently available for FY 2014
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<th>Service</th>
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<th>Kent County</th>
<th>Sussex County</th>
<th>For more information or to send referral - Contact</th>
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</table>
| Supported Employment         | Milestones         | - Must have DDDS funding  
- Services include: assessment, job placement, job coaching, employment advocacy and retention supports                                                                                       | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicsource.org  
302 765 1222                                                                                                                         |
| Hospitality Training        | Weekly             | - Location – Embassy Suites, Newark  
- Training takes place at a real hotel by experts  
- Work closely with Embassy Suites management  
- Six weeks of mentored skills training  
- Interactive employment readiness training  
- Marketable skills that easily transfer into jobs  
- Training arranged, as needed, minimum 3 students                                                                                   | X                 |             |              | Stephanie Ziegenhorn  
Stephanie.ziegenhorn@servicsource.org  
302 765 1235                                                                                                                         |
| Material Handling           | Weekly             | - 18 week competency based paid training (9am to 3pm M-F). Real work environment performing actual work for area businesses  
- Open entry/Open exit. At least 18 years of age with NO physical restrictions. Must pass background check.  
- Management (inventory) system "TRAKER". DE Department of Education Certified/ISO-9001 Accreditation  
- OSHA & DE Safety Council Approved for Forklift Certification  
- Equipment mastery: Forklift, Box Compactor, Shrink wrap, dock leveler, scales, electric/manual pallet jack; Shipping and Receiving Procedures. | X                 |             |              | Stephanie Ziegenhorn  
Stephanie.ziegenhorn@servicsource.org  
302 765 1235                                                                                                                         |
| Office & Computer Skills    | Weekly             | Core Programs: Administrative Assistant, Receptionist, Data Entry Clerk, Medical Office Assistant, Customer Service Representative, Accounts Payable/Receivable Clerk, General Office Clerk, Front Desk Security  
- Open entry/open exit  
  o Evaluation – 2 weeks  
  o Training – up to 20 weeks  
- 1 to 1 instruction, competency based                                                                                                    | X                 |             |              | Ann Henry  
Ann.henry@servicsource.org  
302 765 1209                                                                                                                         |
| Job Placement               | Milestones         | Includes: Job preparation (resume development, interviewing skills...). Job development, placement and job retention supports                                                                                  | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicsource.org  
302 765 1222                                                                                                                         |
| Job Coaching                | Hourly             | 1 to 1 on the job training and support                                                                                                                                                                   | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicsource.org  
302 765 1222                                                                                                                         |
| Situational / Community     | Daily              | Assist individuals to assess their vocational skills and interests, in a community-based work environment, so that a proper career plan and job match can be assured.                                               | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicsource.org  
302 765 1222                                                                                                                         |
| Based Assessment            |                    |                                                                                                                                                                                                          |                   |             |              |                                                                                                                                     |
| Job Preparation             | Weekly             | For individuals who are in need of preliminary services in order to build their resume and develop soft skills. Services will be provided within local businesses in the community through internship or volunteer experience. | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicsource.org  
302 765 1222                                                                                                                         |
| Specialized Employment      | Varied, milestone, hourly or weekly | Specialized employment program for people with Asperger's including: Assessment, job preparation, job placement, job coaching and supported employment                                                                 | X                 |             |              | Katrina Bradley  
Katrina.bradley@servicsource.org  
302 765 1226                                                                                                                         |
| program                     | Weekly             | Retail Employees with Disabilities Initiative (REDI) Four weeks of "hands on" training and classroom review.  
- Training occurs at Walgreens locations. Minimum/Maximum enrollment is 3 people.  
- Includes: use of cash register (mandatory element), customer service, stock & inventory.                                         | X                 | X           |              | Suzanne Cash  
Suzanne.cash@servicsource.org  
302 765 1222                                                                                                                         |
The Sierra Group
588 M/ Gulph Road, Suite 110
King of Prussia, PA 19406

Counties Served: New Castle, Kent, Sussex

AGENCY DIRECTOR CONTACT: Seth Acosta, MS-Project Manager
PHONE: 610-992-0288 ext. 113    FAX: 610-992-0947    E-Mail: sethacosta@thesierragroup.com

SERVICE: Asst Tech & Accommodation and Assistive Technology Consultation

TARGET POPULATION:
• Persons with disabilities eligible for DVR services with a capacity to serve 200 consumers statewide.

SERVICE OUTCOMES:
• Sierra intends to support persons with disabilities of all ages to help them achieve their vocational, educational and/or independence goals in the most accessible, productive and cost effective manner.

PROGRAM DESCRIPTIONS:
• Sierra will set specific goals, create measurable steps to achieve goals in order to provide the client with the optimal opportunity for success. These goals, objectives and milestones are set by Sierra engineers, assistive technology trainers and certified rehabilitation counselors, and are tracked. For example, persons attempting to return to work will receive an assessment based on their existing skill set in the context of the competitive market. Basic skills tests measure the consumer’s ability to complete relevant tasks, ability to recall information or generate a work product as required. Sierra will evaluate progress both quantitatively and qualitatively in order to provide scope and explanation to all efforts put forth in the achievement of consumer goals.

INTAKE REFERRAL INFORMATION REQUESTED:
• DVR referral and supporting documentation

TRANSPORTATION:
• No transportation provided

DVR REPORT CARD: No data currently available for FY 2014
Why Choose Thrive - Real Life Independence?

Competitive and Supported Employment Services
Business Professional Group

Personal Attention
At Thrive, the focus is on you. We offer customized training and support designed to meet your employment needs.

We Listen
Our highly skilled staff works one on one with you to help you identify your talents, interests, and hopes for the future. We are interested in hearing what you want and helping you make a plan for your career path.

We help you plan
We help you assess your current skills and encourage you to discover and understand new skills to achieve your career goals. We offer Employment Placement Services (Competitive and Supported), and Pre Vocational Day Programming. All support and services are inclusive and provided in the community. Together, we develop a Step by step success plan tailored to meet your needs. Plans can include:

- Understanding the job search process
- Drafting a professional resume
- Job Development/How to apply
- Networking skills
- Interview training and practice
- Pre-Employment skills
- Lifestyle skills

We help you put your plan into action
We support you with each step of your plan from getting ready for the job to practicing interviews, finding the right match, and accepting the best job offer. When you secure a position, we offer on the job training and long term support if needed. That includes working side by side with you while you are learning the job and helping you understand all of your professional responsibilities. Your success is our success!

We believe in Abilities
We believe in thinking out of the box and looking beyond the perceived limits of disability. At Thrive, the focus is on you, your “Abilities”, and your potential!
Some of the Delaware Businesses that Partner with Thrive:

- Bank of America
- Hampton Inn
- Christiana Hilton
- Fun-ever friends
- Willey Farms
- Camp Bow Wow
- Newark Natural Foods
- Delmarva Scanning Solutions
- Centurion Venture Associates
- Healthcare Operations Management Enterprises
- First State Manufacturing
- Amazon
- Kohl’s
- Wal-Mart
- McDonalds
- MOT Senior Center
- Elite Business Services
- Acme
- Food Lion
- The Town of Smyrna
- Walgreens
- Amazon
- Delaware River and Bay Authority
- Desserts by Dana

Some Career Paths of Choice:

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<tr>
<th>Office and Clerical</th>
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<td>Scanning Specialist</td>
<td>Food Service</td>
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<td>Document Destruction Specialist</td>
<td>Greeter</td>
<td>Assembler</td>
<td>Animal Day Care Assistant</td>
<td>Stocking Clerk</td>
<td>Farm Assistant</td>
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<td>Data Entry/Data Building Specialist</td>
<td>Dietary Aide</td>
<td>Designer</td>
<td>Pet Sitting</td>
<td>Inventory Control Specialist</td>
<td>Horticulture Assistant</td>
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<td>Graphic Design Assistant</td>
<td>Hotel Support</td>
<td>Fabricator</td>
<td>Pet Grooming</td>
<td>Ticket Taker/Greeter</td>
<td>IT Assistant</td>
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<tr>
<td>Receptionist</td>
<td>Cleaning</td>
<td>Packaging/Shipping</td>
<td>Exercise Associate</td>
<td>Security</td>
<td>Call Taker</td>
</tr>
</tbody>
</table>

DVR Report Card: No data currently available for FY 2014
TRAINING FOR RESULTS

Who Has Benefited from our Training?
- Clients who have Never Worked or have difficulty Maintaining Employment
- Clients with Learning Disabilities/Social Anxiety Disorders such as Asperger
- Clients with a criminal history, mental illness and/or in treatment/recovery
- Clients with difficulty maintaining a professional appearance or personal hygiene

Community Based Assessments:
- We partner with many community based organizations to determine if a client can be successful in a specific vocation and overcome barriers to meet employment goals.
- We assess a client’s needs based on that individual’s inherent strengths and weaknesses.
- We identify the barriers to successful employment and develop a plan to address employment goals.

This service available in New Castle and Kent Counties

Job Readiness Curriculum: Class and Internship Class
Objective: To give clients the skills, behavior and knowledge to obtain and maintain employment. Interactive modules with clients engaging in role-plays, scenarios and case studies.
- Professional Introduction
- Acceptable responses to Behavioral and Conventional Interviewing questions
- Practice and Feedback in fluency, tone, eye contact, facial expressions and pace
- Asking acceptable questions and making a strong Closing Statement
- How to Communicate and Follow up with Hiring Managers/Writing cover letters and thank you letters
- Establishing an Email Address/Researching Potential Employers
- Top Reasons why employees are Terminated
- Behaviors and Skills Required to Maintain Employment
- Developing strategies to overcome unproductive feelings, thinking and behaviors
- Setting Job Search Goals, beginning to work on the steps towards employment
- Interpersonal Skills: Getting Along with Managers, Co-workers and Customers
- Overcoming Unproductive Behavior, Thinking and Feelings
- Active Listening and Positive Communication skills
- Conflict Resolution/Anger Management/Managing Str

This service is available in New Castle, Kent and Sussex Counties
Duration: Pencader/Wilmington - 3 classes per week for 4 weeks
Duration: Dover/Sussex - 1 class per week for 6 weeks

*Will tailor to YOUR needs
TRAINING FOR RESULTS

Job Readiness Curriculum: Class and Internship

Internship:
Objective: To give clients a real world environment to practice skills gained in class portion of program.
- Client volunteers for 4 weeks in a community based work environment
- Client receive immediate feedback in the following areas: attendance, punctuality, following directions, getting along with co-workers and managers, ability to meet daily goals, ability to get tasks completed accurately
- Client receives one-on-one training and coaching, when required
- Client attends counseling sessions in an attempt to close any performance gaps.
- Client is able to use volunteer experience as a recent and positive reference
This service is available in New Castle, Kent and Sussex Counties
Duration: 4 weeks

Job Development and Placement:
- Create Accomplishment-based Resume
- Identify Job Leads and partner with Hiring Managers
- Apply for Jobs Online and help clients complete on-line applications and pre-screen employment tests
- Perform Mock Interviews
- Review Proper Attire and Professional Behaviors for Interview
- Review Transportation Options or transport client to Interview
- Surviving the 1st 90 days - working with clients and employers to ensure client meets all required behaviors and skills
This service is available in New Castle and Kent Counties

Job Coaching:
- We speak with the employer to identify deficiencies and advise the counselor
- We observe the client and take notes on areas which need improvement.
- A plan is developed that the client can understand and utilized
- Successful behaviors and/or tasks are modeled for the client
- We monitor performance and provide real time feedback
- We develop strategies and/or tools for successful completion of tasks
This service is available in New Castle and Kent Counties

TRAINING FOR RESULTS
Contact Linda Welde at 610.659.9946 or Tanya Powell at 856.834.8999
909 North Avenue, Springfield PA 19064

DVR Report Card:
No data currently available for FY 2014
Mary Jo Verdery – Employment Specialist

*Counties Served: Kent and Sussex*

**AGENCY DIRECTOR CONTACT:** Mary Jo Verdery  
**PHONE:** 302-270-6096  
**TEXT:** 302-270-6096  
**E-Mail:** mjverdery@gmail.com

**SERVICE:** CE/ASL/CBWA/JOB Coaching

**TARGET POPULATION:**
- Person with disabilities; specializing in the Deaf and Hard of Hearing consumer age 18 and older residing in Sussex County, with a capacity to serve with a capacity to serve 50 consumers annually.  
- *Anticipates accepting referrals June 1, 2015*

**SERVICE OUTCOMES:**
- Competitive integrated employment

**PROGRAM DESCRIPTIONS:**
- Community Based Work Assessments with American Sign Language (ASL) support services  
- Job Development, Placement and Retention Services with ASL services  
- Job Coaching with ASL services

**INTAKE REFERRAL INFORMATION REQUESTED:**
- DVR referral and supporting documentation

**TRANSPORTATION:**
- No transportation provided

**DVR REPORT CARD:** -- No data currently available. Provider was not active in FY 2014.
Alphabetical Listing

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Alphabetical Listing

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Jan Alvarez  
2 Colony Blvd  
Wilmington, DE  19802  

Counties Served: Kent  

AGENCY DIRECTOR CONTACT: Jan Alvarez  
PHONE: 610-241-6004  
E-Mail: janalvarez@comcast.net  

SERVICE: CE/CBWA/Job Coaching for ASL Consumers  

TARGET POPULATION:  
- Persons with disabilities age 18 and older, specializing in the Deaf and Hard of Hearing consumer residing in Sussex County.  

SERVICE OUTCOMES:  
- Integrated competitive employment  

PROGRAM DESCRIPTIONS:  
- Community Based Work Assessments 2-4 situational assessments lasting in 3-6 hours in length  
- Job Development- develop and maintain positive community business relationships for the purpose of finding gainful employment as appropriate job matches for DVR clients and employers.  
- Job Placement- work with clients to improve job performance and gain necessary job skills or review other employment options.  
- Job Coach-support the client in the workplace to mastery of tasks while developing the communication between employer and employee, as related to Deaf and Hard of Hearing accommodations.  
- Employment Preparation Services- assess and instruct client through multi-media to develop skill sets to be successful in entering the world of work. Support self- discovery/self-efficacy by revisiting goals and decision making (to reaffirm or redevelop).  

INTAKE REFERRAL INFORMATION REQUESTED:  
- DVR referral with supporting documentation  

TRANSPORTATION:  
- No transportation provided  

DVR REPORT CARD: -- No data currently available for FY 2014
DESCRIPTION OF SERVICES:

Promoting economic self-sufficiency for individuals through career development services and employment-related support continues to be Anton’s main mission. Anton continues to reach out to the business community, working together to achieve the best outcomes for both the client and the employer.

- Career counseling and guidance.
- Weekly interaction to keep client motivated and inspired.
- Job Referrals.
- Assistance with applications, sending resumes/covers letters/thank you letters.
- Continued interview practice and preparation.
- Case Management to include direct client service each month, providing supports and services needed so that client can become employed and self-sufficient.
- General Guidance and Counseling, to include helping client understand essential functions of the job; disability disclosure to employer (when needed); review of salary and benefits offered, as well as assistance with budgeting.
- Placement Services.
- Employment Follow-up.
- Follow-along services to provide the assistance needed in helping the participant deal with any barriers that may arise.
- All client meetings are conducted at the Division of Vocational Rehabilitation sites.

JOB DEVELOPMENT (Day 1-30 with weekly contact)

- The intake and completion of referral process; review of appropriate background information and medical/school/psychological reports; and acceptance of client.
- Development of plan and strategies for job readiness; to include assisting with selection of interview clothing if needed.
- Ensure client has means of transportation for job search and employment.
- Resume/Cover Letter/Reference Development.
- Review of how to search for employment, how to complete an on-line application and how to successfully complete the assessment test(s).
- Appropriate achievement objectives are set, as to exactly what job and salary the client is really going to be able to secure.
- One-on-one interview preparation.
ANTON ASSOCIATES
(Services Offered All Counties)

Telephone: (877) 393-3991    Cell: (302) 379-6509    Fax: (888) 377-3221
Email: AntonAssociates@aol.com    Website: AntonAssociates.Net

JOB SEARCH & PLACEMENT (Day 1-90 with weekly contact)
- Correspondence at least once a week.
- Meeting with client to review/reenergize and regroup during the job search.
- Case note entries are done and added to the file at regular intervals during participation, documenting contacts, events and services with DVR client and DVR counselor.
- Counselors are copied on all correspondence Anton sends to DVR client.
- Monthly report generated and sent to DVR Counselor
- Implementation of job readiness strategies, one-on-one guidance and mentoring with DVR client to obtain successful employment.
- Guidance on how to search for employment, how to complete an on-line application and how to successfully complete the assessment test(s).
- One-on-one interview preparation continues.
- Contacting employers and other professionals on client’s behalf.
- Re-group meetings with (client/vendor/DVR counselor) if client is not securing employment.

JOB RETENTION (Day 1-90 with a minimum of one contact per month)
- Supportive service to ensure employment outcome remains successful.
- Continued case management and guidance.
- Rapid response services for DVR client who is having trouble on the job.
- Follow-up providing guidance and support needed for DVR client to be successful with employment.
- Provide solution based problem-solving and crisis intervention as needed.
- Offer guidance with time/financial management and life balance.
- Offer suggestions on coping with job stress which may magnify barriers to self-sufficiency, time demands and difficult employers/coworkers.
- Be accessible to DVR client and employer to assist with emerging problems, intervening early with customer and employer to prevent job loss.
- Replacement services for individuals that are laid off.
ANTON ASSOCIATES
(Services Offered All Counties)

Telephone: (877) 393-3991          Cell: (302) 379-6509          Fax: (888) 377-3221
Email: AntonAssociates@aol.com      Website: AntonAssociates.Net

EMPLOYMENT READINESS TRAINING (Up to 36 hours of training over two weeks)

Life/Work Planning Training
Interpersonal Abilities; Effective Communication and Active Listening Skills; Situational Problem-Solving, Work Ethics; Conflict Resolution, Identifying and Overcoming Barriers to Keeping a Job, Time Management, Appropriate Work Behaviors and Respect, Financial Management, Family Education and Personal Wellness.

Career Enhancement Training
Setting Goals, Creating a Resume and Cover-Letter; Gathering Work and Personal References; Learning how to fill out an application; Learning how to do an on-line application; Learning the most effective strategies for job searching; Cold Calling and Canvassing for employment opportunities; Preparing for the Interview; Interview Outfit and Appropriate Work Attire; Preparing a Thank You Letter; Follow-up After the Interview and staying motivated and employed.

The Life/Work Planning Training and Career Enhancement Training are offered in a group setting and would require at least five clients in the training.

DVR REPORT CARD: -- No data currently available for FY 2014
Connections Community Support Programs, Inc.  
Employment Services  

Connections Community Support Programs, Inc. provides vocational assistance services in the following areas:

Tim Durnan, Employment Coordinator, tdurnan@connectionscsp.org  
500 West 10th Street, Wilmington, DE 19801  
Phone (302) 984-3380 | Fax (302) 656-8309  
http://www.connectionscsp.com

JOB SEARCH AND PLACEMENT SERVICES

Job Development - including career guidance and counseling, identification of long-term vocational goals, resume writing, interviewing skills, job search assistance, job leads with our network of employers, application assistance, strategic methods to overcoming individual barriers (transportation options, criminal background, gaps in work history, financial/emotional stressors, etc.), life skills, and more.

Job Placement - Our employment specialists assist in finding employment that is suitable to the consumer’s needs and desires.

Job Retention - Our employment specialists assist consumers in resolving any issues that will assist the consumer in maintaining employment including contacting employers at the consumer’s discretion, acquiring resources for special accommodations.

LINKS TO VOCATIONAL TRAININGS

Connections Community Support Programs, Inc. has a network of vocational training providers that can assist the consumer in becoming more skilled in specific areas of interest. These include Culinary Arts, Janitorial, Passenger Transportation Driver Certification, and many more.

SUPPORTED EMPLOYMENT SERVICES

All the benefits of Job Search and Placement Assistance with greater supports for those in need. We assist consumers in assessing, planning, development, placement, and providing support on the job.

JOB COACHING

On site job coaching for individuals needing greater support and facilitation with transition into the work force. May also include logistics of getting to work site. Assist DVR consumers on the job site and may also include assistance with logistics of getting to the job.

COMMUNITY BASED WORK ASSESSMENTS

Our first step is to understand an individual’s goals, skills and interests. Through information gathered during situational assessments, job shadowing and other community-based activities in local employment settings, we help each individual develop a customized employment plan. In this program we use standardized tests and situational assessments to identify strengths, areas of interest and areas for development, and we ultimately seek to develop a customized employment plan.

APPLIED BEHAVIORAL ANALYSIS AND BEHAVIORAL SUPPORT

Assessment of consumers’ behavioral concerns. Development of prevention strategies. Building environmental structure and support to function effectively at work.

DVR REPORT CARD: No data currently available for FY 2014
The Culinary School at the Food Bank of Delaware provides a pathway to a career in the restaurant and hospitality industry. The 14 week training program includes basic and high-end kitchen skills and Life Self-Empowerment Skills.

**TARGET POPULATION:**
- Over the age of 18
- GED or High School Diploma Education preferred

**DURING THE COURSE STUDENTS WILL LEARN:**
- Basic cooking techniques
- Knife Skills
- ServSafe® food safety skills
- Interviewing and Resume Writing
- Financial Literacy
- And much more!

**DURING THE CLASS STUDENTS WILL RECEIVE:**
- Textbooks and class supplies
- Chef Knife and Kevlar Glove
- Transportation stipends
- Chef Uniforms
- Lunch each day

**INTAKE REFERRAL INFORMATION REQUESTED:**
- Placement Agreement Plan
- Court dispositions and records
- Educational information (last school attended, e.g. high school, college or train school)
- Discharge reports from prior service providers as applicable
- Current drug/alcohol/psychological report (last 3 years)
- Medical information (inclusive of audio logical) or Medical Waiver or VA benefit status

The training program culminates with a paid two week internship program that can lead to permanent employment. Since opening in the fall of 2013, the school has graduated 25 students and demonstrated a 70% employment rate.

**DVR REPORT CARD:** No data currently available for FY 2014
Intensive Employment Services
Providing Services Leading To Employment
For Individuals with Disabilities
Kent County and Sussex County.
P.O.Box 1743, Seaford, DE 19973-6143

Contact Us: (302) 853-0763 ● Email: info@dayspringconsultinggroup.com

EMPLOYMENT & TRAINING SERVICES
Career Planning and Advising
Professional Resume Development
Employment Preparation Strategies
Job Search and Employer Connections
National Certification Training Programs

91% Entered Employment Rate
77% 90 Day Retention Rate
94% Employment Readiness Training Completion Rate

Additional Services
- Career Coaching and Planning
- Professional Development Training
- Career Development Workshops
- Job Readiness Training
- Work Experience & Internships
- Internship Project Management
- Pardons / Expungement Services
- Extreme Barriers To Employment
- Employee – Employer Support
- Outplacement Services
- Human Resources Support

DVR Report Card: No data currently available for FY 2014

Every Person Who Desires To Be Employed Has Options To Become Employed
Delaware Mentor  
28417 Dupont Blvd, Units 1 & 2  
Millsboro, DE 19966  

Counties Served: Sussex  

AGENCY CONTACT: Nancy Beil  
PHONE: 302-934-0512  
FAX: 302-934-0514  

SERVICE: SE individual and group  

PROGRAM DIRECTOR CONTACT: Nancy Beil  
PHONE: 302-934-0512  
FAX: 302-934-0514  
E-Mail: nancy.beil@thementornetwork.com  

WEBSITE: http://www.de-mentor.com/welcome.aspx  

TARGET POPULATION:  
- Individuals with disabilities who are eligible for DDDS services, youth and adults.  

SERVICE OUTCOMES:  
- The goal is to provide individuals with developmental disabilities the supports needed to secure and maintain a job in the open labor market-competitive integrated employment with customized supports.  
- Quality assurance is captured primarily through customer satisfaction survey data and reported out quarterly.  

PROGRAM DESCRIPTIONS:  
- Delaware MENTOR provides Supported Employment Services to individuals with intellectual and developmental disabilities up to a maximum of 8 hours per day, 5 days a week. Individuals receive employment readiness instruction as needed for a maximum of 8 weeks. Delaware Mentor will provide these services in Sussex County. 4-15 participants to be provided service in each 8 week cycle with a capacity to serve 24-90 consumers annually.  
- Individual and group Supported Employment  
- Hourly Support Services for job retention:  
  - Individual needs assessment  
  - Vocational profiling and career planning  
  - Job sourcing and job marching  
  - On-the-job support and coaching  
  - Advice and support to employers  
  - Follow-up support and mentoring to both employers & employees  

INTAKE REFERRAL INFORMATION REQUESTED:  
- DDDS eligibility documentation and DVR referral information  

TRANSPORTATION:  
- Transportation provided by Delaware Mentor as needed to achieve employment outcome.  

DVR REPORT CARD: -- No data currently available for FY 2014
TARGET POPULATION:
• Persons with disabilities age 18 and older with a high school diploma or a /GED seeking college credits, an Associate’s degree and/or an Associate’s degree leading to a Bachelor of Arts or Science degree.

SERVICE OUTCOMES:
• Increase participant’s academic skills to earn continuing education units, certificates of course completion and/or associate degrees.

PROGRAM DESCRIPTIONS:
• Design and coordinate the academic support program and create schedules for the training program.
• Provide Math and English tutorial services at a 16:1 student to tutor ratio, per subject, for two hours per day, two days per week, per session and location (2 campus sites).
• Maintain participant records and transcripts to conform to DTCC policies and procedures.
• Issue an anonymous evaluation to class participants to assess program objectives.
• Recommend changes for program effectiveness.

INTAKE REFERRAL INFORMATION REQUESTED:
• DVR counselor referral based upon client self-selecting the program based upon pre-screen, interview and determination of applicant’s eligibility to the program.

TRANSPORTATION:
• Self-transport with mileage reimbursement at 40 cents per mile or public transportation (bus ticket assistance available) through DVR.

DVR REPORT CARD: -- No data currently available for FY 2014
Easter Seals
22317 DuPont Highway
Georgetown, DE 19947

Sussex County: Supported Employment (SE), Customized Employment, Job Coaching

AGENCY CONTACT: Kathleen Sabia, Community Experience Coordinator: ksabia@esdel.org
Kim Sgromo, Senior Employment Specialist: ksgromo@esdel.org
Phone: 302 856-7364

SERVICE: SE Community Based Work Assessments, SE Job Development & Placement services, Job Coaching

AGENCY DIRECTOR CONTACT: Ken Sklenar PHONE: 302 221-2020
FAX: 302 324-4441 Website: www.de.easterseals.com

TARGET POPULATION:
• Supported Employment (SE) services to individuals 18 years or older with intellectual and developmental disabilities that have an identified source of long-term follow along support through the Division of Developmental Disabilities Services (DDDS)
• Job Coaching to individuals referred through DVR

SERVICE HIGHLIGHTS:
• Individual SE services are delivered by three (3) Employment Specialists in each county who work directly with an individual from the point of entry for as long as they remain employed
• Easter Seals currently supports seventy-seven (77) individuals statewide who are employed and receiving follow-along supports after having completed the intensive training in their current job
  – Twenty-six (26) are in Sussex County
• The average length of employment for individuals is seven (7) years. Of those, 82% have been employed at least three (3) years, and over 30% have been employed for ten (10) or more
• At this time, we are happy to be partnering with twenty-four (24) Sussex County area employers

INTAKE REFERRAL INFORMATION REQUESTED:
• Easter Seals referral form
• Placement Agreement Plan
• Educational information
• Discharge reports from prior service providers as applicable
• Current psychological report (last 3 years)
• Medical information (inclusive of audio logical)

DVR REPORT CARD: No data available for FY 2014
Heartwood Corp
24085 Snug Harbor Drive
Seaford, DE 19973

Counties Served: Sussex

AGENCY DIRECTOR CONTACT: Dave Raymond
24085 Snug Harbor Drive, Seaford, DE 19973
PHONE: 302-629-9002 FAX: 302-629-9002 E-MAIL: heartwoodcorp@comcast.net
SERVICE: SE Hearing & Deaf

TARGET POPULATION:
• Persons with developmental disabilities age 18 and older eligible for Supported Employment through DVR and eligible for DDDS services, with a capacity to serve 6 consumers annually in central and western Sussex County.

SERVICE OUTCOMES:
• Competitive integrated employment with follow along support.
• Consumer inclusion in employment and the community, e.g. economic participation, social/recreation and civic duty

PROGRAM DESCRIPTIONS:
• Heartwood Supported Employment program has created an hybrid of Supported Employment with community based opportunities for inclusion through employment, social/recreation and service activities starting with an assessment of the client, their home and life, family and friends to provide context for figuring out what a job match may look like for the consumer. Abilities, preferences, skills, strengths, needs and challenges are assessed across three situational environments.
• Job Development is based upon consumer choice, ability and job market in their community. A job of at least 20 hours weekly is the target.
• Training towards stabilization when employment has been developed and secured through the hiring process. Job coaching is provided; intense in the initial 8 weeks with systematic fading to 20% or less of consumer’s working hours to achieve stabilization.
• Follow-along support services are provided upon stabilization to ensure retention. Follow-along services continues for the life of the consumer’s employment (as needed and applicable to maintain employment).

INTAKE REFERRAL INFORMATION REQUESTED:
• DVR referral with supporting documentation and eligible for DDDS services

TRANSPORTATION:
• Provider assistance with transportation

DVR REPORT CARD: -- No data currently available for FY 2014
Horizon House
1902 A Maryland Avenue, Wilmington, DE 19805

Counties Served: Sussex

AGENCY CONTACT: Anita Covert, Employment Coordinator
PHONE: 302-655-7108 ext. 173
E-MAIL: ANITA.COVERT@hhinc.org

SERVICE: Supported Employment /Employment Coordinator

AGENCY DIRECTOR CONTACT: Kamela Smith, Employment Supervisor
PHONE: 302-655-7108
FAX: 302-655-0689
E-Mail: KAMELA.SMITH@hhinc.org

TARGET POPULATION:
- Persons with disabilities age 18 and older who are active with the Division of Substance Abuse and Mental Health (DSAMH), Assertive Community Treatment (ACT) Team in Sussex County.

SERVICE OUTCOMES:
- Integrated competitive employment as part of the comprehensive case plan with DSAMH to increase positive outcomes for consumer clients regarding sobriety, stability, satisfaction and economic self-sufficiency.

PROGRAM DESCRIPTIONS:
- Employment is closely integrated with mental health treatment. Employment Specialists shall have individual employment caseloads and have adequate time to meet the needs of individuals to conduct job development and job search activities, which are supported by the Employment Coordinator, while acting as a fully integrated member of multidisciplinary ACT team. The Employment Specialist provides written progress logs/notes and monthly reports to DVR. The Employment Specialist conducts monthly multidisciplinary team meetings to update the consumer’s case status and consult with the VR Counselor to discuss any substantive issues to be addressed. Follow along supports are continuous. Individualized supports to maintain employment continue as long as the consumer wants assistance. All ACT team staff is required to provide ongoing therapeutically oriented vocational supports to individuals with disabilities using medically indicated criteria as approved by DSAMH.

- The Employment Coordinator (EC) supports the consumer client and the Employment Specialist both internal and external to the agency. Internally the EC assists with assessment, job development, and job search as needed. Externally the EC develops relationships with perspective employers in the community to develop employment opportunities specific to client’s IPE.

INTAKE REFERRAL INFORMATION REQUESTED:
- Referred by the ACT team with supporting documentation for DVR eligibility.

TRANSPORTATION:
- No ongoing transportation provided. Bus ticket assistance through DVR subject to availability.

DVR REPORT CARD: -- No data currently available for FY 2014
Embrace Your Abilities with KSI

KSI Supported Employment

Agency Contact: Kami Giglio  
Phone: 302-422-4014 ext. 3113  
Email: gigliok@ksiinc.org

Services: Community-Based, person-centered work assessment, job development and placement, with supported follow-along throughout the individual’s course of employment.

Agency Director: B. Craig Crouch  
Phone: 302-422-4014 ext. 3009  
Fax: 302-422-5848  
Email: crouchc@ksiinc.org

The KSI Supported Employment team helps individuals use their abilities to succeed in the workplace. A highly-respected service provider since 1962, KSI’s mission is to assist people with disabilities in the pursuit of their potential in employment and meaningful participation in their communities. KSI’s services give them the tools and opportunities they need to reach their life goals. KSI’s commitment to program quality has earned it accreditation for more than 33 years from the Commission on Accreditation of Rehabilitation Facilities (CARF).

Customized Employment

KSI uses a person-centered approach to find jobs that best fit individuals’ interests. KSI Employment Specialists work with employers to develop job duties that accommodate each individual’s skills and abilities, assisting individuals with training and job acclimation to help ensure they are ready to thrive in the job. When employees are comfortable, KSI provides ongoing follow-along support for success throughout their duration of employment.

Program Details

- **DVR Contracted Services:** Supported Employment.
- **Target Population:** Adults with disabilities and High School students enrolled in Early Start to Supported Employment who reside in Kent and Sussex Counties, Delaware.
- **Employment Options:** KSI has relationships with employers throughout Kent and Sussex Counties, including Dover, Milford, beach communities and western Sussex County.
- **Capacity:** KSI’s 5 full-time Employment Specialists manage referrals and intakes with no waiting list.
- **Results:** KSI currently assists 22 successful, community-integrated employees in Supported Employment placement and follow-along.

DVR Report Card: No data currently available for FY 2014

Kent-Sussex Industries, Inc.  
301 N Rehoboth Blvd., Milford DE 19963  
www.ksiinc.org  Follow on Facebook at www.facebook.com/KSIWorks
REHABILITATION CONNECTIONS OF DELAWARE VALLEY, INC
103 SANDHURST DR.,
MT. LAUREL, NJ 08054

New Castle County, Kent County, Sussex County: Applied Behavioral Analysis Assessments, Cognitive Rehabilitation Therapy, Job Development and Placement services, Behavioral Support services.

AGENCY CONTACT: Maria Zakula
PHONE: 609-668-2726


AGENCY DIRECTOR CONTACT: Maria Zakula
PHONE: 609-668-2726
FAX: 609-257-0709
E-Mail: mzakula@rehabconnectionsde.com

TARGET POPULATION:
- Adults with traumatic or acquired brain injury (TBI/ABI) and other neurological impairments, adults with autism spectrum disorder, and students transitioning from school to employment.
- Between the ages of 18 and 80

SERVICE OUTCOMES:
- Received contract in May 2014

PROGRAM DESCRIPTIONS: (provide detail concise and length of service and frequency really useful)
- Applied Behavioral Assessment and Behavioral Support Services

The goal of our program is to successfully assist consumers through our Applied Behavior Analysis and Behavioral Support Services program, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their self-sufficiency which will result in decreased reliance on government programs and services. Through this service we intend to identify behavioral and social impediments to a Consumer’s successful employment and make recommendations, using a positive behavioral supports approach, to improve the Consumer’s work behaviors, soft and social skills.

We will conduct an applied behavioral analysis in a community based setting. This will require a minimum of three observations of the Consumer. We estimate that we will spend nine (9) to fifteen (15) hours observing the consumer. Additionally, we estimate that we will spend approximately two (2) to four (4) hours developing community-based work assessment sites and recommendations detailing our findings in a report which will be provided to the DVR Counselor. We anticipate that all Applied Behavioral Analysis and Behavior Support Services for any given Consumer will be completed within four (4) to six (6) weeks from receipt of the request.
Training - Cognitive Rehabilitation Therapy

The goal of our program is to successfully assist consumers through Cognitive Rehabilitation Therapy, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their functional level of independence which will result in decreased reliance on government programs and services.

We work with a consumer to determine/recognize what the problem areas may be; provide direct retraining or practicing of the necessary skills, and/or assist the individual in developing the compensatory strategies necessary on how to get around the problems that prevent him/her from obtaining and/or maintaining gainful employment. The behaviors and difficulties observed and documented during the ABA Assessment

Cognitive skills to be addressed can include but are not limited to: memory problems, perceptual problems, concentration problems, lack of initiation, lack of comprehension or understanding, difficulty expressing thoughts and ideas, sequencing problems (steps to perform a task), slowed processing, inflexibility (not open to new ideas or methods), disorganization (unable to find things), difficulty solving problems, and/or problems learning new information

The behaviors and difficulties observed and documented during the ABA Assessment are used to develop an Individual Cognitive Rehabilitation Treatment Plan. The plan identifies the targeted behaviors/problem areas to be addressed and the goals, objectives, and methods used to address these cognitive limitations/problem areas.

We estimate that we will spend approximately twenty hours (20) to forty (40) hours working with the consumer at home, school and/or work. The therapist will assist the consumer in developing and implementing compensatory strategies. Strategies can be either external or internal. External are those things that are outside of the person, such as alarms, notebooks, planners, calendars, cell phones, computers, smart-pens, recording devices, and other technology devices. Internal strategies are the mnemonics that cannot be observed by anyone else, such as visualizations, word associations and rhymes. We will spend approximately one (1) to two (2) months working with the consumer to provide Cognitive Rehabilitation Therapy.

Job Development, Job Placement and Retention, and Job Coaching Services

The goal of our program is to successfully assist consumers through our Job Development, Job Placement and Retention, and Job Coaching services program, to prepare for employment, find employment and maintain employment for at least ninety (90) days. Consumers will increase their self-sufficiency and functional level of independence. Our program will include the following types of services:

- Developing a Resume
- Coaching/Counseling on Appropriate Dress/Hygiene for Interviews and On-the-Job
- Job Interviewing Skills Training/Mock Interviewing
- Job Seeking Skills Training
Job Development (Consumer specific) including contacting Employers and arranging for Consumer interviews

Developing a Job Training Plan for the Consumer

Providing Direct Intervention with the Employer (as needed) through job coaching services, including assisting with orientation to the job and work schedule, developing natural employment supports, and following up with the Employer

Developing a Transportation Plan for the Consumer

Coordinating the Consumer’s Financial Supports (and other financial issues) including SSI/SSDI benefits and work incentives as well as other public and private sources of financial support.

We anticipate spending approximately one (1) to nine (9) months working with the consumer in regard to job development, placement, retention, and job coaching.

These milestones will be verified by providing written documentation to the DVR Counselor every 30 days using the DVR Job Placement, Retention, Coaching, and Supported Employment Progress form.

INTAKE REFERRAL INFORMATION REQUESTED:

- Referral Form
- Authorization-DVR7
- Current neuropsychological/psychological report (last 3 years)
- Placement Agreement Plan
- Court dispositions and records
- Educational information (last school attended, e.g. high school, college or train school)
- Discharge reports from prior service providers as applicable
- Medical information (inclusive of audio logical) or Medical Waiver or VA benefit status

TRANSPORTATION:

- May be provided by the program until transportation plan developed.

DVR REPORT CARD: No data currently available for FY 2014
TARGET POPULATION:
- Persons with disabilities age 18 and older who are active with the Division of Substance Abuse and Mental Health (DSAMH), Assertive Community Treatment (ACT) Team statewide.

SERVICE OUTCOMES:
- Integrated competitive employment as part of the comprehensive case plan with DSAMH to increase positive outcomes for consumer clients regarding sobriety, stability, satisfaction and economic self-sufficiency.

PROGRAM DESCRIPTIONS:
- Employment is closely integrated with mental health treatment. Employment Specialists shall have individual employment caseloads and have adequate time to meet the needs of individuals to conduct job development and job search activities, which are supported by the Employment Coordinator, while acting as a fully integrated member of multidisciplinary ACT team. The Employment Specialist provides written progress logs/notes and monthly reports to DVR. The Employment Specialist conducts monthly multidisciplinary team meetings to update the consumer’s case status and consult with the VR Counselor to discuss any substantive issues to be addressed. Follow along supports are continuous. Individualized supports to maintain employment continue as long as the consumer wants assistance. All ACT team staff is required to provide ongoing therapeutically oriented vocational supports to individuals with disabilities using medically indicated criteria as approved by DSAMH.
- The Employment Coordinator (EC) supports the consumer client and the Employment Specialist both internal and external to the agency. Internally the EC assists with assessment, job development, and job search as needed. Externally the EC develops relationships with perspective employers in the community to develop employment opportunities specific to client’s IPE.

INTAKE REFERRAL INFORMATION REQUESTED:
- Referred by the ACT team with supporting documentation for DVR eligibility.

TRANSPORTATION:
- No ongoing transportation provided. Bus ticket assistance through DVR subject to availability.

DVR REPORT CARD: -- No data currently available for FY 2014
The Salvation Army
Developmental Disabilities Program
28777 East Dupont Hwy
Millsboro, DE 19966
302-934-3730 ext 106

Sussex County: Supported Employment, Job Development and Placement

SERVICE: Community Based Work Assessments, Job Development and Placement Services, and Supported Employment Services

AGENCY DIRECTOR: Christy Cugno
PHONE: 302-934-3730 ext 111
FAX: 302-934-3737
E-Mail: christy_cugno@use.salvationarmy.org

TARGET POPULATION:
Target population includes individuals referred by the Division of Vocational Rehabilitation who have been identified to have a disability creating a barrier towards employment that may include: Developmental and Cognitive Disabilities, Learning Disabilities, Mental Health Considerations, and Autism.

SERVICE OUTCOMES:
The Salvation Army strives to provide individualized services with the mission of empowering individuals to maximize the quality of their lives through employment, community inclusion and independence within their home communities. The program provides a person-centered approach to services that consider the uniqueness and abilities of each person that it serves regardless of disability. It is our intent to place individuals into employment that is most consistent with the interest and abilities of the individual. In accordance with the Rehabilitation Act, an employment situation will be considered successful once the individual has achieved 90 days of successful employment at the conclusion of an identified training period. All services will be consistent with current standards and practices of the industry and accredited organizations.

PROGRAM DESCRIPTIONS:
- Community Based Work Assessment- The individual and their team will identify potential career directions and employers. As part of the Assessment process, The Salvation Army will also arrange Situational Evaluations as needed that use qualified job sites to further assess individuals work skills as well as interpersonal skills.

- Job Development, Job Placement and Training- Once the referral is received, the assigned Employment Training Specialist will meet with the person to discuss their individual employment needs and determine what if any supports may be necessary to ensure successful placement. The Salvation Army staff will then conduct an extensive survey of the business community in an effort to establish a contact with an employer having a position to meet this person’s needs, as well as, developing a continual network of employers that are interested in employing persons with disabilities.
• Supported Employment- Supported Employment, as defined by the federal government means, "Competitive work in an integrated setting". Supports must be ongoing for individuals with disabilities and the opportunities to make choices regarding the types of work one wants to do must be available. Supported Employment combines individualized assessment, personalized job development, placement, training on-the-job, and continual support services.

INTAKE REFERRAL INFORMATION REQUESTED:
• Placement Agreement Plan
• Referral Form
• Educational information (last school attended, e.g. high school, college or train school)
• Discharge reports from prior service providers as applicable
• Current psychological report (last 3 years)
• Past Employment Information if Applicable

TRANSPORTATION:
• The Salvation Army staff will help plan and schedule transportation as needed for assessments, interviews, and employment.

DVR REPORT CARD:  No data currently available for FY 2014
Sussex County

The ServiceSource Delaware Regional Office specializes in assisting people with disabilities and others with significant barriers to employment to reach their maximum career potential. We are a non-profit facility that has been forming partnerships with local business since 1957. SERVICE SOURCE DELAWARE assists employers with meeting their labor needs and helps people with disabilities to obtain, and keep jobs.

Throughout our existence we have assisted over 3,000 people with obtaining employment in local businesses. We strive to maintain quality programs so we can continue to provide excellent services and deliver exceptional outcomes. As such, our rehabilitation programs are accredited by CARF.

Services Available

- Supported Employment
- Situational/Community-Based Assessment
- Job Preparation Services
- Job Placement
- Job Coaching
- Temporary Staffing Services
- Walgreen’s REDI Training

For information call: Suzanne Cash at (302) 765-1222 or Main number: (302) 762-0300
www.servicesource.org/services-by-state/delaware
Address: 3030 Bowers St, Wilmington, DE 19802

DVR Report Card:
No data currently available for FY 2014
ServiceSource Delaware Regional Office  
“Matching the labor needs of employers with the employment needs of people.”

<table>
<thead>
<tr>
<th>Service</th>
<th>Unit</th>
<th>Description</th>
<th>New Castle County</th>
<th>Kent County</th>
<th>Sussex County</th>
<th>For more information or to send referral - Contact</th>
</tr>
</thead>
</table>
| Supported Employment                   | Milestones               | - Must have DDDS funding  
- Services include: assessment, job placement, job coaching, employment advocacy and retention supports | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222 |
| Hospitality Training                  | Weekly                   | - Location – Embassy Suites, Newark  
- Training takes place at a real hotel by experts  
- Work closely with Embassy Suites management  
- Six weeks of mentored skills training  
- Interactive employment readiness training  
- Marketable skills that easily transfer into jobs  
- Training arranged, as needed, minimum 3 students | X                 |             |              | Stephanie Ziegenhorn  
Stephanie.ziegenhorn@servicesource.org  
302 765 1235 |
| Material Handling                     | Weekly                   | - 18 week competency based paid training (9am to 3pm M-F). Real work environment performing actual work for area businesses  
- Open entry/Open exit. At least 18 years of age with NO physical restrictions. Must pass background check.  
- Management (inventory) system "TRAKER". DE Department of Education Certified/ISO-9001 Accreditation  
- OSHA & DE Safety Council Approved for Forklift Certification  
- Equipment mastery: Forklift, Box Compactor, Shrink wrap, dock leveler, scales, electric/manual pallet jack; Shipping and Receiving Procedures. | X                 |             |              | Stephanie Ziegenhorn  
Stephanie.ziegenhorn@servicesource.org  
302 765 1235 |
| Office & Computer Skills Evaluation & Training | Weekly | Core Programs: Administrative Assistant, Receptionist, Data Entry Clerk, Medical Office Assistant, Customer Service Representative, Accounts Payable/Receivable Clerk, General Office Clerk, Front Desk Security  
- Open entry/open exit  
  o Evaluation – 2 weeks  
  o Training – up to 20 weeks  
- 1 to 1 instruction, competency based | X                 |             |              | Ann Henry  
Ann.henry@servicesource.org  
302 765 1209 |
| Job Placement                          | Milestones               | Includes: Job preparation (resume development, interviewing skills...). Job development, placement and job retention supports. | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222 |
| Job Coaching                           | Hourly                   | 1 to 1 on the job training and support                                     | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222 |
| Situational / Community Based Assessment | Daily                  | Assist individuals to assess their vocational skills and interests, in a community-based work environment, so that a proper career plan and job match can be assured. | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222 |
| Job Preparation                        | Weekly                   | For individuals who are in need of preliminary services in order to build their resume and develop soft skills. Services will be provided within local businesses in the community through internship or volunteer experience. | X                 | X           | X            | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222 |
| Specialized Employment program         | Varied, milestone, hourly or weekly | Specialized employment program for people with Asperger's including: Assessment, job preparation, job placement, job coaching and supported employment | X                 |             |              | Katrina Bradley  
Katrina.bradley@servicesource.org  
302 765 1226 |
| Walgreens REDI                         | Weekly                   | Retail Employees with Disabilities Initiative (REDI) Four weeks of “hands on” training and classroom review.  
- Training occurs at Walgreens locations.  
Minimum/Maximum enrollment is 3 people.  
- Includes: use of cash register (mandatory element), customer service, stock & inventory. | X                 | X           |              | Suzanne Cash  
Suzanne.cash@servicesource.org  
302 765 1222 |
AGENCY DIRECTOR CONTACT: Seth Acosta, MS-Project Manager
PHONE: 610-992-0288 ext. 113 FAX: 610-992-0947 E-Mail: sethacosta@thesierragroup.com

SERVICE: Asst Tech & Accommodation and Assistive Technology Consultation

TARGET POPULATION:
- Persons with disabilities eligible for DVR services with a capacity to serve 200 consumers statewide.

SERVICE OUTCOMES:
- Sierra intends to support persons with disabilities of all ages to help them achieve their vocational, educational and/or independence goals in the most accessible, productive and cost effective manner.

PROGRAM DESCRIPTIONS:
- Sierra will set specific goals, create measurable steps to achieve goals in order to provide the client with the optimal opportunity for success. These goals, objectives and milestones are set by Sierra engineers, assistive technology trainers and certified rehabilitation counselors, and are tracked. For example, persons attempting to return to work will receive an assessment based on their existing skill set in the context of the competitive market. Basic skills tests measure the consumer’s ability to complete relevant tasks, ability to recall information or generate a work product as required. Sierra will evaluate progress both quantitatively and qualitatively in order to provide scope and explanation to all efforts put forth in the achievement of consumer goals

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral and supporting documentation

TRANSPORTATION:
- No transportation provided

DVR REPORT CARD: No data currently available for FY 2014
Mary Jo Verdery – Employment Specialist

Counties Served: Kent and Sussex

AGENCY CONTACT: Mary Jo Verdery
PHONE: 302-270-6096
TEXT: 302-270-6096

SERVICE: CE/ASL/CBWA/JOB Coaching

AGENCY DIRECTOR CONTACT: SAA
PHONE: SAA
FAX: N/A
E-Mail: mjverdery@gmail.com

TARGET POPULATION:
- Person with disabilities; specializing in the Deaf and Hard of Hearing consumer age 18 and older residing in Sussex County, with a capacity to serve with a capacity to serve 50 consumers annually.
- Anticipates accepting referrals June 1, 2015

SERVICE OUTCOMES:
- Competitive integrated employment

PROGRAM DESCRIPTIONS:
- Community Based Work Assessments with American Sign Language (ASL) support services
- Job Development, Placement and Retention Services with ASL services
- Job Coaching with ASL services

INTAKE REFERRAL INFORMATION REQUESTED:
- DVR referral and supporting documentation

TRANSPORTATION:
- No transportation provided

DVR REPORT CARD: No data currently available. Provider was not active in FY 2014.
Sussex County Fee for Service Vendors

Alphabetical Listing

- Information to come
Private Business & Trade Schools

Private business and trade schools are educational institutions privately owned and operated for profit or nonprofit by an owner, partnership, or corporation offering business or trade and industrial courses usually associated with business training schools, trade schools or specialized skill training schools.

A Wizard of Paws - Pet Grooming
Gregory Kellas - gandm45@aol.com - 302-227-9030

American Beauty Academy - Cosmetology
Lisa Clarke - lclark@acdireland.edu - 302-661-1111

American Driver Training Academy - CDL Truck Driving Training
Michael McKinley - contactus@americandrivertraining.com - 302-655-4511

Anthem College - Online Training
Cheryl Brown - chebrown@highschoolinstitute.edu - 602-328-2837

Art Instruction Schools - Illustration Training
Judith Turner - jturner@artists-ais.com - 612-362-5040

At-Home Professions - Medical Transcription Training
Mindy Boehler - mindyb@westondistancelearning.com - 970-225-6300

Automotive Training Center-Warminster - Automotive
Lillian Geletei - lgetelei@autotraining.edu - 610-363-6716

Barbizon of Delaware, Inc. - Modeling
Joan Bernard - barbizonde@aol.com - 302-658-6666

BCA Demy (Brandywine CAD) - CAD
Don Lloyd Jon White - dlloyd@bcad.com - 302-478-8334

Bridging Nations - Online Training-Energy-Environment-Sustainability
Prakash Ambegaonkar - admin@bridgingnations.org - 202-741-3870

Camtech, Inc. (Newport branch) - Medical, Nursing, Accounting
Francis Tormen - ftormen@cbsincorp.com - 302-998-8166

Central Delaware Real Estate Academy, Inc. - Real Estate
Rosalia Martinez - kwcentraldelaware@gmail.com - 302-677-0020

Culinary School/Food Bank DE (Comm Kitchen) - Culinary Training
Patricia Beebe - pbeebe@fbd.org - 302-292-1305

D’Nails - Nail Technician
Tuan Thanh Nguyen - tuan302nguyen@yahoo.com - 302-653-9008

DE Learning Institute of Cosmetology - Cosmetology
John Cook - jcook@delawarecosmetology.com - 302-732-6704

DEL-MAR-VA Beauty Academy - Cosmetology
Clark Langford - clank85462@comcast.net - 410-742-7929

Frederick Academy of Real Estate - Real Estate Programs
Colin McGowan - cfminc@comcast.net - 800-854-0950

Goodwill Industries-Dover - Employment Training
Angela Schoen - aschoen@goodwillde.org - 302-504-3549

H&R Block, 1017 Governor, Bear, DE - Income Tax Training
Nicki Goldring - ccebusinesslicense@hrblock.com - 816-759-0014

H&R Block, 4711 Kirkwood HWY, Newark, DE - Income Tax Training
Nicki Goldring - ccebusinesslicense@hrblock.com - 816-759-0014

H&R Block, 561 College Square, Newark, DE - Income Tax Training
Nicki Goldring - ccebusinesslicense@hrblock.com - 816-759-0014

H&R Block, 860 Peoples Plaza, Newark, DE - Income Tax Training
Nicki Goldring - ccebusinesslicense@hrblock.com - 816-759-0014

Return to Table of Contents
<table>
<thead>
<tr>
<th>Name</th>
<th>Institution/Program</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicki Goldring</td>
<td>H&amp;R Block, Middletown, DE - Income Tax Training</td>
<td>Email: <a href="mailto:cccebusineslicense@hrblock.com">cccebusineslicense@hrblock.com</a>, Phone: 816-759-0014</td>
</tr>
<tr>
<td>Ray Noel</td>
<td>Hair Academy - Barbering Training</td>
<td>Email: <a href="mailto:arnold227@gmail.com">arnold227@gmail.com</a>, Phone: 302-738-6251</td>
</tr>
<tr>
<td>Ruthann Wolerton</td>
<td>Harris School/Dover - Medical &amp; Massage Training</td>
<td>Email: <a href="mailto:buniatowski@harrisschool.com">buniatowski@harrisschool.com</a>, Phone: 302-478-8890</td>
</tr>
<tr>
<td>Judith Griffiths</td>
<td>Horizon Helicopters - Helicopter Pilot Training</td>
<td>Email: <a href="mailto:info@horizonhelicopters.com">info@horizonhelicopters.com</a>, Phone: 302-368-5135</td>
</tr>
<tr>
<td>Richard Trader</td>
<td>Institute of Health Science - Electroneuodiagnostic Technology/Polysomnography</td>
<td>Email: <a href="mailto:rt@cardiophonics.com">rt@cardiophonics.com</a>, Phone: 302-295-4902</td>
</tr>
<tr>
<td>Linda Carter</td>
<td>John Casablanca - Modeling &amp; Career Center - Modeling</td>
<td>Email: <a href="mailto:lindacarter@jcasaablancas.com">lindacarter@jcasaablancas.com</a>, Phone: 215-752-8600</td>
</tr>
<tr>
<td>Dr. Ola Aliu</td>
<td>Leads School of Technology - LPN Nursing Training</td>
<td>Email: <a href="mailto:ola@lead-edu.com">ola@lead-edu.com</a>, Phone: 302-356-1370</td>
</tr>
<tr>
<td>James Cookley</td>
<td>Lincoln College of Technology/Nashville - Diesel/collision Repair, Automotive Mechanics</td>
<td>Email: <a href="mailto:jcoakley@lincolntech.com">jcoakley@lincolntech.com</a>, Phone: 615-226-3990</td>
</tr>
<tr>
<td>Louis Giannelli</td>
<td>Lincoln Technical Institute-Hartford, CT - Culinary Training</td>
<td>Email: <a href="mailto:lgiannelli@lincolntech.com">lgiannelli@lincolntech.com</a>, Phone: 860-895-6100</td>
</tr>
<tr>
<td>Ronald Beall</td>
<td>Lincoln Technical Institute-PA - Automotive</td>
<td>Email: <a href="mailto:rbeall@lincolntech.com">rbeall@lincolntech.com</a>, Phone: 410-290-7100</td>
</tr>
<tr>
<td>Joan Lowrey</td>
<td>Long and Foster Realty - Bear - Real Estate Training</td>
<td>Email: <a href="mailto:joan.lowrey@longandfoster.com">joan.lowrey@longandfoster.com</a>, Phone: 410-561-8380</td>
</tr>
<tr>
<td>Joan Lowrey</td>
<td>Long and Foster Realty - Wilmington - Real Estate Training</td>
<td>Email: <a href="mailto:joan.lowrey@longandfoster.com">joan.lowrey@longandfoster.com</a>, Phone: 410-561-8380</td>
</tr>
<tr>
<td>JoAnna Schurz</td>
<td>NASCAR Technical Institute - Automotive</td>
<td>Email: <a href="mailto:jschurz@uticorp.com">jschurz@uticorp.com</a>, Phone: 623-445-9544</td>
</tr>
<tr>
<td>Camille Bridges</td>
<td>New Castle Co. Board of Realtors - Real Estate Training</td>
<td>Email: <a href="mailto:cbridges@nccbor.com">cbridges@nccbor.com</a>, Phone: 302-762-4800</td>
</tr>
<tr>
<td>Bob Boyis</td>
<td>Ohio Technical College - Computer Training</td>
<td>Email: <a href="mailto:bobb@onlcc.com">bobb@onlcc.com</a>, Phone: 302-658-3018</td>
</tr>
<tr>
<td>Trina Carter</td>
<td>Paul Mitchell The School-Delaware - Cosmetology</td>
<td>Email: <a href="mailto:trina@thedelawareacademy.com">trina@thedelawareacademy.com</a>, Phone: 302-832-8418</td>
</tr>
<tr>
<td>Thu Thach</td>
<td>Polished School for Nails - Nail Technician</td>
<td>Email: <a href="mailto:PolishedDelaware@gmail.com">PolishedDelaware@gmail.com</a>, Phone: 302-239-5840</td>
</tr>
<tr>
<td>Adwoa Tina Brew</td>
<td>Premier Home Health Aide School, LLC - Home Health Care Aide Training</td>
<td>Email: <a href="mailto:akuuma9@comcast.net">akuuma9@comcast.net</a>, Phone: 302-737-8077</td>
</tr>
<tr>
<td>Priscilla Turgon</td>
<td>Professional Staffing Assc., Inc. - Employment Skills</td>
<td>Email: <a href="mailto:pturgon@aol.com">pturgon@aol.com</a>, Phone: 302-652-3519</td>
</tr>
<tr>
<td>Victor David</td>
<td>Schilling Douglass - Cosmetology</td>
<td>Email: <a href="mailto:victor@schillingdouglas.com">victor@schillingdouglas.com</a>, Phone: 302-737-5100</td>
</tr>
<tr>
<td>Lynn Bushby</td>
<td>Sovereign Medical Solutions - Electronic Medical Coding</td>
<td>Email: <a href="mailto:lynnbusby40@gmail.com">lynnbusby40@gmail.com</a>, Phone: 302-337-7188</td>
</tr>
<tr>
<td>Nancy Rodriguez</td>
<td>Sullivan &amp; Cogliano Training - Allied Health and Technology</td>
<td>Email: <a href="mailto:nancy.rodriguez@sctrain.edu">nancy.rodriguez@sctrain.edu</a>, Phone: 305-624-3030</td>
</tr>
<tr>
<td>Janette S. Henry</td>
<td>The DE Institute for Montessori Education - Montessori Teacher Training</td>
<td>Email: <a href="mailto:jhenry@thehms.org">jhenry@thehms.org</a>, Phone: 302-234-6950</td>
</tr>
<tr>
<td>Karin Hampton</td>
<td>The Institute of Massage &amp; Healing Arts - Massage</td>
<td>Email: <a href="mailto:HealingArtsInstitute2013@yahoo.com">HealingArtsInstitute2013@yahoo.com</a>, Phone: 610-357-2925</td>
</tr>
<tr>
<td>Beth Sanabria</td>
<td>Tri-State Technical School-Laurel Campus - CNA Training, Hospitality-Casino, Vet Assistant</td>
<td>Email: <a href="mailto:b5515@aol.com">b5515@aol.com</a>, Phone: 302-280-6803</td>
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<tr>
<td>Institution</td>
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<tr>
<td>Universal Technical Institute - MA - Automotive/Marine</td>
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<td>Universal Technical Institute-Illinois - Automotive/Marine</td>
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<td>Universal Technical Institute-Texas - Automotive/Marine</td>
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<td>VLS IT Consulting-Georgetown Campus - IT, Accounting, Green Tech, Medical Coding</td>
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<td>Washington Online Learning - Legal Studies Online</td>
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<td>WYO Tech - PA Campus - Automotive/Marine</td>
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<td>WyoTech-IL Campus - Automotive/Marine</td>
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<td>YTI Career Institute (Mechanicsville Campus) - Automotive/Business/Computers</td>
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<td>YTI Career Institute (Lancaster Campus) - Automotive/Business/Computers</td>
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<tr>
<td>YTI Motorcycle Institute (York, PA) - Automotive/Business/Computers</td>
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</table>

Notes:
Other Helpful Resources

- Brain Injury Association of Delaware - http://www.biaofde.org/
- Client Assistance Program - http://www.ucpde.org/programs
- Community Legal Aid Society, Inc. - http://www.declasi.org/
- Delaware Assistive Technology Initiative - http://www.dati.org/
- Delaware Association of Rehabilitation Facilities - http://www.delarf.org/
- Delaware Helpline - http://www.delaware211.org/
- Delaware Commission on Veterans’ Affairs - http://www.veteransaffairs.delaware.gov/
- Governor’s Advisory Council for Exceptional Citizens (GACEC) - http://www.gacec.delaware.gov/
- Delaware Division for the Visually Impaired - http://www.dhss.delaware.gov/dhss/dvi/
- DE Div of Svcs for Aging & Adults w/ Physical Disabilities – http://dhss.delaware.gov/dhss/dsaapd/index.html
- Delaware Division of Human Relations - http://statehumanrelations.delaware.gov/index.shtml
- Institute on Community Inclusion - http://www.communityinclusion.org/
- National Alliance on Mental Illness - http://www.nami.org/
- National Center for the Dissemination of Rehabilitation Research - http://www.ncddr.org/
- National Center on Secondary Education and Transition - http://www.ncset.org/
- Rehabilitation Services Administration - http://www.ed.gov/about/offices/list/osers/rsa/index.html
- Social Security Administration - http://www.ssa.gov/
- Delaware Division of Substance Abuse and Mental Health - http://www.dhss.delaware.gov/dhss/dsamh/
- Ticket to Work - http://www.yourtickettowork.com/
<table>
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<tr>
<th>Vendor Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Services Provided</th>
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</thead>
<tbody>
<tr>
<td><strong>A &amp; H Uniforms</strong></td>
<td>Dover, DE 19904</td>
<td>302-678-8682</td>
<td>Clothing/Uniforms, Other Supportive Svcs</td>
</tr>
<tr>
<td><strong>A Center For Relational Living</strong></td>
<td>100 W 10Th Street, Wilmington, DE 19801</td>
<td>302-428-3850</td>
<td>Court Fees/Expungements, Job Readiness Training, Placement - Development, Placement Services, Placement Services 90 Day, Post Employment Services</td>
</tr>
<tr>
<td><strong>A To Z Insurance</strong></td>
<td>1447 S Governors Ave, Dover, DE 19904</td>
<td>302-730-8250</td>
<td>Other Services</td>
</tr>
<tr>
<td><strong>Abr Counseling Associates</strong></td>
<td>1001 S. Bradford St, Dover, DE 19904</td>
<td>302-678-4577</td>
<td>Medical Records, Other Medical Exam, Psychological Exam, Other Svcs, Psychological Therapy</td>
</tr>
<tr>
<td><strong>Academy Of Early Learning</strong></td>
<td>310 N Main St, Smyrna, DE 19977</td>
<td>302-659-0750</td>
<td>Child Care</td>
</tr>
<tr>
<td><strong>Academy Of Massage &amp; Bodywork Ltd</strong></td>
<td>Bear, DE 19701</td>
<td>302-392-6768</td>
<td>Tuition 4 Year, Fees 4 Year, Books 4 Year, Other Supportive Svcs, Other Services</td>
</tr>
<tr>
<td><strong>Acculaw</strong></td>
<td>4407 Sw 62Nd Avenue, Davie, FL 33314</td>
<td>954-316-1698</td>
<td>Other Services</td>
</tr>
<tr>
<td><strong>Accurate Optical Co Of Millsboro</strong></td>
<td>26670 Centerview Drive, Millsboro, DE 19966-3584</td>
<td>410-749-1545</td>
<td>Visual Exam Asmt, Glasses/Contact Lenses</td>
</tr>
<tr>
<td><strong>Adult Spec Ed Program</strong></td>
<td>6 Denny Road, Wilmington, DE 19809</td>
<td>302-762-5783</td>
<td>Court Fees/Expungements, Other Supportive Svcs, Job Readiness Training, Placement - Development, Placement Services, Placement Services 90 Day, Other Services, Post Employment Services, Driver Ed Classroom Training, Driver Ed Road Training</td>
</tr>
<tr>
<td><strong>AdvanceXing Pain &amp; Rehab Clinic</strong></td>
<td>Newark, DE 19713</td>
<td>302-737-9125</td>
<td>Medical Records</td>
</tr>
<tr>
<td><strong>Alderson Broaddus University</strong></td>
<td>101 College Hill Drive, Philippi, WV 26416</td>
<td>304-457-1700</td>
<td>Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
</tr>
<tr>
<td><strong>Alfieri Cardiology, P.A.</strong></td>
<td>G-39 Omega Drive, Newark, DE 19713</td>
<td>302-731-0001</td>
<td>Medical Records, Other Medical Exam</td>
</tr>
<tr>
<td><strong>All-State Career School</strong></td>
<td>501 Seminole St, Lester, PA 19029</td>
<td>610-521-1818</td>
<td>Books 4 Year, Driver Training, Business Training</td>
</tr>
<tr>
<td><strong>Alvarez, Jan</strong></td>
<td>2 Colony Blvd, Wilmington, DE 19802</td>
<td>610-241-6004</td>
<td>Interpreter, Transportation, Other Assessment, Placement - Development, Placement Services, Placement Services 90 Day, Interpreter Services, Interpreter Mileage, On The Job Training With Asl, Interpreter Services</td>
</tr>
<tr>
<td><strong>Alvernia University</strong></td>
<td>Reading, PA 19607</td>
<td>610-796-8319</td>
<td>Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<tr>
<td><strong>Amazon.Com LLC</strong></td>
<td>1516 2Nd Avenue, Seattle, WA 98101</td>
<td>302-739-5478</td>
<td>Computer/Accessories, Books 4 Year</td>
</tr>
<tr>
<td><strong>American Beauty Academy</strong></td>
<td>200 West 9Th Street, Wilmington, DE 19801</td>
<td>302-661-1111</td>
<td>Other Training, All Other Services, Books 4 Year, Business Training</td>
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<tr>
<td><strong>American Construction Training</strong> - Dothan, AL 36303 - 866-362-6497</td>
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<th><strong>American Driver Training Academy</strong> - 19-B Davidson Lane, New Castle, DE 19720 - 302-655-4511</th>
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<td><em>Other Asmt, Lab Test, Background Check, Fingerprinting, Other Training, Other Services, Books 4 Year, Driver Training</em></td>
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<tr>
<th><strong>American Red Cross</strong> - 100 W. 10Th Street, Wilmington, DE 19801 - 302-656-6620</th>
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<td><em>Other Training, Other Services, Business Training, Other Skills Training</em></td>
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<tr>
<th><strong>Amtrak</strong> - 1617 John F Kennedy Bd, Philadelphia, PA 19103 - 302-761-8300</th>
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<tr>
<td><em>Transportation (Per Day/Wk)</em></td>
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<th><strong>Anesthesia Svcs, Pa</strong> - 2 Reads Way Suite 201, New Castle, DE 19720 - 800-242-1131</th>
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<tr>
<td><em>Other Medical Svcs</em></td>
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<th><strong>Anton Associates</strong> - Millsboro, DE 19966 - 877-393-3991</th>
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<td><em>Job Readiness Training, Placement - Development, Placement Services, Placement Services 90 Day, Clothing/Uniforms, Other Services, Self Employment Workshop, All Other Services, Post Employment Services, Self Employment Training, Other Skills Training,</em>**</td>
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<tr>
<th><strong>Antonelli Institute</strong> - 300 Montgomery Ave, Erdenheim, PA 19038 - 800-722-7871</th>
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<tr>
<th><strong>Apollo Group, Inc.</strong> - University Of Phoenix, Phoenix, AZ 850722125 - 866-766-0766</th>
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<td><em>Tuition 4 Year, Fees 4 Year, Books 4 Year</em></td>
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<th><strong>Appalachian State University</strong> - Asu Box 32005, Boone, NC 28608 - 828-262-3097</th>
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<tr>
<th><strong>Appel &amp; Wilson LLC</strong> - 24 Hiawatha Lane, Dover, DE 19904 - 302-678-0213</th>
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<td><em>Computer/Accessories</em></td>
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<th><strong>Appraisal Institute</strong> - 200 W Madison, Chicago, IL 60606 - 312-335-4100</th>
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<th><strong>APS, Inc</strong> - Alvins Professional Services Inc, New Castle, DE 19720 - 302-575-9751</th>
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<td><em>Placement - Development, Placement Services, Placement Services 90 Day, Training Skill Training, On The Job Training</em></td>
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<th><strong>Arc Of Delaware</strong> - 2 South Augustine St, Wilmington, DE 19804 - 302-996-9400</th>
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<td><em>Se Assessment, Other Assessment, Job Readiness Training, Placement - Development, Placement Services, Placement Services 90 Day, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Post Employment Services, Counseling And Guidance</em></td>
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<tr>
<th><strong>Arcadia University</strong> - Business Office, Glenside, PA 19038-3295 - 215-572-2980</th>
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<tr>
<th><strong>Art Institute Of Philadelphia</strong> - 1622 Chestnut Street, Philadelphia, PA 19103 - 215-567-7080</th>
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<td><em>Individualized Educ Svcs, Room, Other Services, Tuition 4 Year, Fees 4 Year, Books 4 Year</em></td>
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<tr>
<th><strong>Art Institute Of Pittsburgh</strong> - 420 Boulevard Of The Allies, Pittsburgh, PA 15219-1328 - 412-291-6299</th>
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<tr>
<td><em>Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year</em></td>
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<tr>
<th><strong>Associates In Eye Care Llc</strong> - 5305 Limestone Rd, Wilmington, DE 19808 - 302-993-0931</th>
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<tr>
<td><em>Visual Exam Asmt,Other Visual Svcs Asmt,Lab Test</em></td>
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Associates In Health Psychology - Brandywine Plaza West, Wilmington, DE 19803 - 302-428-0205
Medical Records, Psychological Exam, Psychological Therapy

Ati Holdings LLC - 4947 Paysphere Circle, Chicago, IL 60674-4947 - 302-894-1600
Medical Records

Autism Delaware Inc - 924 Old Harmony Road, Newark, DE 19713 - 302-224-6020
Other Mental Exam, Se Assessment, Other Assessment, Applied Behavioral Assessment, Job Readiness Training, Placement - Development, Placement Services, Placement Services 90 Day, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Post Empl

Avenue Medical Equipment - 1277 S Governors Ave, Dover, DE 19904 - 302-674-0907
Other Supportive Svcs, Il Assessment, Other Training, Rent, Prosthetics, Wheelchair, Other Appliance Or Aid, Il Appliance Or Aid, All Other Services, Il Services, Books 4 Year

Aviation Inst Of Maintenance - 4455 South Blvd, Virginia Beach, VA 23452 - 757-233-6542
Fees 4 Year, Books 4 Year, Business Training

B & B Educational Music Svc - 3443 S. Dupont Hwy, Camden, DE 19934 - 302-697-2155
Other Services

Back To Basics, Learning Dynamic - 6 Stone Hill Road, Wilmington, DE 19803 - 302-421-9479
Individualized Educ Svcs, Psychological Exam, Interpreter, Other Training, Post Employment Services, Books 4 Year, Other Expenses 4 Year, Other Skills Training

Baptist Bible College Of Pa - 538 Venard Rd, Clarks Summit, PA 18411 - 570-586-2400
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Barnes & Noble Booksellers - 100 Park Point Drive, Rochester, NY 14623 - 585-475-2235
Books 4 Year

Barnes Healthcare Inc - 21305 Berlin Rd, Georgetown, DE 19947 - 302-253-8273
Lab Test

Bay Anesthesia Associates - Po Box 10925, Wilmington, DE 19850-0925 - 610-357-9647
Other Medical Svcs

Bayhealth Medical Center - Kent General Hospital, Dover, DE 19901 - 302-744-7080
Hearing Exam Asmt, Speech Evaluation Asmt, Medical Exam, Functional Eval, Physical Therapy Eval, Medical Records, Lab Test, Il Assessment, Other Appliance Or Aid, Surgery, Other Medical Svcs, Physical Therapy, Other Skills Training, Medical Exam, Lab Test, Il Assessment

Bayhealth Medical Ctr At Kgh - Medical Records Dept, Dover, DE 19901 - 302-739-5478
Medical Records

Bayhealth Pain Treatment Center - 826 S Governors Ave, Dover, DE 19904 - 302-678-2552
Medical Records

Bayhealth Physicians - Dover, DE 19901 - 302-674-3952
Hearing Exam Asmt, Other Hearing Svcs Asmt

Baynard Chiropractic Associates - 2205 Baynard Blvd, Wilmington, DE 19802 - 302-658-9518
Medical Records

Beach Babies Child Care - 31169 Learning Lane, Lewes, DE 19958 - 302-644-1585
Child Care
<table>
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<tr>
<th>Institution</th>
<th>Address</th>
<th>City, State</th>
<th>Phone</th>
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<tr>
<td>Becker College</td>
<td>61 Sever Street, Worcester, MA 16090</td>
<td>Worcester, MA</td>
<td>508-791-9241</td>
<td>Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<tr>
<td>Beebe Medical Center</td>
<td>Margaret H. Rollins School Of Nursing, Lewes, DE 19958</td>
<td>Lewes, DE</td>
<td>302-645-3251</td>
<td>Other Supportive Svcs, Tuition 4 Year, Fees 4 Year, Books 4 Year, Other Skills Training</td>
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<tr>
<td>Benita's World Of Beauty</td>
<td>Po Box 422, Felton, DE 19943</td>
<td>Felton, DE</td>
<td>302-331-1153</td>
<td>Other Services, Books 4 Year</td>
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<tr>
<td>Beech-Nordberg, Anna</td>
<td>16869 Rust Road, Milford, DE 19963</td>
<td>Milford, DE</td>
<td>302-422-7033</td>
<td>Transportation, Other Assessment, Placement - Development, Placement Services, Placement Services 90 Day, Transportation (Per Day/Wk), Transportation (Per Mile), On The Job Training, On The Job Training With Asl</td>
</tr>
<tr>
<td>Better Living Now, Inc.</td>
<td>185 Oser Ave, Hauppauge, NY 11788</td>
<td>Hauppauge, NY</td>
<td>631-348-0032</td>
<td>Other Appliance Or Aid, IL Appliance Or Aid</td>
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<td>Bethune-Cookman College</td>
<td>Financial Aid Office, Daytona, FL 32114</td>
<td>Daytona, FL</td>
<td>386-481-2510</td>
<td>Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<tr>
<td>Better Living Now, Inc.</td>
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<td>Hauppauge, NY</td>
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<td>Biddle-Nordberg, Anna</td>
<td>16869 Rust Road, Milford, DE 19963</td>
<td>Milford, DE</td>
<td>302-422-7033</td>
<td>Transportation, Other Assessment, Placement - Development, Placement Services, Placement Services 90 Day, Transportation (Per Day/Wk), Transportation (Per Mile), On The Job Training, On The Job Training With Asl</td>
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<tr>
<td>Bilfield, Bryan Md</td>
<td>319 S. Manning Blvd, Albany, NY 12208</td>
<td>Albany, NY</td>
<td>518-438-6226</td>
<td>Medical Records</td>
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<tr>
<td>Bisk Education, Inc</td>
<td>9417 Princess Palm Ave, Tampa, FL 33619</td>
<td>Tampa, FL</td>
<td>813-621-6200</td>
<td>Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<tr>
<td>Borer, Mark, Md</td>
<td>Psychiatric Access For Central De, Dover, DE 19904</td>
<td>Dover, DE</td>
<td>302-674-2265</td>
<td>Medical Records</td>
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<tr>
<td>Brain Injury Association Of De</td>
<td>Dover, DE 199031897</td>
<td>Dover, DE</td>
<td>302-346-2083</td>
<td>Other Mental Exam, Placement - Development, Placement Services, Placement Services 90 Day, Other Skills Training, On The Job Training</td>
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<tr>
<td>Brandywine Cad Design Inc</td>
<td>3204 Concord Pike, Wilmington, DE 19803</td>
<td>Wilmington, DE</td>
<td>302-478-8334</td>
<td>Tuition 4 Year, Fees 4 Year</td>
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<tr>
<td>Brandywine Counseling</td>
<td>Wilmington, DE 19805</td>
<td>Wilmington, DE</td>
<td>302-472-0381</td>
<td>Lab Test, Other Medical Exam, Substance Abuse Counseling</td>
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<tr>
<td>Brandywine Hearing Center</td>
<td>3605 Silverside Rd, Wilmington, DE 19810</td>
<td>Wilmington, DE</td>
<td>302-478-4942</td>
<td>Other Hearing Svcs Asmt, Hearing Aids, Other Appliance Or Aid</td>
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<td>Brandywine Medical Associates</td>
<td>1815 W. 13Th St., Wilmington, DE 19806</td>
<td>Wilmington, DE</td>
<td>302-652-4705</td>
<td>Medical Exam, Medical Records</td>
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<tr>
<td>Brant's Driving School Inc</td>
<td>1614 Debran Lane, Johnstown, PA 15905</td>
<td>Johnstown, PA</td>
<td>814-255-3313</td>
<td>Other Supportive Svcs</td>
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<tr>
<td>Brian Mooney Construction</td>
<td>129 Longo Drive, Avondale, PA 19311</td>
<td>Avondale, PA</td>
<td>302-893-0304</td>
<td>Other Appliance Or Aid, IL Appliance Or Aid, IL Services</td>
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<tr>
<td>Brookside Clinical Laboratory</td>
<td>2901 Duttons Mill Rd, Aston, PA 19014</td>
<td>Aston, PA</td>
<td>610-872-7628</td>
<td>Lab Test, On The Job Training</td>
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<tr>
<td>Brunswick Community College</td>
<td>Supply, NC 28462</td>
<td>Supply, NC</td>
<td>910-755-7300</td>
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<td>Business Name</td>
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<tr>
<td>Burke Equipment Co</td>
<td>54 Andrews Lake Rd, Felton, DE 19943</td>
<td></td>
<td>302-284-0225</td>
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<tr>
<td><strong>Other Services</strong></td>
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<tr>
<td><strong>Burris Cosmetic &amp; Family Dentist</strong></td>
<td>199 South Street, Camden, DE 19934</td>
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<td>302-697-3125</td>
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<td><strong>Dental Exam Asmt,Other Dental Svcs Asmt,Dental Supplies,Other Dental Svcs</strong></td>
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<tr>
<td><strong>Butler Community College</strong></td>
<td>901 S. Haverhill Road, El Dorado, KS 67042</td>
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<td>316-218-6201</td>
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<td><strong>Room,Board,Tuition 4 Year,Books 4 Year</strong></td>
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<tr>
<td><strong>Camtech Business Services Inc</strong></td>
<td>240 North James Street, Newport, DE 19804</td>
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<td>302-998-8166</td>
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<td><strong>Fees 4 Year,Books 4 Year,Business Training,Other Skills Training</strong></td>
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<td><strong>Cardiology Physicians P.A.</strong></td>
<td>1401 Foulk Rd. Suite 201, Wilmington, DE 19803</td>
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<td>302-366-8600</td>
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<td><strong>Medical Records</strong></td>
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<tr>
<td><strong>Carver Chiropractic Clinic</strong></td>
<td>2805 S. Bryant, Edmond, OK 73013</td>
<td></td>
<td>405-285-2244</td>
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<td><strong>Chiropractic Exam</strong></td>
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<tr>
<td><strong>Castleton State College</strong></td>
<td>Student Service Center, Castleton, VT 5735</td>
<td></td>
<td>802-468-5611</td>
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<tr>
<td><strong>Casual Male Big &amp; Tall</strong></td>
<td>3924 Kirkwood Hwy, Wilmington, DE 19808</td>
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<td>302-994-6244</td>
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<td><strong>Clothing/Uniforms</strong></td>
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<td><strong>Catholic Charities</strong></td>
<td>2601 W. 4Th St., Wilmington, DE 19805</td>
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<td>302-655-9624</td>
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<td><strong>Substance Abuse Counseling,Psychological Therapy,Business Training,Other Skills Training</strong></td>
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<td><strong>CDM Institute</strong></td>
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<tr>
<td><strong>CDW Government LLC</strong></td>
<td>230 N Milwaukee Ave, Vernon Hills, IL 60061-1577</td>
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<td>302-999-9999</td>
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<td><strong>Computer/Accessories</strong></td>
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<tr>
<td><strong>Cecil Community College</strong></td>
<td>One Seahawk Drive, North East, MD 21901</td>
<td></td>
<td>410-378-4610</td>
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<td><strong>Tuition 4 Year, Fees 4 Year, Books 4 Year</strong></td>
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<tr>
<td><strong>Center For Disabilities Studies</strong></td>
<td>University Of Delaware, Newark, DE 19716</td>
<td></td>
<td>302-831-0136</td>
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<td><strong>Other Mental Exam,Se Assessment,Other Assessment,Applied Behavioral Assessment,Job Readiness Training,Placement - Development,Placement Services,Placement Services 90 Day,Se Placement,Se 4-Week Job Retention,Se Stabilization,Se Placement 90 Days,Post Emp!</strong></td>
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<tr>
<td><strong>Central De Real Estate Academy</strong></td>
<td>1671 S. State St., Dover, DE 19901</td>
<td></td>
<td>302-346-2710</td>
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<tr>
<td><strong>Central De Training Academy</strong></td>
<td>559 Otis Drive, Dover, DE 19901</td>
<td></td>
<td>302-677-1534</td>
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<td><strong>Business Training</strong></td>
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<tr>
<td><strong>Certified Lock And Access</strong></td>
<td>3 Germay Drive, Wilmington, DE 19803</td>
<td></td>
<td>302-383-8294</td>
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<td><strong>On The Job Training</strong></td>
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<tr>
<td><strong>Chesapeake Hearing Ctr</strong></td>
<td>580-I Ritchie Hwy, Severna Park, MD 21146</td>
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<td>888-647-6428</td>
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<td><strong>Chesapeake Rehab Equipment Inc</strong></td>
<td>Baltimore, MD 21244</td>
<td></td>
<td>410-298-4555</td>
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<td><strong>Wheelchair,Other Appliance Or Aid,Il Appliance Or Aid,Il Services,Wheelchair,Other Appliance Or Aid,Il Appliance Or Aid,Il Services</strong></td>
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<td>Chesapeake Security And Investigation Services</td>
<td>New Castle, DE 19720</td>
<td>302-429-7505</td>
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<td>Chimes</td>
<td>28393 Dupont Blvd, Millsboro, DE 19966</td>
<td>302-934-1450</td>
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<tr>
<td>Choices For Community Living</td>
<td>1030 Forrest Avenue, Dover, DE 19904</td>
<td>302-677-1375</td>
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<tr>
<td>Christiana Care Health Svcs</td>
<td>Newark, DE 19702</td>
<td>302-838-4760</td>
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<tr>
<td>Christiana Care Health System</td>
<td>4735 Ogletown Stanton Rd, Newark, DE 19713</td>
<td>302-623-4050</td>
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<td>Christiana Care Neurology</td>
<td>774 Christiana Road, Newark, DE 19713</td>
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<td>Christiana Counseling &amp; Psychology Associates</td>
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<td>Clayton'S Hitch Shop</td>
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<tr>
<td>Cn-Mri</td>
<td>1074 S State St, Dover, DE 19901</td>
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<td>Cole, Jeremy Md</td>
<td>105 South Bryant Ave, Edmond, OK 73034</td>
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<td>Collegiate Housing Services</td>
<td>5175 E 65Th St, Indianapolis, IN 46220</td>
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<td>Community Integrated Services</td>
<td>441 N. 5Th Street, Philadelphia, PA 19123</td>
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<td>Culinary Institute Of America</td>
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<td>2300 Pennsylvania Avenue, Wilmington, DE 19806 - 302-655-3387</td>
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<td>20461 Dupont Blvd, Georgetown, DE 19947 - 302-856-2226</td>
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<td>Dawn Training Centre</td>
<td>3700 Lancaster Pike, Wilmington, DE 19805-1511 - 302-633-9075</td>
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<td>Dayspring Consulting Group, LLC</td>
<td>Po Box 1743, Seaford, DE 19973 - 302-258-3101</td>
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<td>Bear, DE 19701 - 302-563-7714</td>
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<td>608 Stanton L. Young Blvd., Oklahoma City, OK 73104-5014 - 405-271-6060</td>
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<td>Delaware Back Pain &amp; Sports Rhb</td>
<td>Glasgow Med Ctr, Suite 210, Newark, DE 19702 - 302-832-8894</td>
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<td>Wilmington, DE 19801 - 302-425-2486</td>
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<td>P O Box 6520, Wilmington, DE 19804 - 302-994-7442</td>
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<td>Delaware County Comm College</td>
<td>901 South Media Line Road, Media, PA 19063-1094 - 610-355-7159</td>
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<td>820 N French St, Wilmington, DE 19801 - 302-577-8200</td>
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<td>321 E 11th Street, Wilmington, DE 19801 - 302-658-8860</td>
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<td>333 E Main Street, Newark, DE 19711 - 302-368-9105</td>
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<td>Delaware Eye Institute</td>
<td>18791 John J. Williams Hwy, Rehoboth, DE 19971 - 302-645-2300</td>
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<td>1601 Concord Pike, Wilmington, DE 19803 - 302-652-3558</td>
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<td>Eden Hill Medical Ctr, Dover, DE 19904 - 302-734-1414</td>
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<td>32448 Royal Blvd, Dagsboro, DE 19939 - 302-732-6704</td>
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<td>34464 King Street Row, Lewes, DE 19958 - 302-644-8880</td>
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<td>Delaware Ophthalmology</td>
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<td>2 Read'S Way, New Castle, DE 19720 - 302-654-7786</td>
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<td>Delaware Skills Center</td>
<td>13Th &amp; Poplar Sts, Wilmington, DE 19801 - 302-654-5329</td>
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<td>1461 Chestnut Grove Rd, Dover, DE 19904 - 302-739-4773</td>
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<td>Terry Campus, Dover, DE 19901 - 302-857-1078</td>
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<td>Owens Campus / Business Office, Georgetown, DE 19947 - 302-856-1669</td>
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<td>Delaware Tech Shipley Campus</td>
<td>Wilmington, DE 19801-2499 - 302-571-5311</td>
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<td>3105 Limestone Road, Wilmington, DE 19808 - 302-998-1395</td>
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<td>Pittsburgh, PA 15264-3561 - 800-981-3355</td>
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<td>Delmarva Custom Truck &amp; Van Inc</td>
<td>186 N Dupont Hwy, New Castle, DE 19720 - 302-328-2055</td>
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<td>10033 Canterbury Rd, Felton, DE 19943 - 302-284-4480</td>
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<td>Dennis, Lee, Md</td>
<td>960 Forest St, Dover, DE 19901 - 302-735-1888</td>
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<td>29543 Cove Way, Bethany Beach, DE 19930 - 302-856-5730</td>
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<td>861 Silver Lake Blvd, Dover, DE 19904-2467 - 302-739-4522</td>
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DTCC Bookstore - Wilmington - Wilmington, DE 19801-2499 - 302-571-5316
Books - Junior Or Community College

Dushuttle, Richard Md - Capital Orthopaedic Specialists, Dover, DE 19904 - 302-678-8447
Orthopedic Exam, Medical Records, Lab Test, Physician Services

Dynamic Therapy Services, LLC - Wilmington, DE 19802 - 302-764-8192
Functional Eval, Medical Records, Physical Therapy

Easter Seals - 61 Corporate Circle, New Castle, DE 19720 - 302-324-4444
Physical Therapy Eval, Se Assessment, Other Assessment, Il Assessment, Placement - Development, Placement Services, Placement Services 90 Day, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Speech Therapy, Interpreter Mileage, All Other

Easter Seals Delaware & Maryland - Georgetown, DE 19947 - 302-856-7364
Speech Evaluation Asmt, Physical Therapy Eval, Se Assessment, Other Assessment, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Physical Therapy, Speech Therapy, Interpreter Mileage, Attendant Services, All Other Services, P

Easter Seals Dover - 100 Enterprise Place, Dover, DE 19904-8200 - 302-678-3353
Speech Evaluation Asmt, Physical Therapy Eval, Se Assessment, Il Assessment, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Il Appliance Or Aid, Speech Therapy, All Other Services, Post Employment Services, On The Job Train

Eastern Kentucky University - 521 Lancaster Avenue, Richmond, KY 40475 - 859-622-1236
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Eastern Shore Equipment Co Inc - Po Box 1001, Camden, DE 19934 - 302-697-3300
Other Services

Eichel, Steve Ph.D - 409 Nottingham Road, Newark, DE 19711 - 302-368-9135
Psychological Therapy

Elia, Maria C. - 14 South Princeton Ave, Swarthmore, PA 19801 - 610-742-5466
Interpreter, Transportation, Interpreter Services, Interpreter Mileage

Elizabethtown College - Elizabethtown, PA 17022-2298 - 717-361-1417
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Empowerability, LLC - 107 Syracuse Drive, Newark, DE 19713 - 302-504-6067
Transportation, Other Assessment, Transportation (Per Day/Wk), Transportation (Per Mile), All Other Services, Post Employment Services

Empowering Minds Career Center – 12 Pennington Street, Suite 200, Middletown, DE 19709 - 302-378-1600
Adult Education – www.empoweringmindscc.com

Ent & Allergy Of Delaware - 1941 Limestone Road, Wilmington, DE 19808 - 302-998-0300
Hearing Exam Asmt, Other Hearing Svcs Asmt, Hearing Aids

Ent And Allergy Center, PA - 8468 Herring Run Road, Seaford, DE 19973 - 302-629-3400
Hearing Exam Asmt, Other Hearing Svcs Asmt, Medical Records, Lab Test, Other Medical Exam, Hearing Aids

Enterprise Flasher Co, Inc. - 4 Hadco Rd, Wilmington, DE 19804 - 302-999-0856
Other Services

Envision Technology - Del Ray Avenue, Bethesda, MD 20814 - 800-582-5051
Computer/Accessories, All Other Services, Post Employment Services
Expanding Our Kids World - 3460 S. Dupont Blvd., Smyrna, DE 19977 - 302-659-0293  
Child Care

Eye Physicians & Surg - 1207 N Scott Street, Wilmington, DE 19806 - 302-652-3353  
Visual Exam Asmt, Other Visual Svcs Asmt, Other Asmt, Medical Records

Family Court Of Delaware - Wilmington, DE 198013757 - 302-255-0222  
Court Fees/Expungements, All Other Services

Family Ear Nose And Throat - 1941 Limestone Road, Wilmington, DE 19808 - 302-998-0300  
Hearing Exam Asmt, Other Services, Hearing Aids, Computer/Accessories

Family Practice Associates - 1100 S Broom St, Wilmington, DE 19805 - 302-656-5416  
Medical Exam, Medical Records, Physician Services

Family Practice Center - 34445 King Street Row, Lewes, DE 19958 - 302-645-2833  
Other Asmt, Medical Exam, Medical Records, Lab Test, Physician Services

Federal Bureau Of Investigation - 1000 Custer Hollow Rd, Clarksburg, WV 26306 - 302-739-5478  
Background Check

Fellowship Health Resources - 20707 N Dupont Blvd, Georgetown, DE 19947 - 302-854-0626  
Medical Records, Psychological Exam, Se Assessment, Placement - Development, Placement Services, Placement Services 90 Day, Se Placement, Se Stabilization, Se Placement 90 Days, Other Mental Therapy, Post Employment Services

Fellowship Health Resources - 1330 Middleford Rd, Seaford, DE 19973 - 302-856-7179  
Psychiatric Exam, Placement - Development, Placement Services, Placement Services 90 Day, Psychological Therapy, Other Mental Therapy

Ferrari, Michael, Ph.D - Omega Medical Ctr, Newark, DE 19713 - 302-831-8566  
Other Asmt, Psychological Exam, Neuropsychological Exam, Other Mental Exam, Clinical Interview With Rpt

First State Hearing Aids - Wilmington, DE 19810 - 302-229-5216  
Hearing Exam Asmt, Other Hearing Svcs Asmt, Il Assessment, Hearing Aids, Il Appliance Or Aid

First State Orthopaedics - Med Arts Pavilion 1, Suite 225, Newark, DE 19713 - 302-731-2888  
Medical Records, Physician Services

First State Physicians - 12 Fox Run Shopping Ctr, Bear, DE 19701 - 302-836-6150  
Medical Records

Fisher Transition Services - 10 Denby Court, New Castle, DE 19720 - 302-322-4124  
Transportation, Job Readiness Training, Other Training, Placement Services 90 Day, Other Expenses 4 Year, Other Skills Training, On The Job Training

J. R. Fletcher Consulting - Bear, DE 19701 - 302-836-9164  
Other Assessment, Placement - Development, Placement Services, Placement Services 90 Day, Clothing/Uniforms, All Other Services, Post Employment Services, Other Expenses 4 Year, On The Job Training

Florence Darlington Tech College - 2715 W. Lucas St, Florence, SC 29501 - 843-661-8324  
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Focus Behavioral Health, LLC - 401 Foulk Road, Wilmington, DE 19803 - 302-762-2285  
Medical Records, Psychological Exam, Psychiatric Exam, Psychological Therapy, Other Mental Therapy
| **Follett Higher Education Group** - Norfolk, VA 23508 - 757-423-2308 |
| Books 4 Year |

| **Food Bank Of Delaware** - 14 Garfield Way, Newark, DE 19713 - 302-292-1305 |
| Placement - Development, Placement Services, Placement Services 90 Day, Post Employment Services, Other Skills Training, Culinary Arts Training |

| **Forman Mills** - 4411 N. Market Street, Wilmington, DE 19802 - 856-773-5160 |
| Clothing/Uniforms |

| **Francis Marion University** - Po Box 100547, Florence, SC 29502 - 843-661-1120 |
| Other Services, Tuition 4 Year, Fees 4 Year, Books 4 Year |

| **Franklin Electronics** - 8 Terri Lane, Burlington, NJ 08016 - 609-386-2500 |
| Computer/Accessories, Other Training |

| **Full Sail University** - 3300 University Blvd, Winter Park, FL 32792 - 800-226-7625 |
| Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year |

| **Future Media Concepts** - 325 Chestnut Street, Philadelphia, PA 19106 - 215-922-2500 |
| Business Training, Other Training |

| **Gallaudet Univ Bookstore** - 800 Florida Ave Ne, Washington, DC 20002 - 202-651-5340 |
| Books 4 Year |

| **Gallaudet University** - Washington, DC 20002 - 202-651-5145 |
| Room, Board, Other Services, Counseling And Guidance, Tuition 4 Year, Fees 4 Year, Books 4 Year, Other Expenses 4 Year, Hearing Exam Asmt, Other Hearing Svcs Asmt, Hearing Aids |

| **First State Employment Services** - Wilmington, DE 19899 - 302-383-0191 |
| Court Fees/Expungements, Other Supportive Svcs, Placement - Development, Pe Placement - Development, Placement Services, Pe Placement Services, Placement Services 90 Day, Pe Placement Services 90 Day, Post Employment Services, On The Job Training |

| **Garth Consulting Inc** - 1175 Shaw Ave #104, Clovis, CA 93612 - 559-492-0554 |
| All Other Services |

| **Generations Home Care Inc** - 1125 Forest Ave, Dover, DE 19904 - 302-734-7005 |
| Transportation, Transportation (Per Day/Wk), Post Employment Services |

| **Genetta, Ann H.** - 404 Elkdale Rd, Lincoln University, PA 19352 - 484-356-6117 |
| Other Asmt, Psychological Exam, Neuropsychological Exam, Other Mental Exam, Clinical Interview With Rpt |

| **Glenwood Dental Assoc** - 17 W Glenwood Avenue, Smyrna, DE 19977 - 302-653-5011 |
| Dental Exam Asmt, Other Dental Svcs Asmt, Dental Appliances, Dental Supplies, Other Dental Svcs, Surgery, Other Medical Svcs, Post Employment Services |

| **Goldey Beacom College** - 4701 Limestone Rd, Wilmington, DE 19808 |
| Other Training, Room, Tuition 4 Year, Fees 4 Year, Books 4 Year, Other Expenses 4 Year |

| **Goodwill Industries** - 694 N Dupont Hwy, Milford, DE 19963 - 302-422-2566 |
| Other Supportive Svcs, Clothing/Uniforms, Clothing/Uniforms, Clothing/Uniforms, Other Supportive Svcs, Clothing/Uniforms, Other Services |

<p>| <strong>Goodwill Industries Of Delaware</strong> - 334 Fox Hunt Drive, Bear, DE 19701 - 302-834-6780 |
| Clothing/Uniforms, Lab Test, Other Supportive Svcs, Other Assessment, Vocational Evaluation, Job Readiness Training, Other Training, Placement - Development, Placement Services, Placement Services 90 Day, Clothing/Uniforms, Other Services, Il Appliance |</p>
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<tr>
<th>Name</th>
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<td>Gordon, Stephen</td>
<td>Dover, DE 19901 - 302-270-2195</td>
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<td>Other Services, Post Employment Services, Driver Ed Classroom Training, Driver Ed Road Training</td>
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<td>Gray, Robert LPC</td>
<td>Po Box 3, Harrington, DE 19952 - 302-422-7784</td>
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<td>Graybeal &amp; Akana, P A</td>
<td>1 Sussex Ave, Milford, DE 19963 - 302-422-3377</td>
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<td>Grayson, Sara</td>
<td>Wilmington, DE 19809 - 302-650-0283</td>
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<td>Interpreter, Transportation, Interpreter Services, Interpreter Mileage</td>
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<td>Greenberg, Glen D. Ph.D.</td>
<td>Neurobehavioral Group, Newark, DE 19713 - 302-738-3331</td>
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<td>Medical Records, Psychological Exam, Neuropsychological Exam, Psychological Therapy</td>
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<td>Greene, Caroline</td>
<td>305 Concord Rd, Dover, DE 19904 - 302-677-0665</td>
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<td>Hagerstown Community College</td>
<td>11400 Robinwood Dr, Hagerstown, MD 21742 - 240-500-2496</td>
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<td>Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<td>Hair Academy, LLC</td>
<td>Newark, DE 19713 - 302-737-3305</td>
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<td>Other Training, Books 4 Year, Business Training</td>
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<td>Halpern Eye Associates</td>
<td>885 S Governors Ave, Dover, DE 19904 - 302-734-5861</td>
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<td>Hamm's Automotive &amp; Tire Center</td>
<td>9335 Beach Hwy, Greenwood, DE 19950 - 302-495-7023</td>
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<td>Hampton University</td>
<td>Queens And Tyler Street, Hampton, VA 23668 - 757-727-5661</td>
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<td>Hands Medical Healthcare Svcs</td>
<td>230 N Union St, Smyrna, DE 19977 - 302-739-5478</td>
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<td>Harcum College</td>
<td>Bryn Mawr, PA 19010 - 610-526-6159</td>
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<td>Harmonious Mind LLC</td>
<td>5189 W. Woodmill Drive, Wilmington, DE 19808 - 302-633-6001</td>
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<td>Harris Communications Inc</td>
<td>15155 Technology Dr, Eden Prairie, MN 55344-2277 - 800-825-6758</td>
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<td>Harris School Of Business</td>
<td>Wilmington, DE 19803 - 302-478-8890</td>
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<td>Healthport Technologies LLC</td>
<td>Atlanta, GA 30384-9822 - 770-754-6000</td>
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<td>Hearing Aid Associates LLC</td>
<td>25255 Gravel Hill Road, Millsboro, DE 19966 - 302-934-1473</td>
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<td>Hearing Exam Asmt, Other Hearing Svcs Asmt, Il Assessment, Hearing Aids, Il Appliance Or Aid</td>
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Hearing Consultants Of De, LLC - 97 Commerce Way, Dover, DE 19904 - 302-222-8182
Hearing Exam Asmt, Other Hearing Svcs Asmt, Il Assessment, Hearing Aids, Other Appliance Or Aid, Il Appliance Or Aid, Post Employment Services

Hearing Services Of Delaware - 104 Sleep Hollow Dr, Middletown, DE 19709 - 302-376-3500
Hearing Exam Asmt, Other Hearing Svcs Asmt, Lab Test, Il Assessment, Hearing Aids, Other Appliance Or Aid, Il Appliance Or Aid, Post Employment Services, Hearing Exam Asmt, Other Hearing Svcs Asmt, Hearing Aids, Other Medical Svcs

Heartwood Corp - 24085 Snug Harbor Circle, Seaford, DE 19973 - 302-629-9002
Se Assessment, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Post Employment Services

Hewlett Packard - 10810 Farnam Drive, Omaha, NE 68154 - 800-727-5472
Computer/Accessories

Hollins Communications - Roanoke, VA 24019 - 540-265-5650
Speech Therapy

Hoober Inc - 6367 A Stein Hwy, Seaford, DE 19973 - 302-262-3469
Other Services, All Other Services

Hood College - 401 Rosemont Ave, Frederick, MD 21701 - 301-633-3131
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Hopwood, Christianne - 774 Christiana Road, Newark, DE 19713 - 610-566-0501
Psychological Exam, Neuropsychological Exam

Horizon House Inc - 1902-A Maryland Ave, Wilmington, DE 19805 - 302-323-1616
Mh Vocational Support Services, Mh Placement, Mh Retention And Stabilization, Culinary Arts Training, Hospitality Training

Howard Industries, Inc. - Laurel, DE 39441 - 888-912-3151
Computer/Accessories

Hudson Valley Community College - 80 Vandendburgh Ave, Troy, NY 12181 - 518-629-4508
Tuition - Junior Or Community College, Fees - Junior Or Community College, Books - Junior Or Community College

Humanim, Inc. - 6355 Woodside Court, Columbia, MD 21046 - 410-381-7171
Other Assessment, Job Readiness Training, Start On Success - Skill Training, Start On Success - Job Placement, Start On Success - Job Coaching, On The Job Training

Hussian School Of Art - 111 S. Independence Mall East, Philadelphia, PA 19106 - 215-574-9600
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Husson University - Bangor, ME 04401-2999 - 207-941-7000
Tuition 4 Year, Fees 4 Year, Books 4 Year

Hutt, Marie - Audubon, NJ 08106-1024 - 609-502-7345
Interpreter, Interpreter Services, Interpreter Mileage

Immaculata College - Immaculata, PA 19345-0901 - 888-777-2780
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Independence Prosthetics - Newark, DE 19711 - 302-369-9476
Prosthetics, Post Employment Services

Infectious Disease Associates - Omega Professional Ctr, Newark, DE 19713 - 302-368-2883
Medical Records, Other Medical Exam
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<td>Insight Public Sector, Inc</td>
<td>6820 S Harl Avenue, Tempe, AZ 85283 - 800-934-4477</td>
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<td>International Student Exch Progs</td>
<td>1655 N Fort Myer Drive, Arlington, VA 22209 - 703-504-9960</td>
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<td>Jod Incorporated</td>
<td>1030 Ontario Road, Green Bay, WI 54307-9072 - 866-420-7455</td>
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<td>J C Penney Co</td>
<td>Wilmington, DE 19808 - 302-998-1131</td>
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<td>James H Groves Adult HS</td>
<td>Vocational Technical School District, Georgetown, DE 19947 - 302-856-9035</td>
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<td>Jeffrey S Meyers Md &amp; Assoc Pa</td>
<td>1600 Washington Street, Wilmington, DE 19802 - 856-235-4828</td>
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<td>Jicha, Jill</td>
<td>North East, MD 21901 - 410-398-1554</td>
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<td>Johnson &amp; Wales University</td>
<td>Providence, RI 02903 - 401-598-2871</td>
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<td>Johnson University</td>
<td>Knoxville, TN 37998 - 865-251-2316</td>
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<td>Jones, Latanya M.S.M., Nic</td>
<td>2915 West Nicholas Street, Philadelphia, PA 19121 - 215-769-2495</td>
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<td>Kahn, Andrea, MD</td>
<td>River View Medical Center, Seaford, DE 19973 - 302-629-0656</td>
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<td>Kaleidoscope Family Solutions</td>
<td>1084 Lancaster Ave, Bryn Mawr, PA 19010 - 877-384-1729</td>
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<td>Kaplan Education Center</td>
<td>59 E Main Street, Newark, DE 19711 - 302-454-8045</td>
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<td>Karen Optical</td>
<td>1207 N Scott Street, Wilmington, DE 19806 - 302-428-9900</td>
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<td>Ken's Krew</td>
<td>555 Madison Ave, New York, NY 10022 - 215-482-6980</td>
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<tr>
<td>Kent Diagnostic Radiology Assoc</td>
<td>Po Box 1206, Neptune, NJ 7754 - 732-919-3550</td>
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<tr>
<td>Kent Pulmonary Associates</td>
<td>807 S. Bradford St., Dover, DE 19904 - 302-674-7155</td>
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Kent-Sussex Ind Inc - 301 N Rehoboth Blvd, Milford, DE 19963 - 302-422-4014
Se Assessment, Transportation, Other Supportive Svcs, Other Assessment, Job Readiness Training, Placement - Development, Placement Services, Placement Services 90 Day, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Transpor

Kings Tire & Lube - 955 Bay Road, Milford, DE 19963 - 302-422-6522
All Other Services

K-Mart # 3158 - 515 N Dupont Hwy, Dover, DE 19901 - 302-678-8020
Clothing/Uniforms, All Other Services

K-Mart # 3800 - 301 College Square Shopping Ctr, Newark, DE 19711 - 302-738-7290
Clothing/Uniforms, All Other Services, Post Employment Services

K-Mart # 4807 - 401 Governors Place, Bear, DE 19701 - 302-834-5580
Clothing/Uniforms, All Other Services

K-Mart # 7710 - 333 Naamans Road, Claymont, DE 19703 - 302-792-2881
Clothing/Uniforms, Other Services, All Other Services

Kozma, Fredrick, Ph.D - Wilmington, DE 19808 - 302-477-1830
Psychological Exam

Kurz, Frederick W Ph.D - Wilmington, DE 19810 - 302-661-2328
Other Asmt, Psychological Exam, Neuropsychological Exam, Other Mental Exam, Other Supportive Svcs, Clinical Interview With Rpt, Psychological Therapy, Post Employment Services

Labcorp - Burlington, NC 27216-2140 - 800-845-6167
Lab Test

Lancaster Bible College - 901 Eden Road, Lancaster, PA 17608 - 717-560-8254
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Landmark College - 1 River Road South, Putney, VT 5346 - 802-387-4767
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Langan, James S, Psy.D - 2500 Grubb Road, Wilmington, DE 19810 - 302-984-2885
Neuropsychological Exam, Other Asmt

Lasalle University - Philadelphia, PA 19141 - 215-951-1070
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Lavenburg, Douglas Md - One Centurian Drive, Newark, DE 19713 - 302-993-0722
Visual Exam Asmt, Other Visual Svcs Asmt, Medical Records, Glasses/Contact Lenses

Lawall Prosthetics - 1822 Augustine Cut-Off, Wilmington, DE 19803 - 302-427-3668
Other Assessment, Prosthetics, Other Appliance Or Aid

Lee Training Institute - 623 West Newport Pike, Wilmington, DE 19804 - 302-983-9403
Individualized Educ Svcs, Other Services, Other Skills Training, Training - Dietary Aid, Training Cna - Home Health Aide Hybrid (10 Wk) - Incl Placem, Training Cna (8 Wk) - Incl Placement

Lehigh Valley Safety Shoe Co - Allentown, PA 18103 - 215-791-1577
Clothing/Uniforms
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<td>Lehigh Valley Safety Supply Co</td>
<td>New Castle, DE 19720</td>
<td>302-323-9166</td>
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<td>Lewes Auto Mall Llc</td>
<td>Lewes, DE 19958</td>
<td>302-645-6221</td>
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<td>Lewes Family Practice</td>
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<td>302-645-2281</td>
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<td>Liberty University</td>
<td>Lynchburg, VA 24515</td>
<td>434-582-2270</td>
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<td>Lieberman'S Bookstore</td>
<td>Newark, DE 19711</td>
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<td>Marywood University</td>
<td>Scranton, PA 15809</td>
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<td>Maxi-Aids</td>
<td>Farmingdale, NY 11735</td>
<td>800-522-6294</td>
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<td>McDaniel College</td>
<td>Westminster, MD 21157</td>
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<td><strong>Mcdonald Safety Equipment, Inc.</strong> - 581 Copper Drive, Newport, DE 19804 - 302-999-0151</td>
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<td><strong>Meadowwood Behavl Health System</strong> - 575 S Dupont Hghwy, New Castle, DE 19720 - 302-328-3330</td>
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<td><strong>Med Request Solutions Inc</strong> - Po Box 23, South River, NJ 08882 - 800-483-6040</td>
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<td><strong>Medical Alternative Care</strong> - Occupational Health Center, Philadelphia, PA 19182-2645 - 302-672-2319</td>
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<td><strong>Mercyhurst University</strong> - 501 East 38Th St, Erie, PA 16546 - 814-824-2276</td>
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<td><strong>Mid-Atlantic Agrability</strong> - Georgetown, DE 19947 - 302-856-7303</td>
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<td><strong>Mid-Atlantic Behavioral Health</strong> - 910 South Chapel Street, Newark, DE 19713 - 302-224-1400</td>
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<td><strong>Mid-Atlantic Endoscopy Center</strong> - 4923 Ogletown Stanton Road, Newark, DE 19713 - 302-933-0310</td>
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<td><strong>Milford Medical Associat, P A</strong> - 310 Mullet Run St, Milford, DE 19963 - 302-424-0600</td>
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<td><strong>Miller, Sabrina</strong> - Townsend, DE 19734 - 619-937-5985</td>
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<td><strong>Mind And Body Consortium</strong> - 993 N. Dupont Highway, Milford, DE 19963 - 302-424-1322</td>
<td><strong>Psychiatric Exam, Other Svcs, Other Mental Therapy, Medical Records, Psychiatric Exam, Other Svcs</strong></td>
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<td><strong>Mobo, Ben Hur Jr. MD</strong> - 415 City Avenue, # D2, Merion Station, PA 19066 - 203-273-3057</td>
<td><strong>Functional Eval, Medical Records</strong></td>
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<td><strong>Modoc Railroad Academy</strong> - Po Box 325, Marion, IL 62959-0325 - 916-965-5515</td>
<td><strong>Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year, Other Skills Training</strong></td>
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<td><strong>Molloy College</strong> - 1000 Hempstead Ave, Rockville Center, NY 11571-5002 - 516-678-5000</td>
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<td><strong>Morgan State University</strong> - 1700 E Cold Spring Lane, Baltimore, MD 21251 - 800-332-6674</td>
<td><strong>Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year</strong></td>
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<td><strong>Moss Rehab Driving School</strong> - 1200 W. Tabor Rd, Philadelphia, PA 19141-3099 - 215-886-7706</td>
<td><strong>Speech Evaluation Asmt, Transportation, Other Supportive Svcs, Other Assessment, Il Assessment, Transportation (Per Day/Wk), Other Appliance Or Aid, Speech Therapy, Post Employment Services, Il Services, Driver Training, Other Skills Training</strong></td>
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<td><strong>Mount Ida College</strong> - Office Of Financial Aid, Newton Centre, MA 02159 - 617-969-7000</td>
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| **Muir-Gelb, Janet** - 6650 Eastwood St, Philadelphia, PA 19149 - 267-240-4096 |
| Interpreter, Transportation, Interpreter Services, Interpreter Mileage |

| **Nanticoke Ear Nose & Throat** - 900 Middleford Rd, Seaford, DE 19973 - 302-629-9067 |
| Hearing Exam Asmt, Other Hearing Svcs Asmt, Medical Records, Hearing Aids |

| **Nanticoke Physicians Network** - 9111 Antique Alley, Bridgeville, DE 19933 - 302-337-9320 |
| Medical Records |

| **National Association of Watch and Clock Collectors**, Columbia, PA 17512 - 717-684-8261 |
| Business Training |

| **National Tech Inst For Deaf** - Rochester, NY 14623 - 716-475-2080 |
| Room, Board, Hearing Aids, Counseling And Guidance, Tuition 4 Year, Fees 4 Year, Books 4 Year |

| **Neumann University** - Aston, PA 19014-1298 - 610-558-5517 |
| Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year |

| **New Castle Co Vo Tech - Adult Ed** - Wilmington, DE 19804 - 302-683-3651 |
| Business Training |

| **New Castle Vo Tech** - 1703 School Lane, Wilmington, DE 19808 - 302-761-8300 |
| High School / G.E.D., Books 4 Year, Business Training |

| **Norman Broudy & Associates LLC** - 825 N. Washington Street, Wilmington, DE 19801 - 302-655-7110 |
| Medical Records |

| **North American Trade Schools** - Baltimore, MD 21244 - 410-298-4844 |
| Other Skills Training |

| **Northeastern University** - 360 Huntington Avenue, Boston, MA 02115 - 617-373-2674 |
| Room, Board, Tuition 4 Year, Fees 4 Year |

| **Nova Records Mgmt** - 9 Brick Plant Rd, Suite B, South River, NJ 8882 - 732-698-9950 |
| Medical Records, Other Medical Exam, Il Assessment |

| **Occupational Testing Consultants** - 190 Haut Brion Ave, Newark, DE 19702 - 800-709-1138 |
| Functional Eval |

| **Office Max** - Piittsburgh, PA 15250-6755 - 800-342-6473 |
| All Other Services |

| **Old Dominion University** - Norfolk, VA 23529-0047 - 302-739-5478 |
| Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year |

| **Omega Medical Center** - 15 Omega Dr, Newark, DE 19713 - 302-368-5100 |
| Medical Exam, Lab Test |

<p>| <strong>Onesource Empl &amp; Training Svcs</strong> - 26 Fox Hunt Drive, Bear, DE 19701 - 302-444-8609 |
| Other Skills Training |</p>
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<td>Palomar Community Coll District</td>
<td>1140 West Mission Rd, San Marcos, CA 92069-1487 - 760-744-1150</td>
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<td>Patient First Medical LLC</td>
<td>1330 Middleford Rd, Seaford, DE 19973 - 302-536-7740</td>
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<td>Patient Record Solutions</td>
<td>Po Box 708, Bear, DE 19701 - 302-635-4962</td>
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<td>Peninsula College</td>
<td>1502 E. Lauridsen Blvd, Port Angeles, WA 98562 - 360-417-6209</td>
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<td>Penn Foster Career School</td>
<td>925 Oak St, Scranton, PA 18501 - 570-961-4033</td>
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<td>Penncotech</td>
<td>3815 Otter Street, Bristol, PA 19007 - 215-785-0111</td>
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<td>Peoples Place Counseling Ctr</td>
<td>1131 Airport Rd, Milford, DE 19963 - 302-422-8026</td>
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<td>People'S Place II, Inc</td>
<td>1131 Airport Road, Milford, DE 19963 - 302-422-8026</td>
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<td>Dover, DE 19901-7347 - 302-677-1758</td>
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<td>Pierre Toussaint Dental Office</td>
<td>830 N. Spruce Street, Wilmington, DE 19801 - 302-652-8947</td>
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<td>Pike Creek Psych Center</td>
<td>8 Polly Drummond Hill Rd, Newark, DE 19711 - 302-738-6859</td>
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<td>Pinkerton, Albert Johnson Jr</td>
<td>C/O B &amp; B Music, Camden, DE 19934 - 302-697-2155</td>
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Pittsburgh Technical Institute - Oakdale, PA 15071 - 412-809-5369
Other Training, Room, Books 4 Year, Business Training

Polytech Adult Ed - P. O. Box 102, Woodside, DE 19980 - 302-697-3255
Lab Test, Background Check, Other Supportive Svcs, High School / G.E.D., Other Training, Clothing/Uniforms, Other Services, Fees 4 Year, Books 4 Year, Business Training, Other Skills Training

Positive Directions - 307 A Street, Wilmington, DE 19801 - 302-981-0163
Other Assessment, Placement - Development, Pe Placement - Development, Placement Services, Pe Placement Services, Placement Services 90 Day, Pe Placement Services 90 Day

Pratt Institute - Brooklyn, NY 11205 - 718-636-3600
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Premier Orthopaedic Bone & Joint Care, LLC, Milford, DE 19963 - 302-424-4141
Medical Records

Premier Physicians - 410 Foulk Road, Wilmington, DE 19803 - 302-762-6675
Medical Records

Pressley Beauty Academy - 1417 New Burton Rd, Dover, DE 19904 - 302-734-9853
Other Training, Other Services, All Other Services, Books 4 Year, Business Training

Prime Ride Transportation Co. - 47 Westover Drive, Dover, DE 19904 - 330-328-8605
Business Training

Professional Credential Svcs - 150 Fourth Ave North Suite 700, Nashville, TN 37219-8689 - 888-822-3272
Other Services

Professional Staffing Inc - 3301 Green St, Claymont, DE 19703 - 302-652-3519
Court Fees/Expungements, Other Assessment, Job Readiness Training, Placement - Development, Placement Services, Placement Services 90 Day, Post Employment Services, Business Training, Computer Training, Other Skills Training

Professional Wellness Solutions - Atlanta, GA 31146-8326 - 866-791-4040
Medical Records

Prometric Inc - 1260 Energy Lane, St Paul, MN 55108 - 866-664-9504
Other Services

Prometric Inc (Ets) - 1501 S Clinton St, Baltimore, MD 21224 - 800-772-9476
Other Services

Psychiatric Access For Central Del Pa, Dover, DE 19901 - 302-674-2265
Medical Records

Pugh's Service Inc - 728 Leipsic Rd, Dover, DE 19901 - 302-678-2408
Other Services, All Other Services

Quality Family Physicians, P A - 722 Yorklyn Road, Hockessin, DE 19707 - 302-235-2351
Medical Records

Quantum Inc - 240 S 9th Street, Philadelphia, PA 19107-5733 - 215-627-2251
Interpreter, Interpreter Services

Quest Diagnostics - 975 N. Dupont Hwy, Milford, DE 19963 - 302-422-7721
Lab Test
Saez, Pedro Ph.D - 1601 Delaware Ave, Wilmington, DE 19806 - 917-379-1766
*Psychological Exam, Neuropsychological Exam, Other Mental Exam, Clinical Interview With Rpt, Psychological Therapy, Other Mental Therapy*

Salem Community College - 460 Hollywood Ave, Carneys Point, NJ 08069 - 856-351-2625
*Other Training, Tuition 4 Year, Fees 4 Year, Books 4 Year*

Salisbury Dental Ctr - 226 W Main Street, Salisbury, MD 21801 - 410-749-7873
*Dental Exam Asmt, Other Dental Svcs Asmt, Dental Appliances, Dental Supplies, Other Dental Svcs, Surgery*

Salisbury University - Po Box 2195, Salisbury, MD 21802 - 410-543-6050
*Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year*

Sally Beauty Supply - 4395 Kirkwood Hwy, Wilmington, DE 19805 - 302-999-9999
*Other Services, Books 4 Year, Other Services, Books 4 Year*

Salvation Army - Wilmington, DE 19801 - 302-654-5003
*Se Assessment, Other Assessment, Other Training, Placement - Development, Placement Services, Placement Services 90 Day, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Post Employment Services, Other Expenses 4 Year, Business*

Savannah College Of Art & Design - 15 Drayton St, Savannah, GA 31402-3146 - 302-739-5478
*Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year*

Schanzenbach Consulting - 555 Gettysburg Pike, Mechanicsburg, PA 17055 - 717-432-8302
*Other Assessment, All Other Services*

Schilling Douglas School - 211 Louviers Drive, Newark, DE 19711 - 302-737-4141
*Other Training, All Other Services, Books 4 Year, Business Training*

Schrader, Francis Jr. - Croydon, PA 190215542 - 866-761-2821
*Interpreter, Transportation, Interpreter Services, Interpreter Mileage, Other Skills Training*

Schweitzer, Marcia E. LCSW - Bradenton, FL 34208 - 410-924-3190
*Psychological Exam, Other Svcs*

Score - Chapter 42 - 1007 N Orange St, Wilmington, DE 19801 - 302-573-6552
*Self Employment Workshop*

Sears Roebuck Co - Wilmington, DE 19802 - 404-723-2855
*Clothing/Uniforms, Other Services, All Other Services, Other Supportive Svcs, Clothing/Uniforms, Other Services, All Other Services, Other Supportive Svcs, Clothing/Uniforms, Other Services, Glasses/Contact Lenses, All Other Services, Post Employment Serv*

ServiceSource - Po Box 254, Wilmington, DE 19899 - 302-762-0300
*Se Assessment, Other Assessment, Job Readiness Training, Other Training, Placement - Development, Placement Services, Placement Services 90 Day, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Clothing/Uniforms, Interpreter*

Sierra Group Inc - 588 N Gulph Rd, King Of Prussia, PA 19406 - 610-992-0288
*Other Assessment, All Other Services, Post Employment Services*

Sierra Nevada College - 999 Tahoe Blvd., Incline Village, NV 89451 - 775-831-1314
*Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year*

Signinterpreting Services, LLC - Media, PA 19063 - 610-742-1507
*Interpreter, Transportation, Interpreter Services, Interpreter Mileage*
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<td>Silverhill Construction Inc</td>
<td>Po Box 639, Odessa, DE 19730 - 302-378-1429</td>
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<td>Smith &amp; Solomon Driver Training</td>
<td>217 Lisa Drive, New Castle, DE 19720 - 302-322-9622</td>
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<td>Smoyer, Phyllis MD</td>
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<td>Smyrna Dental Center</td>
<td>200 S. Dupont Blvd, Smyrna, DE 19977 - 302-223-6194</td>
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<td>Snap-On Industrial</td>
<td>Crystal Lake, IL 60039 - 877-740-1900</td>
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<td>Sodat De Inc</td>
<td>625 Orange St 2nd Flr, Wilmington, DE 19805 - 302-656-4044</td>
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<td>Lab Test, Other Supportive Svcs, Drugs And Medications, Substance Abuse Counseling</td>
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<td>South Carolina State University</td>
<td>300 College St Ne, Orangeburg, SC 29117 - 803-536-8775</td>
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<td>Southern De Physical Therapy</td>
<td>701 Savannah Rd, Lewes, DE 19958 - 302-644-2530</td>
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<td>Southwest Medical</td>
<td>Sunwest Rehab LLC, Phoenix, AZ 85013 - 800-236-4215</td>
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<td>Specs For Less</td>
<td>Tri State Mall, #35, Claymont, DE 19703 - 302-798-7805</td>
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<td>Springfield College</td>
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<td>St Francis Family Practice</td>
<td>701 N Clayton St, Wilmington, DE 19805 - 302-575-8040</td>
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<td>Staples Advantage</td>
<td>7021 Dorsey Road, Hanover, MD 21076 - 800-270-9710</td>
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<td>Star*Med Llc</td>
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<td>State Janitorial Supply</td>
<td>24 Maggues Way, Dover, DE 19901-4887 - 302-734-4814</td>
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<td>Sterling Optical</td>
<td>Dover Downs Shopping Ctr, Dover, DE 19901 - 302-734-8181</td>
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<td>Swink, Richard H. Phd</td>
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<td>Tatagari, Vijayasekhar R., M.D.</td>
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<td>Tetzner, Emil W. DMD MS PA</td>
<td>804 S. State St., Dover, DE 19901 - 302-744-9900</td>
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<td>The Andrews School</td>
<td>Linda Andrews, Oklahoma City, OK 73132 - 405-781-3555</td>
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<td>Walnut Hill College, Philadelphia, PA 19104</td>
<td>215-222-4219</td>
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<td>Three Of Us Corporation</td>
<td>New York Conservatory For Dramatic Arts, New York, NY 10011</td>
<td>212-645-0030</td>
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<td>Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<td>Thrive - Real Life Independence</td>
<td>H.O.M.E., LLC, Middletown, DE 19709</td>
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<td>Se Assessment, Other Assessment, Placement - Development, Placement Services, Placement Services 90 Day, Se Placement, Se 4-Week Job Retention, Se Stabilization, Se Placement 90 Days, Post Employment Services, On The Job Training</td>
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<td>Tigani, James V. III, DMD</td>
<td>1021 Gilpin Ave, Wilmington, DE 19806</td>
<td>302-571-8740</td>
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<td>Dental Exam Asmt, Other Dental Svcs Asmt, Medical Records, Other Appliance Or Aid</td>
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<td>Tools And More</td>
<td>2335 N Dupont Highway, New Castle, DE 19720</td>
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<td>Tooze &amp; Easter, Md, Pa</td>
<td>720 S Queen St, Dover, DE 19904</td>
<td>302-735-8700</td>
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<td>Orthopedic Exam, Medical Records, Surgery</td>
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<td>Total Care Physicians</td>
<td>Omega Professional Center, Newark, DE 19713</td>
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<td>Other Asmt, Medical Exam, Medical Records</td>
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<td>Total Hearing Care</td>
<td>556 Eagle Rock Ave, Roseland, NJ 07068</td>
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<td>Training For Results</td>
<td>909 North Avenue, Springfield, PA 19064</td>
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<td>Tri-State Technical School</td>
<td>210 Laureltown, Laurel, DE 19956</td>
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<td>Truck Tech Industries Inc</td>
<td>321A South Division St, Fruitland, MD 21826</td>
<td>410-543-4323</td>
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<td>True Mobility Inc</td>
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<td>Po Box 5100, Greenville, TN 37743</td>
<td>423-636-5096</td>
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<td>Unity, ME 04988</td>
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<td>Exton, PA 19341</td>
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<td>Newark, DE 19716-6390</td>
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<td>University Of Delaware</td>
<td>- Newark, DE 19716 - 302-831-2810</td>
<td>Individualized Educ Svcs, Other Training, Room, Board, Counseling And Guidance, Tuition 4 Year, Fees 4 Year, Other Expenses 4 Year, Business Training, Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<td>University Of Delaware Bookstore</td>
<td>- Newark, DE 19716 - 302-831-2790</td>
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<td>University Of Kentucky</td>
<td>- Lexington, KY 40506-0054 - 859-218-2209</td>
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<td>University Of Northwestern Ohio</td>
<td>- 1441 North Cable Rd, Lima, OH 45805 - 419-998-3150</td>
<td>Clothing/Uniforms, Room, Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<td>University Of Pennsylvania</td>
<td>- 3451 Walnut Street, Philadelphia, PA 19104 - 215-999-9999</td>
<td>Training Graduate, Fees Graduate, Dental Supplies</td>
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<td>University Of The Sciences</td>
<td>- Student Accounting Services, Philadelphia, PA 19104 - 215-596-8863</td>
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<td>- Rochester, LLC, Columbus, OH 43215 - 585-427-7777</td>
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<td>US Security Associates Inc</td>
<td>- Po Box 931703, Atlanta, GA 31193 - 302-395-9740</td>
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<td>Valley Forge Military</td>
<td>- Academy &amp; College, Wayne, PA 19087 - 610-989-1236</td>
<td>Tuition 4 Year, Fees 4 Year, Books 4 Year</td>
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<td>Van Conversions, Inc</td>
<td>- 925 South Trooper Road, Norristown, PA 19403 - 610-666-9100</td>
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<td>Verdery, Mary Jo</td>
<td>- Seaford, DE 19973 - 302-270-6096</td>
<td>Interpreter, Transportation, Other Assessment, Placement - Development, Placement Services, Placement Services 90 Day, Interpreter Services, Interpreter Mileage, Other Expenses 4 Year, On The Job Training With Asl</td>
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<td>Verizon Wireless</td>
<td>- Po Box 25505, Lehigh Valley, PA 18002-5505 - 302-761-8300</td>
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<td>Villabona, Gregory Md</td>
<td>- 720 Woodcrest Drive, Dover, DE 19904 - 302-672-7220</td>
<td>Medical Records, Psychiatric Exam, Other Mental Therapy</td>
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<td>Virginia Commonwealth University</td>
<td>- 901 W Franklin St, Richmond, VA 23231 - 804-828-0100</td>
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<td>Vision Centre Ltd</td>
<td>- Rehoboth, DE 19971 - 302-645-1800</td>
<td>Glasses/Contact Lenses</td>
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<td>Vision Plus Of Delaware Pa</td>
<td>- 100 Christiana Medical Ctr, Newark, DE 19702 - 302-656-1895</td>
<td>Visual Exam Asmt, Glasses/Contact Lenses, Other Appliance Or Aid</td>
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<td>VLS It Consulting Inc</td>
<td>- 103 East Kilts Lane, Middletown, DE 19709 - 302-368-5656</td>
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<td>Walgreens</td>
<td>- Chicago, IL 6096 - 847-964-6872</td>
<td>Clothing/Uniforms, Drugs And Medications, Post Employment Services</td>
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Washington College - 300 Washington Avenue, Chestertown, MD 21620 - 410-778-7266
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Weitbrecht Communications Inc - 1500 Olympic Blvd, Santa Monica, CA 90404 - 800-233-9130
Computer/Accessories

Wesley College - Dover, DE 19901
Other Training, Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

West Virginia University - One Waterfront Place, Morgantown, WV 26506-6005 - 304-293-3989
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Westfalen Apartment Complex - C/O Colonial Investment & Mgmt Co, Dover, DE 19901 - 302-736-0674
Room, Board, Rent

Widener University - One University Place, Chester, PA 19013-5792 - 610-499-4159
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year, Other Training, Tuition 4 Year, Fees 4 Year, Books 4 Year

Wilmington Audiology Svcs - 2300 Pennsylvania Ave, Wilmington, DE 19806 - 302-654-1011
Hearing Exam Asmt, Other Hearing Svcs Asmt, Il Assessment, Hearing Aids, Other Appliance Or Aid, Il Appliance Or Aid

Wilmington Chiropractic - 1536 Kirkwood Highway, Newark, DE 19711 - 302-368-6980
Medical Records

Wilmington Otolaryngology - 2300 Pennsylvania Ave, Wilmington, DE 19806 - 302-658-0404
Hearing Exam Asmt

Wilmington University - 320 N. Dupont Highway, New Castle, DE 19720-6491 - 302-328-9401
Transcripts And Records, Other Training, Training Graduate, Tuition 4 Year, Fees 4 Year, Books 4 Year

Wizard Of Paws Grooming School - 19470 Coastal Hwy, Rehoboth Beach, DE 19971 - 302-227-9070
Business Training

Work N Gear - Wilmington, DE 19808 - 781-746-0162
Clothing/Uniforms

World Learning Inc - Kipling Rd, Brattleboro, VT 05302-0676 - 802-258-3193
Room, Board, Tuition 4 Year, Fees 4 Year, Books 4 Year

Wor-Wic Community College - 32000 Campus Drive, Salisbury, MD 21804 - 301-749-8181
Tuition 4 Year, Fees 4 Year, Books 4 Year

Wyoming Technical Institute - 500 Innovation Drive, Blairsville, PA 15717 - 724-459-9500
Board, Books - Junior Or Community College, Books 4 Year, Business Training, Fees - Junior Or Community College, Fees 4 Year, Room, Tuition - Junior Or Community College, Tuition 4 Year

YMCA Of Delaware - Dover Community Branch, Dover, DE 19901 - 302-346-9622
Other Supportive Svcs, Child Care, Physical Therapy, Driver Training, Other Skills Training

York College OF PA - 441 Country Club Road, York, PA 17403-3651 - 717-846-7788
Tuition 4 Year, Fees 4 Year, Books 4 Year

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