



State of Rhode Island and Providence Plantations

## Public Forums to Identify the Concerns of People with Disabilities and their Families

During the week of the 24<sup>th</sup> anniversary of the Americans with Disabilities Act (signed on July 26<sup>th</sup>), the Governor's Commission on Disabilities and many other state and non-profit agencies conduct a weeklong series of open forums to hear the concerns of people with disabilities and their families.

The forums are open for anyone to come in and speak; representatives of the sponsoring agencies will be there to listen. State policy makers and planners want to hear your concerns about current services, unmet needs, and suggestions for improving services and expanding opportunities.

### **Monday, July 21<sup>st</sup>, 2014, 1 – 3 PM**

Zambarano Unit, Eleanor Slater Hospital, 2090 Wallum Lake Rd, Pascoag  
Hosted by Alliance for Better Long Term Care / RI Long Term Care Ombudsman

### **Monday, July 21<sup>st</sup>, 2014, 4 – 6 PM**

Woonsocket Harris Public Library, 303 Clinton St, Woonsocket  
Hosted by Seven Hills Rhode Island

### **Tuesday, July 22<sup>nd</sup>, 2014, 2 – 4 PM**

Warwick Public Library, 600 Sandy Lane, Warwick  
Hosted by the Ocean State Center for Independent Living

### **Wednesday, July 23<sup>rd</sup>, 2014, from 5:30 – 7:30 PM**

Middletown Public Library, 700 West Main Rd, Middletown  
Hosted by Opportunities Unlimited For People With Differing Abilities

### **Thursday, July 24<sup>th</sup>, 2014, from 4 – 6 PM**

Rogers Free Library, 525 Hope St, Bristol  
Hosted by RI Statewide Independent Living Council & National Federation of the Blind of RI

### **Thursday, July 24<sup>th</sup>, 2014, from 4 – 6 PM**

Charlestown Chambers, 4540 South County Trail, Charlestown  
Hosted by Perspectives Corporation & National Multiple Sclerosis Society RI Chapter

### **Friday, July 25<sup>th</sup>, 2014, from 1:30 – 3:30 PM**

South Providence Library, 441 Prairie Avenue, Providence  
Hosted by RI Department of Health

Remarks can be made in person during the forums, faxed to 462-0106, e-mailed to [GCD.Disabilities@gcd.ri.gov](mailto:GCD.Disabilities@gcd.ri.gov), or mailed by August 8th to Governor's Commission on Disabilities, John O' Pastore Center - 41 Cherry Dale Court, Cranston, RI 02920. CART Recorders (real-time captioning) and assistive listening devices will be at all sites, courtesy of the Office of Rehabilitation Services / Assistive Technology Access Partnership. The RI Commission on the Deaf and Hard of Hearing will provide sign language interpreters for each forum.

To request information or accommodation, please call 462-0100 or 462-0101(tty) in advance; arrangements will be provided at no cost. Language interpreting is available with the Department of Human Services and requests can be made to 462-2130 in advance.

When making the ADA reservation with RIdE to get to and from the public forum, tell the RIdE reservationist (1-800-479-6902) that this trip is for the Governor's Commission's Public Forums in order to guarantee your return trip, after normal RIdE hours of operation. ADA fare is still applicable. When attending the forum, please use unscented personal care products. Mild fragrances can constitute a toxic exposure for a person with an environmental illness.

### **Lincoln D. Chafee, Governor**

The Public Forums' additional sponsors are: Arthritis Foundation RI Chapter; AccessPoint RI; Gateway Healthcare; In-Sight; Living in Fulfilling Environments, Inc; J. Arthur Trudeau Memorial Center; Neighborhood Health Plan of RI; RI Parent Information Network, Inc.; and RI Disability Law Center.

## Tuesday July 22, 2014 Warwick

LORNA RICCI: Hello. Can everybody hear me? Do I need to speak a little louder? Is this good? Well, welcome to the Governor's Commission on Disabilities Public Forums. This is one of seven being held around the state.

There is information on the back of the other locations, should you be a little shy today and not wish to say anything, I hope you will, but if you would like to attend one of the other meetings and maybe have a prepared or maybe have your thoughts together, you may want to attend one of the others so be sure to check the Governor's Commission information at the back of the room. Just a few things. Rest rooms are down, go out the door and down to the right and there are phones when you go out to the left if you don't have your cell phone and need to use the lands line. Speaking of folks we do ask you put them to vibrate so when people are testifying that won't be distracting. I need to read something, something important that tells about today's event. Bear with me a minute.

The purpose is to identify the concerns of people with disabilities and their families in order to assist the state and to develop programs that will improve the quality of life of people with disabilities. After this public forum, after all of the Public Forums are completed, probably in early August, the sponsoring agencies will be invited to review the testimony and make -- excuse me -- and make recommendations. All of this information will be available on the Governor's Commission's for disabilities web site, probably in November.

Transcripts and recommendations will be printed and sent to state and congressional offices. Yes, this information does go higher and gets to the people that need to see the testimony. And it also goes to members of the General Assembly. So, what you're saying today is recorded. It does get printed and it does go onto, hopefully be seen by people who are making a difference in the state. We would like to get started. Just a few things. The panel are here, really to listen and I am going to let them introduce them selves. They are here really to listen to your testimony -- I'm sorry, I'm standing in front of the interpreter, bad, bad.

Just kick. So I'm going to pass it down so they can introduce them selves, they will just say their name and where they are from and then we'll start the testimony, itself. I have the names of those who have signed up. Please, for those who are hear listening, if you hear something that sparks an interest with you, if you really agree, please take a second and come up, have your name, state your name and all you will have to say is I really agree with what was said about a specific topic. This adds a little more strength to the testimony when it's reviewed, that a number of people agreed with that topic that maybe there needs to be something looked at that's important. So I ask you as you listen, if you do feel that way, please, when we have a break, would like to go to the back and sign in, I encourage you to do that. The other thing, we ask that you keep your testimony brief. That you come up and state your name clearly, if you could spell it for our court stenographer, that would be appreciated. And if you could tell us, just the city that you're from, that helps when the congressional group look over, they like to see their constituents and the kinds of concern that is are in their particular community. So I am going to start here, with Sue and introduce the panel and I thank everyone for coming, will be introducing them selves.

SUE ELEOFF: Sue, from OSCIL.

VINCENT DeJESUS: Hello, my name is Vincent DeJesus, here as the acting chair for the Statewide Independent Living Council.

PANEL MEMBER: Hi I'm Elaina Goldstein, I'm here from the legislative committee on the Governor's Commission on Disabilities.

GAYLE REID: with the Trudeau center.

COLLEEN POLSELLI: Rhode Island department of health, disability and health program.

ELISABETH HUBBARD: from the Rhode Island disability law center.

SHARON THISLEWAITE-MORRA: Sharon Thislewaite-Morra from the office of rehab services.

SUSAN HAYWARD: Susan Hayward, -- Disabilities State Department of Behavioral Health Developmental Disabilities and Hospitals.

LORNA RICCI: Our first testimony will come from Barbara Henry. Barbara. Right hand side. Would you like to state who you are? Okay. That's fine.

BARBARA HENRY: Hello, my name is -- can you hear me? Hello. My name is Barbara Henry. I am blind, and my question, one of my questions is, when you go to get a non-driver's license at the DMV, I attempted to put on it that I wanted to be an organ donor and they only do it for people who drive. And when I asked them why, the worker there could not answer me.

They did not know why. And so, I was just curious if that could be really looked into because it just seems like a double standard to me. Thank you.

LORNA RICCI: How long did you have to wait?

BARBARA HENRY: That really wasn't my concern, it was more that issue.

LORNA RICCI: I went recently and it was a long time. Okay, next is Susan Donovan (sounds like).

SUSAN DONOVAN: Hello, my glasses are in the car so I couldn't see you all from back there. Thank you, Lorna. Many of you may know that I work as one of the program directors of the Rhode Island parent information network in Cranston. We have a call center called the resource center and we get over 5,000 call a year. However, in my personal life which is start to go clash with my professional life, I am parent of a 19 year-old young woman with autism and a couple things that have come up in her transition to adult hood has special meaning now that I am hearing it at home as well as at the office. But I do feel as though we need to provide more support around benefits planning specialists. I think if we want individuals, especially young adults in transition, to be successful in their, with their plans for employment, that we need more folks that are trained and are accessible to speak with these young adults about benefits planning and the effects. And it would be wonderful if we could have folks that would be available to speak to young adults, even before they become qualified for benefits. So that's one thing that I have noticed she is in need of. And secondly would be, you know, and I hate to use this term because I think this term will morph over the next few years but short-term job coaching support. For my daughter, in order for her to be successful with her independent plan for employment, she needs a little short-term job coaching. And it gets a little fuzzy as far as who is qualified for that and who will provide it and who will fund that. But as a parent, and yes I was spying on her at Sam's club yesterday afternoon with my trench coat and dark glasses, just keep that in the room, okay? We have so many young adults with disabilities that have such great potential. But they just need a little bit of support. If we as a state could agree that regardless of their level of disability, that we make employment coaching, job coaching, supported employment available for more youth in transition so that they can meet their goals. Thank you.

PANEL MEMBER: Can I ask a question, is she on Medicaid?

SUSAN DONOVAN: Receives SSI and on Medicaid, yes. We were able to find the job coaching, we were creative.

ELAINA GOLDSTEIN: Sherlock?

SUSAN DONOVAN: No, she has Medicaid because eligible for SSI but when we first -- I said, you know, Kel, I think you'll need a little support.

ELAINA GOLDSTEIN: The reason I say this, job coaching is one of the services under Sherlock.

SUSAN DONOVAN: That's great. We don't have that but that's great.

ELAINA GOLDSTEIN: we'll talk.

LORNA RICCI: I'm glad that came up. If there are situations, I know there are wonderful resources here. If you can just say please see me, perhaps at the break or at the end, we have six people signed up -- unless we have a few more come, we may have a short kind of, like an intermission, I guess, where people can talk to folks at the panel, particularly if you're biting at the bit and have an answer for someone who gives testimony. I ask that you just say, I'd like to speak with you later and then you can really have an in depth conversation and I'm sure it will be important. Maryanne Nolin is next.

MARYANNE NOLIN: Hello everyone.

I'm an adult with a disability, probably had it all my life. It's not a visible disability, you might be able to discern a few things. I won't read anything that I wrote but I wrote something that I'll hand in. On April 30th I testified for a bill 7288 before our state council representatives. It would allow people that are on Medicare like myself to have assistance with paying the \$105 that comes out of my 700 and something check from the government every month. I don't have a clean, clear-cut and dry like I'm eligible for this and that. And, the biggest difficulty I encounter is getting people in the departments and this would be DHS and ORS and people that are supposed to be fulfilling the Commission's mission statement, to understand that I don't have the capability of organizing my paperwork which is extensive and has been an issue throughout, shall I say, my career of single parenting. And bringing along a child with a disability, who is successfully employed (inaudible) he's got a job, pays taxes, has integrated into his community. I can remember raising him, 15 agencies that I had to be responsible for verifying the same dam exact information for. So backtrack to now. I became disabled in the early 80s and then walked away from it. 12 years I had some employment. It was successful, I was in a job that was kind of way over my head but I loved. Then I stepped down to a position that would have been an aid in that career. And that wasn't successful. Twice we brought in -- this was a different state.

We brought in rehabilitation counselors to my employer to say, I needed accommodations for this. They chose not to do it, they didn't want to. I left that state. I then came at the offer of my family to live with them, my sister had an injury, and then I became homeless in Rhode Island. I was at crossroads for two weeks, all I could take, I left. Went on my own in the community, drove around one day, this looks nice, room for rent, found that, did that for five months couldn't afford it but managed a way to do it. And I've been before this Commission two years ago, I'm in the exact same place I was two years ago, the difference is I do have a disability law attorney that tries to help me with things with ORS. Where I am stuck is, is my worker moved away in November. To another state. I didn't know that, I just e-mailed her one day to find out such and such and he said, hyper link, here is the supervisor, did that, link didn't work so I called again and the supervisor has been my career counselor. The biggest difficulty is that Medicare does not cover case management services. So I can't get that availability. I've gone to butler, I've talked with them, I've done extensive resource research. The last thing ORS suggested I do is contact the brain injury group in Rhode Island, which I did and they gave me a couple of referrals. And the woman that could do this service for me stated that she cannot afford to accept the voucher. In April, I had my snap benefits cut from -- first of all 200, to 184 then 180 like everybody's. I filed an appeal, fair hearing, to say, this is a little extreme. Somebody, I did a direct link (sounds like) to my workers. I heard nothing back. I called the appellate people in the state, hadn't hard -- I said it's been over 60 days going on 90.

I don't know what culpability or whatever they have at this point. Then I called channel 12 news because nothing was (inaudible).

Channel 12 news advocator on my behalf. And then I called the -- bear with me a minute. The person who schedules hearings again. So we can give you this date, which she did. And she offered

another date, I said, no, I'll take the soonest date I can get because being cut from \$180 to \$105 (sounds like) as you can imagine is extreme. Scheduled for April 22nd. I was dog sitting for my sister that week so special trip over to Rhode Island. So I went to Pawtucket office to have my hearing. And the hearing officer and my worker right away said we'll just take care of this. This won't need to go to a fair hearing. I said, great, because I've been trying to do that. So, they did state that they were at fault for not getting back to me and my request sat in a drawer for a few months. And then she said, well, get your paperwork together and within such and such a time, we'll take care of it.

I said I can do this for 2002 (sounds like) another agency this exact paperwork needs to go through. So I waited until I got it all done for housing. And then brought it all in. One day I picked up the phone and she happened to answer it, a miracle, never happens. Scheduled that, went in, showed her all of my paperwork, she told me, by the way the receipts from dollar tree, you can count those, too, you know, that counts towards your medical -- so she indeed verified I had between 5 and \$600 of medical expenses including hospitalizations, co-pays, medicine and all of it. And 105 a month for this Medicare which is why I went to testify for that bill which got heard and failed. Now if I live in Connecticut all of this would be covered. My 105, I know that because my mother has been contacted by her health plan offering to pay that for her. I am kind of looking at going out of state because I don't have the same assets. But it's difficult because my family is here. I don't understand why nobody gets this. I have called every agency in that little book older services puts out. For some kind of creative way to help me, at least, I'm not asking for house cleaning in my house, I'm asking for a specific structured way to organize my bills and so forth, to make it work so I don't have to go through this. Taxes, food stamps, for housing, for medical. Now there is this qualified Medicare beneficiary program. I found that on my own when looking through Medicare, I sent in the paperwork for that. That mail didn't get to me, what happened with that piece of mail, when I was in the hospital this year it was opened by one of the residents where I live in the high-rise. When I came back, this thing was sitting in my door, wedged in my door, opened, it was from the state Medicare/Medicaid office. The mail had been sitting down on the banister outside my mailboxes. So that everyone can pick up that piece of mail and look at it and I went into the people where I live and I said this is kind of a problem, not only is that a federal owe fence for people to look at mail, this shouldn't happen.

So again a piece of mail I was supposed to get last week didn't come to me and I finally called, I didn't go to my residential post office this time, I went to customer service of the United States post office. Respond within 24 hours. I said this is an ongoing problem, things are getting miss delivered. Don't you think there could be a box we could put it in so the mail could redo it or I asked my housing people, do you think you could put a note where the mailboxes are that it can be put in the rent drop box. Well, you know what happened one time was somebody's AIDS test got opened, that's how that...I feel like after five years in the system like this I shouldn't be here. I feel like having had to do this for the second time I shouldn't have had to do this. I called my rehab worker and they stated they knew -- they would have a new counselor for me to meet which I will be doing at the end of the month. I don't know why I wasn't sent a letter that my counselor was moved. I don't know why I haven't been able to move on in my life. I have tested and tested at a high level for the last evaluation. I used to teach school. My son doesn't know how to cope with me. I'm not his kid. But I am in a lot of distress. I have a lot of anxiety. And it's not easy to come here. I know you people understand this and it wasn't easy to go to the state house. I chose to tell my story and not read it. The toughest thing I deal with by far is the stigma for having the difficulties I do in my life, bar none, it's the stigma that exists, that, you know, when the rescue people pick me up, they say, what are you doing living here? You can dress better and should be out working. Twice that's occurred. I did not

need a rescue, I had a health assessment schedule in my home on May the 1st. And this person who was there to just do a health assessment for me, which, I don't know how that occurred in my health plan, said you're not driving yourself to butler today, I said I have an 11:00 appointment today, she showed up a rescue. I have refused to pay that bill and I have written my appeal with them. I am spending everyday of my life arguing for things in my life that just shouldn't be so. I am an intelligent person, I've had several evaluations over the years. I want action and that's really all I want to say today. I don't want to be told you can't work, you're not employable, that is not true. Thank you very much.

LORNA RICCI: Thank you. Norah DiBary (sounds like).

NORAH DiBARI: Can I just talk about anything? I'm here because I want to thank everyone that's helped me at the (inaudible) and I will say I am having difficulties because I have lost my hearing and my eye sight is not, I've had three bouts of cancer and it seems my medical just doesn't help me as far as that's concerned.

And I have talked to the governor, and I have talked to my mayor and they all say, I'm going to help you, I'm going to help you but no one ever gets back to me to help me and I'm not looking for poverty or anything like that but I'd like to have a little help as far as medical is concerned because it seems every time I go to the doctors it's a co-payment, \$40 or \$75 and I cannot really afford it. Right now I'm only on medical -- medical assistance -- not medical assistance, social security, I'm sorry, social security, and I would appreciate if I could get some help or something like that but no one seems to want to help you and I live alone and stuff like that. I have taxes to pay and stuff like that so with all that there, seems like every time, Blue Cross, I pay my payments, but it keeps going up and up and they're taking more out of the medical for me than they were putting in. And I would appreciate some help for it. And I appreciate everything you have done for me. Thank you very much. Thanks.

LORNA RICCI: Thank you. Tara Townsend.

TARA TOWNSEND: Hi, good afternoon.

My name is Tara Townsend, Rhode Island parent information network, Warwick resident. 21

Couple of these things are work related. Couple of personal. But, I think RIPIN follows the whole morale guidelines I am going to talk about today. First thing I wanted to mention was transportation in the state. Again. It is much better with logistic care (sounds like), they are working with people and we have gotten some phone calls that they're not providing better rides, better suited rides, they still have some learning to do with sending appropriate cars or vans or what not to the appropriate places. And then also making sure that when they are talking with someone that is booking a ride, sometimes people don't remember everything that they need to say and maybe they could, if they have a log that this person has needed to ride alone before, if there is some other issues that they don't feel comfortable being around other people, those things should be noted and brought up when they're booking the ride and then those rides should be appropriately placed with them. So I did want to say that. And the other thing about transportation is I've noticed a lot of consumers don't want to complain to the transportation company because logistic care is booking the rides and also logging complains so they're not comfortable with that. I think if there was a way they could do an e-mail complaint form or contact with another agency to do that, I think more people would send in their complaints because I know that some health plans are still logging a lot of them and consumers just won't call logistic care. That's all for transportation. Now, this is more in my personal life, we are noticing a lot of work force issues with the health care industry and now that we have, more people -- coverage and a lot more people seeking doctors and specialists we have noticed in the pediatric world there are not a lot of specialists that are in Rhode Island and of course if you leave Rhode Island your benefits don't always pay for it because it's out of network. So, for example there is no pediatric

cardiologist in Rhode Island and I think that we need to work on a way to find, I guess I incentives for more specialists to come into the state and there are not enough DME companies, as well, not enough vendors for medical equipment and supplies, not much of a choice out here the options are you get orders late or not at all or some people don't supply the correct supplies you need or you can't get a certain kind of diaper even though it's been working for five years, they switch and you can't get that same type of supply again, for, I don't know, contract reasons or whatever, but that's not fair to the children, it's not fair to whoever is getting the services or equipment so I think we need to do a better job in finding or contacting with our DME companies, especially for equipment, as well, because even with equipment, some will sell it to you and the next year they don't work with the equipment any more and you have nobody to go to if the equipment breaks to fix it. That was one other thing I wanted to discuss. Thank you guys for your time.

LORNA RICCI: Marie Bouchard.

MARIE BOUCHARD: I'm not here to testify, just wanted to speak about accessible Rhode Island.

LORNA RICCI: Is there anyone else signed up? No?

MARIE BOUCHARD: Well that's great then. Thank you. I'm Marie Bouchard, accessible Rhode Island is an, a resource for the disabled people of Rhode Island and actually for folks coming in from out of state, as well. With the support of the Rhode Island department of health, we have launched a brand new web site, the address is [access-ri.org](http://access-ri.org), and on it, there are roughly, just under a thousand listings at this point in categories such as dining facilities, restaurants, of course, hotels, beaches, walking paths, YMCAs, museums, all of the places, things to do and places to go. And what we have done is surveyed all of these facilities in five different categories. We make comments and, on the parking, van accessible parking. The front entrance, the main entrance, the bathroom, and the route from the parking lot to the facility. So that people, before they go to a facility or want to visit somewhere will be able to have that information. I believe it's the most comprehensive resource available today. And we're moving on, right now, to do assess Mamography centers, as well. We're really excited about what a wonderful resource it is for people and there are listings I invite you to visit and if anyone has an interest in being on the site, by all means you can give me a call.

Thanks. If there are any questions, anyone?

FEMALE SPEAKER: Does it include, does it say if it's a pediatric, like a, for children?

MARIE BOUCHARD: It has, the children's museum is on there. There are, it doesn't necessarily say, it's just a list of facilities.

There are many categories, though. And transportation is one of them. You talked about transportation. So, it gives you some schedules and the cab companies that have accessibility.

So it's really a great resource. Thank you for your question. Thank you, Lorna.

LORNA RICCI: I encourage everyone to check it out, it's [access-ri](http://access-ri.org). And it's really a wonderful site for our families, as well. Sometimes families are putting together parties or wish to have everyone meet at a certain restaurant, they can go and make sure that restaurant or that facility is accessible to all of the guest that is are coming, including folks maybe in wheelchairs and definitely need to have it accessible for them. Thank you, Marie. Do we have any more testimony? No more signed up.

Would anyone like to speak?

BARBARA HENRY: My name is Barbara Henry. I recently had to go to court for a civil matter in May and when I went to family court on Dorrance street and went to, I guess the counter, or, to get the paperwork and when I asked for assistance in filling out the paperwork, I was told no. I am not eligible. There is no one here to help me. And I just kept questioning, why isn't there someone here to help me? I mean, I had my cane with me, it's very visible.

And then I also thought, what if I was deaf? So, I don't know anyone else's experience regarding court. But, I was really not assisted at all. And this was for a civil matter. So, I just, I'm very curious if there is someone here I can speak with about this. Thank you.

LORNA RICCI: Thank you, Barbara. Anyone else? I guess this would be a good time to have a little break. We will reconvene as soon as we have any other people signed up to testify. We'll just say we're ready to go back. If you would like to speak with our panelists, you heard where they're from and folks that, maybe mentioned something that you think you can help, please, let's talk and see if we can share some resources. And we'll reconvene as soon as we have anyone else signed up to speak.

Thank you.

LORNA RICCI: Excuse me, we have someone who would like to continue the testimony, someone that would like to speak again. There you go, Norah.

NORAH DiBARI: I would like to talk about the bus transportation. I have had a couple of times, in transportation, and I had made the appointment that they would come take me to the doctors and they call me the day before and said to me the driver would be there at 8:00 but never showed up. I couldn't go to the doctor but I had to pay the co-payment, happened again the same thing but at least this time the girl said I'll try to make it out so you don't have to pay the co-payment and I want to know, why is it that they say, they're wonderful and they'll do everything for you but why did this happen to me and I missed so many doctor appointments because I don't have transportation to get to the doctors and I would like to see if something could be done or if someone could talk about it. I've talked to the mayor about it. Everyone says they'll help but they don't help me. If there's anything you can do for me I'll appreciate anything. Thank you for listening to me.

LORNA RICCI: Thank you very much. Anyone else?

VINNY DeJESUS: Question. Was this a logistic care issue? I was just curious, was this a fumble on the part of the RIdE program or logistic care (sounds like), which handles medical transportation for RIdE?

LORNA RICCI: Was it logistic care, or was it RIdE that you feel was the problem?

NORAH NOLIN: RIdE.

VINNY DeJESUS: Okay. I just wanted further clarification.

LORNA RICCI: Thank you, Norah. Anyone else? Hold on. Karen Perrault. Would you like to come up here, Karen?

KAREN PERRAULT: Sure. Hi, my name is Karen Perrault. I wasn't going to come up and I decided to because, I'm all new at this and I went through ORS, and then I got on SSDI. 31

And ORS, they got me hooked up with the Goodwill. And, I have a lot of anxieties, and I, I'm kind of like a go getter, if I feel like I can do something, I go get, and sometimes it's not right. But when I was done with ORS, they wrote a, when I was done with Goodwill, I'm sorry, they wrote an assessment on me. On like the first week I did testing and I did, they wrote that, and the second week I think I went out to Burling ton coat factory and then I worked in their office. In their assessment, I don't even care, I'll make a copy you can read it but it was like, I know how I am and I like saw, I worked for RIdE for a long time. I helped people, they loved me, I'm not trying to brag or anything, I'm just saying I always tried to do a good job. And so, I think that I was overly zealous, that's how I would label myself. But when they wrote the report, everything they wrote was negative.

What it did to me, I'm finding it hard to get a job.

I called ORS a couple months ago, I said I need a job and they never returned my call and it just made me more angry. And the things that they wrote, just really made me feel extremely worthless

and that I'm not going to find anybody that will want to bear with me and help me. So, anyway, that's basically what I -- I don't know what to do from here. I don't know, you know, how I can get help but I really would love to get a part-time job. I just wish those people saw my heart more than my -- because I was with a lot of handicapped people so I was helping them and I was doing things and getting a lot done.

But the guy viewed it in a way, I didn't listen to instruction, caused chaos and all this stuff. And I want to be open to receive that, if that's the way I was. But a lot of the things that I read in that report was like, wow, they kind of twisted it or something to make me sound like this person that...I don't know. That's all I'm going to say, I guess.

LORNA RICCI: Thank you, Karen. If someone would like to speak to Karen later, maybe.

Anyone else? Anyone else would like to testify? No? Okay. I guess we can continue our networking and we'll stop if someone else comes forward. Thank you.

(BREAK)

LORNA RICCI: Hello. We're done. Thank you for coming. I'll see you at the same place next year, probably. And please have a good afternoon/good evening. Bye now.