

UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES  
REHABILITATION SERVICES ADMINISTRATION  
WASHINGTON, DC 20202

INFORMATION MEMORANDUM  
RSA-IM-99-08  
DATE: December 14, 1998

ADDRESSEES: STATE VOCATIONAL REHABILITATION AGENCIES (GENERAL)  
STATE VOCATIONAL REHABILITATION AGENCIES (BLIND)  
STATE REHABILITATION COUNCILS  
CLIENT ASSISTANCE PROGRAMS  
PROTECTION & ADVOCACY OF INDIVIDUAL RIGHTS  
PROGRAMS  
REGIONAL REHABILITATION CONTINUING EDUCATION  
PROGRAMS  
AMERICAN INDIAN VOCATIONAL REHABILITATION  
PROGRAMS  
RSA SENIOR MANAGEMENT TEAM

SUBJECT: Dissemination of the publication entitled: Field Service Managers and Supervisors: Strategic Leadership in Achieving Employment Outcomes, developed by the Twenty-Fourth Institute on Rehabilitation Issues (IRI).

CONTENT: The purpose of this Information Memorandum (IM) is to transmit the enclosed publication to vocational rehabilitation (VR) professionals, advocates and other interested persons. The publication was developed in partnership with individuals representing various State VR programs, the Regional Rehabilitation Continuing Education Programs (RRCEPs) and the Rehabilitation Services Administration (RSA). Dr. Donald Dew, director of the George Washington University Region III RRCEP, served as the university coordinator for the study group, and Mr. James Jeffers, director of the West Virginia Division of Rehabilitation Services, served as chairperson.

We recommend that the IRI publication be brought to the attention of personnel responsible for, or interested in, human resource development and staff training for use in planning, implementing and assessing the effectiveness of training on this topic. The IRI publications are widely used by VR counselors and supervisors, human resource development specialists, community-based rehabilitation service providers, administrators, researchers, educators and policy analysts in fulfilling the purposes of the Rehabilitation Act, as amended, particularly, "... to empower individuals with disabilities to maximize employment, economic

self-sufficiency, independence, and inclusion and integration into society...".

An important part of RSA's mission is to provide training and technical assistance to State VR agencies on the problems facing rehabilitation service providers, and to disseminate and promote the utilization of knowledge resulting from current research. Through the IRI, high priority training needs are responded to expeditiously, and the study findings on a specific topic are quickly transposed into useful and usable training materials and publications.

Improving the skills of personnel in the Public VR program through effective training is a basic function of RSA's RRCEPs. RSA funds the following three RSA RRCEPs to serve as prime study group coordinators for developing the three publications: the University of Arkansas; George Washington University; and, the University of Wisconsin-Stout.

Additional copies of this publication, or copies in alternate formats, may be obtained by contacting Dr. Donald Dew at:

Region III Rehabilitation Continuing Education Program  
George Washington University  
2011 Eye Street N.W., Suite 300  
Washington, DC 20052

E-mail: [dondew@gwu.edu](mailto:dondew@gwu.edu)  
Voice: 202.973.1550  
FAX: 202.775.0053  
TTY: 202.973.1544

If you have any questions or comments regarding the IRI, please contact Mr. Charles Sadler, RSA IRI Coordinator at 202.205.9286, or via e-mail at [Charles\\_Sadler@ed.gov](mailto:Charles_Sadler@ed.gov).

---

Fredric K. Schroeder, Ph.D.  
Commissioner

Enclosure