



VOICE

■ vocational rehabilitation ■ disability determination ■ independent living ■

Tools for LIFE

Last September, VR participated in the Tools for Life Transition Summit held in Jefferson City. Sponsored by Missouri Parents Act (MPACT), the summit provided training for parents, youths and professionals in transition services.

The summit offered a host of tools designed to prepare youths with disabilities for the transition from high school to postsecondary education, employment, independent living and community integration. The agenda included sessions on self-determination, youth leadership, career development and presentations on the services offered by VR and the Centers for Independent Living (CILs).



LeDerick Horne (middle), a nationally recognized motivational speaker and advocate for people with disabilities, delivered the summit's keynote address. Also pictured are Brenda Simmons (left), director of VR Transition Services, and Dorothy Parks (right), assistant director of VR Transition Services.



Pictured above: Barb Hoelzer (left), regional director of VR Development and Evaluation; Yvonne Wright (middle), assistant director of VR Workforce Development and district supervisor of the St. Joseph VR office; and Dorothy Parks (right), assistant director of VR Transition Services.

Dorothy Parks, assistant director of VR Transition Services, and Barb Hoelzer, regional director of VR Development and Evaluation, discussed the role of VR and CILs in transition services and explained VR's goal of "providing comprehensive vocational and independent living services to persons with disabilities."

Yvonne Wright, assistant director of VR Workforce Development and district supervisor of the St. Joseph VR office, presented on the partnership between VR and Workforce Development in providing youth services.

One hundred adults and 150 youths attended the summit along with 13 VR transition counselors.

VR's presence at the summit demonstrates just one of its many collaborative efforts with MPACT. MPACT is a statewide information

and parent-training center that assists parents of children with disabilities in advocating for educational rights and services. VR also works closely with MPACT's Project STELLAR, which is funded through a five-year federal grant from the Rehabilitation Services Administration.

Through the grant, Transition Parent Mentor training is provided by the Transition Coalition at the University of Kansas. These mentors are volunteer parents who help set up networks among CILs, VR and MPACT in order to identify the regional needs of transitioning students with disabilities. Currently, 24 mentors receive ongoing training about youth transition to postsecondary experiences.

Anyone who is interested in becoming a transition mentor should please visit MPACT's website at <http://www.ptimpact.org>.

VR: A Foundation of Good Work

Editor's note: Last summer, the VR Voice ran an announcement regarding a former VR employee's reappointment to the U.S. Parole Commission. This article is a follow-up to that announcement.

This is Cranston Mitchell's second appointment to the U.S. Parole Commission.

President George W. Bush appointed him to a six-year term in 2003, and President Barack Obama reappointed Mitchell to another six-year term in May 2009.

Mitchell began his VR career as a counselor in 1975 at the St. Louis South office. He was hired to handle a caseload of ex-offenders. At the time, VR considered ex-offenders to be a disabled group due to the high incidence of addiction and mental illness within the prison population.

He quickly rose to the management level. In 1979, he was promoted to district supervisor of the Kansas City Downtown VR office. A year and a half later, he joined the administrative staff at Central Office in Jefferson City. He was named supervisor over rehabilitation facilities statewide.

Having helped make a difference in clients' lives, as well as forming lifelong friendships with people in the division, Mitchell said he has great memories of the time he spent at VR.

"The purpose of VR was really motivational. It energized me everyday to come to work," Mitchell said. He sees VR as a "foundation of good work" that has helped him throughout his career in interacting with others, managing his time and solving problems.

While working with his caseload of ex-offenders, Mitchell became acquainted with the Missouri Division of Probation and Parole. He left VR in 1982 to work for Gov. Kit Bond at a nonprofit organization called Jobs for Missouri Graduates. Bond then placed him on the Missouri Board of Probation and Parole.

Mitchell has worked his way up to the U.S. Parole Commission, which has jurisdiction over federal offenders and military justice offenders in recommending or denying parole and, if released, determining the conditions of their release. Among its many other duties, the commission has authority over state probationers and parolees in the federal witness-protection program, and it has jurisdiction over all of the criminal justice activities in the District of Columbia.

Mitchell sees vocational rehabilitation as a "worthy profession, whether you are providing the services on the front line as a counselor, or providing the support in the clerical area, or in the IT section, or as an administrator in terms of charting direction." He believes the work can provide rewards not just for clients, but for the employees as well.

"I just hope that all the individuals that work for VR today are deriving the same kind of benefits, enthusiasm and level of commitment as myself and my former colleagues," he said.



Photo: Department of Justice

Help for Haiti

After an earthquake struck Haiti in January, the Department of Elementary and Secondary Education (DESE) participated in a statewide relief effort along with public schools and various community groups. The goal of the Kits for Kids project was to assemble 100,000 hygiene kits for Haitian children. Department employees were encouraged to create kits themselves or donate money for the effort.

The daughter of one VR employee heard about the project and went above and beyond the call of duty. Eighth-grader Carla Dziadosz, daughter of Lynette Dziadosz (a counselor/rehab tech in the Jefferson City VR office), and friend Abby Branson asked local businesses to help support the cause. The girls spent days collecting enough items and donations to assemble 288 kits themselves.

The VR Business Network Works!

Janis Miller, district supervisor of the St. Charles VR office, recently shared a story that shows how relationships with agency partners and the community can be helpful.

Maureen Hentz, counselor II, had been working with a client who has a mental impairment. Because of Miller's relationship with an employer through the VR Business Network, a lead on a professional job came in. It was a good match for the background and education of Hentz's client. One of VR's community partners worked with the client to prepare him for an interview. He was chosen for the position and offered \$35,500 a year (a rate higher than the salary range).

Ninety days after starting the new job, the client is still happy and hopes to make it his career.

In this section, consumers, partners/suppliers and division employees can voice their opinions, views or appreciation to our division and staff. Some letters will be printed in their entirety while longer letters might only have excerpts printed. Consumers' names are omitted to protect their confidentiality. All letters are subject to editing.

Consumer feedback

Dear Tom Wilson,

I am writing to let you and the people in your office know how much you are appreciated. I want you to know how much you have helped me and others like me by giving us a chance to control our own lives.

You have put the gift of knowledge in our hands and given us a helping hand up in the hopes that we will have the tools we need to help ourselves in the future. You may or may not realize the impact you have on my life. You have been proven as a dependable resource in the education of many Missourians, as well as a positive influence on our lives. I know that you work hard for our benefit and that you are very seldom shown the appreciation you deserve.

Thank you for all of your help. It goes above and beyond what is expected.

Tom Wilson is a counselor III in the St. Joseph VR office.

Consumer feedback

Dear Elizabeth,

Now that our son has left for college, we wanted to send you an e-mail to express our sincere gratitude. Thank you for your interest in him. Your influence on our son was instrumental in

helping him choose a career path and selecting a school where he could pursue those career goals. As you have learned by now, he is not very expressive. We can promise you that he is excited about Linn Tech and eager to learn about auto body work. The financial aid that he received from VR was truly a blessing. Thank you.

Elizabeth Robbins is a counselor II in the Jefferson City VR office.

Excerpt from a letter Neil Harms, district supervisor of the Jefferson City VR office, received from a consumer

Dear Mr. Harms,

The other day the battery on my hearing aid went out (I was wearing only one that day), and I did what I could to stay away from people and not get into any conversations. That is almost impossible as I work as a volunteer for Capitol Region Medical Center at the OB/Peds clinic and at their various offices in the Monroe Building and the Southwest Campus.

I was reminded how much I don't like not being able to hear well! The experience also encouraged me to write to you and everyone who was responsible for approving and paying for the two hearing aids I received from your agency. I am grateful every day, every minute for these aids. I would not be able to do all the facets of the various jobs I hold at Capitol Region with my hearing loss and no aids.

It seems like a thank you written on paper is not nearly enough to express how much I love these aids and how grateful I truly am for your generosity.

I am hoping a copy of my letter will be sent to every person who

works at your agency who was responsible for getting them to me – Kathy Kelly was my worker at the time and most responsible for getting the aids for me – as well as to every other person who works there and was not responsible for my experience with the agency. I want everyone to know that the work you do is a wonderful contribution to our community, a wonderful effort in giving to others and allowing us to participate in life (every aspect of it) by being able to hear and/or cope with any and all of our disabilities.

Thank you all very much!

Kathy Kelly is a human resources manager in Central Office VR.

Feedback the Cape Girardeau DD office staff received from a consumer's mother regarding Megan Marchi

It has been two years since her daughter was told she didn't have long to live, and Megan cried with the mother and listened and gave helpful suggestions. The mother was thankful for all of Megan's help on the case. Her daughter is still here. She wanted to give Megan a great big thank you from the bottom of her heart!

Megan Marchi is a counselor II in the Cape Girardeau DD office.

Consumer feedback

Dear Michelle,

I want to let you know how much your kindness and timely responses meant to me. You made a difficult time easier to deal with. Wishing you all the best for your future in whatever you may choose.

Michelle Johnson is a counselor I in the Kansas City DD office.

Service Awards

Please take a moment to recognize and congratulate the following staff for years of dedicated service to our division. These milestones were reached between July 2009 and April 2010.

Five Years

Alison Alaimo, counselor II, Springfield DD

Charles Bachwitz, counselor I, Kansas City Downtown VR

Marilyn Banks, counselor II, Jefferson City DD

Angela Bennett, counselor II, St. Louis DD

Amy Blattel, counselor II, Cape Girardeau DD

Christina Coleman, counselor II, St. Louis DD

Michelle Delgado, counselor II, St. Louis DD

Jennifer Dunlap, counselor II, Jefferson City DD

AnnMarie Fleming, counselor II, Kansas City East VR

Melissa Gallop, counselor II, Farmington VR

Myra Hall, counselor I, Jefferson City DD

Michelle Johnson, counselor I, Kansas City DD

Michelle Knowles, assistant director, Central Office

Kathleen Kopriva, counselor II, St. Louis South VR

Jim McGowin, assistant district supervisor, St. Louis DD

Stephanie Monahan, administrative assistant I, Kansas City Transition VR

Joanne Moses, assistant district supervisor, St. Louis DD

Audra Noel, counselor I, Cape Girardeau DD

Michelle Perkins, counselor II, Cape Girardeau DD

Angela Reynolds, counselor II, Kansas City DD

Kelly Smith, counselor II, Cape Girardeau DD

Robert Tucker, counselor II, Kansas City Downtown VR

Leslie Turner, counselor II, Springfield North VR

Victor Washburn, counselor II, St. Louis DD

Janell Wideman, administrative assistant II, Jefferson City DD

Sandra Wilhoit, counselor II, Kansas City DD

Maria Willson, counselor II, St. Louis DD

Jayne Young, counselor II, Columbia VR

10 Years

Richard Allen, counselor III, Springfield DD

John Arellin, assistant district supervisor, St. Joseph VR

Tonia Bacon, secretary II, Kansas City DD

Elizabeth Bax, secretary II, Jefferson City DD

Amy Bowen, counselor II, Hannibal VR

Sarah Clardy, director, Central Office

Michelle Crismas, counselor II, Springfield DD

Michael Dykstra, administrative assistant II, Columbia VR

Suzanne Falk, assistant district supervisor, Springfield DD

Deborah Fannon, counselor II, St. Joseph VR

Lisa Hammond, counselor II, Cape Girardeau DD

Marti Hill, administrative assistant II, Jefferson City DD

Bridget James, computer information tech trainee, St. Louis DD

Amy Libbert, assistant district supervisor, Jefferson City DD

Deborah Lingle, secretary II, St. Louis DD

Becky McClure, assistant district supervisor, Springfield DD

Tamra McSorley, administrative assistant II, Central Office

Lydia Mitchell, assistant district supervisor, St. Louis West VR

Heather Platt, counselor, Jefferson City DD

Tracy Robinson, billing specialist II, St. Louis DD

Michelle Ruppel, education consultant, Central Office

Pearlene Triplett, secretary II, Springfield DD

15 Years

Daniel Arland, counselor III, Kansas City East VR

Sharon Belt, hearing officer, Jefferson City DD

Melanie Benitz, billing specialist II, Sedalia VR

Donna Bradshaw, assistant district supervisor, St. Louis DD

Janet Childers, counselor IV, Cape Girardeau VR

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Service Awards

(Continued from p.4)

Helen Dodson, secretary III, St. Louis Downtown VR

Janet Flader, secretary II, St. Louis DD

Cheryl Fleischmann, billing specialist II, Jefferson City DD

DeeAnn Fuller, assistant district supervisor, Jefferson City VR

Carol Gamm-Smith, counselor III, Jefferson City VR

Terri Helming, counselor III, Jefferson City DD

Barbara Huffman, counselor III, Cape Girardeau DD

Therese Johnston, secretary II, St. Charles VR

Teresa King, district supervisor, Kansas City Downtown VR

Tracey Lawson, billing specialist II, St. Louis DD

Phung Le, billing specialist II, St. Louis Downtown VR

Regina Rathert, counselor III, St. Louis Downtown VR

Stephanie Riley, hearing officer, St. Louis DD

Kevan Rzeppa, counselor III, St. Louis South VR

Lisa Sone, supervisor, Central Office

Karen Wilson, district supervisor, Sedalia VR

20 Years

Penni Bartram, secretary III, St. Joseph VR

Ray Drake, district supervisor, Nevada VR

Elizabeth Gardner, billing specialist II, Joplin VR

Veronica Hoxworth, secretary III, St. Charles VR

Nathan Kempker, hearing officer, Jefferson City DD

Jan Kobzei, counselor IV, St. Joseph VR

Jeanne Loyd, assistant commissioner, Central Office

Loretta Price, professional relations officer, St. Louis DD

Pam Robertson, computer information tech II, Kansas City DD

Sherry Sissom, billing specialist II, Cape Girardeau DD

25 Years

Claire Beck, assistant district supervisor, St. Louis South VR

Tonya Fambro, assistant director, Cape Girardeau IL

Janice Lewis, secretary III, St. Louis DD

Randy Libbert, director, Central Office

Sandra Lincoln, secretary II, Cape Girardeau VR

Gary Moll, director, Central Office

Susan Solum, assistant district supervisor, Springfield DD

Danny Stephens, regional manager, St. Louis West VR

Cynthia Watson, secretary III, Kirksville VR

30 Years

Joyce Carter, regional manager, St. Louis DD

Betty Farris, billing specialist II, Jefferson City DD

Wayne Gillam, director, Central Office

Kathy Julius, administrative assistant II, St. Louis South VR

Carla Luebbert, computer information tech I, Jefferson City DD

Kathleen Madsen, QA specialist, Kansas City DD

Linda Quade, secretary II, Cape Girardeau DD

Pam Schleif, administrative assistant III, West Regional VR

Carla Young, computer information tech II, Cape Girardeau DD

35 Years

Sue Beck, secretary III, Jefferson City VR

Patsy Helmig, executive assistant III, Central Office

Arlene Schnurbusch, secretary III, Cape Girardeau DD

The VR Voice...
...is your voice!

SSA Praises Missouri DDS for Providing High-Quality Service

By Myra Rackers, director of quality assurance, Central Office

Missouri DDS expects to work on more than 90,000 disability claims in FY2010. This number represents an increase of 20,000 claims compared to last year. Despite this significant increase in disability applications, DDS case-processing time and accuracy exceed national averages.

Missourians wait an average of 79 days for their disability determinations, which is 14 days less than the national average. About 15 percent of Missouri's disability determinations are reviewed by the Social Security Administration (SSA) for accuracy. These reviews determine Missouri's quality or accuracy rate, which is currently 99.5 percent.

In the course of conducting these reviews, SSA has recognized the excellent work of Missouri DDS in 46 cases. This positive feedback is for excellent case adjudication and staff efforts in providing compassionate, quality service. Congratulations to the following recipients (many of whom have been recognized more than once).

End of FY2009

Cape Girardeau DDS

Dr. Jean Diemer, medical consultant

Christy Huff, counselor II

Barbara Huffman, counselor III

Kansas City DDS

LaKedra Coleman, assistant district supervisor

David Coon, counselor I

Tracey Snyder-Miller, counselor II

Dr. Denise Trowbridge, medical consultant

Springfield DDS

Alison Alaimo, counselor II

Mike Schiffner, assistant director, MIDAS training

Scott Shifflet, counselor II

Dr. Geoffrey Sutton, medical consultant

St. Louis DDS

Angela Gergs, counselor II

Don Pfleger, counselor III

FY2010 (October 2009 through April 15, 2010)

Cape Girardeau DDS

Karen Bergmann, quality assurance specialist

Deena Exler, quality assurance specialist

Melissa Guilliams, counselor III

Ginger Hanselman, counselor II

Megan Marchi, counselor II

Audra Noel, counselor I

Michelle Perkins, counselor II

Lisa Pratt, counselor II

Kyla Ressel, assistant district supervisor

Joetta Snell, assistant district supervisor

Michelle Weber, counselor

Christina Wright, counselor

Jefferson City DDS

Jennifer Dunlap, counselor II

Sarah Hallum, counselor

Jessica Hays, counselor II

Rachael Hedberg, counselor

Terri Helming, counselor III

Ellen Hester, counselor

Dr. Stan Hutson, medical consultant

Lisa Masek, assistant district supervisor

Kansas City DDS

LaKedra Coleman, assistant district supervisor

Lynne Meyers, counselor I

Beverly Moore, counselor III

Dr. Denise Trowbridge, medical consultant

Martha Wilindez, counselor I

Springfield DDS

Jackie Adam, counselor

Richard Allen, counselor III

Mary Barton, counselor

Dr. Ken Bowles, medical consultant

Suzanne Falk, assistant district supervisor

Lisa Hendrix, counselor I

Susie Henry, counselor II

Jesse Jerguigue, counselor I

Cami LaFollette, counselor I

Cary Morris, quality assurance specialist

Megan Rolloos, counselor

Debra Turner, counselor III

Dr. Donald Wantuck, medical consultant

Chrissy Wright, counselor

St. Louis DDS

Carla Battle, counselor I

Scholarship Named in Honor of Retired VR District Supervisor

The following excerpt appeared in the Grizzly Mentor E-Bulletin at Missouri State University-West Plains. Dr. Herb Lunday, editor and dean of student services, provided the VR Voice with permission to print the excerpt.

“Ozark Independent Living, OIL, has established an endowed scholarship in honor of Chuck and Sue Kimberlin of West Plains. According to Cindy Moore, executive director of OIL, Chuck was honored for his instrumental work in establishing the OIL office in West Plains. Chuck is a veteran of helping the disabled with their vocational needs, having been employed for more than 30 years with the Missouri Division of Vocational Rehabilitation. He laid the groundwork for the establishment for this Center for Independent Living, which serves more than 400 disabled clients in the communities of Howell, Oregon, Ozark, Wright, Shannon, Douglas and Texas counties. The Kimberlin scholarship will assist those who decide to go into a “helping” field of study.”

Chuck Kimberlin retired in 2007 from his position as district supervisor of the West Plains VR office.



Mission Champion Award

The Mission Champion Award recognizes exemplary employees who go above and beyond the agency’s mission by performing outstanding service. The award is based upon the employee assisting other staff, consumers and/or partners in exceeding the agency’s mission in the areas of customer service, employment outcomes, case management or other services as deemed appropriate by the employee’s immediate supervisor.

July 2009

Ioan Dacila	Counselor III	Jefferson City DD
Jennifer Dunlap	Counselor II	Jefferson City DD
Barb Hirst	Counselor III	St. Louis South VR
Chris Howrey	Counselor III	St. Charles VR
Michelle Knowles	Assistant Director	Central Office
Melanie McDonald-Student	Counselor II	Springfield South VR
Terry Miller	Counselor I	Springfield DD
Joanne Moses	Asst. District Supervisor	St. Louis DD
Brenda Simmons	Director	KC Transition VR

August 2009

Janet Boles	Secretary II	St. Louis North VR
Susan Henry	Counselor II	Springfield DD
Theresa Johnston	Secretary II	St. Charles VR
Eunice King	Secretary II	St. Louis DD
Tracey Lawson	Billing Specialist II	St. Louis DD
Sherrie Payne	Billing Specialist II	Springfield North VR
Donna Schudy	Secretary III	Springfield DD
Sam Townsend	District Supervisor	St. Louis North VR

September 2009

Dawn Horn	Counselor I	Cape Girardeau DD
Karen Klenke	District Supervisor	St. Louis West/ Transition VR
Lydia Mitchell	Asst. District Supervisor	St. Louis West/ Transition VR
Stephanie Pressman	Secretary II	Springfield South VR
Kyla Ressel	Asst. District Supervisor	Cape Girardeau DD
Robyn Smith	Counselor III	Rolla VR
Elaine VanGels	Secretary II	St. Charles VR

October 2009

Melanie Benitz	Billing Specialist II	Sedalia VR
Denell Hanson	Counselor III	St. Joseph VR
Melanie Waldroff	Billing Specialist II	St. Joseph VR

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Retirements

Clarinda Unger, coordinator of Client Services, retired Dec. 31, 2009, after 31 years with the division.

“It has been a wonderful ride,” Unger said to co-workers, family and friends at her Central Office retirement party last October.

Unger started with VR in October 1978. At that time, the division had an office in the state hospital where Unger worked for two years with a Department of Mental Health caseload. She then moved to one of the St. Louis VR offices and carried a general caseload. After seven years as a counselor, she was promoted to assistant district supervisor of the St. Louis South office in 1985. She became the district supervisor of the St. Louis West office in 1992 and went on to become regional manager in 1994 when she moved to Jefferson City. In 1996, Unger became coordinator of Client Services and held that position for 13 years until her retirement.

(Continued on page 9)

Staff Achievements

Chris Clause, counselor II in the Sedalia VR office, became a licensed professional counselor in January 2010.

Sara Cleaveland, counselor II in the Columbia VR office, became a licensed clinical social worker in October 2009.

Mission Champion Award (continued)

November 2009

Alison Alaimo	Counselor II	Springfield DD
Stacy Brady	Counselor II	Kansas City North VR
Denise Colvin	Administrative Asst. III	Central Office
Becky McClure	Asst. District Supervisor	Springfield DD
Tom Wilson	Counselor III	St. Joseph VR

January 2010

Anita Baker	Counselor III	Kansas City East VR
Angela Gergs	Counselor II	St. Louis DD
Patti Hill	Administrative Asst. III	Central Office

February 2010

Brenne Ardrey	Counselor II	St. Louis North VR
Kim Chaplin	Counselor I	St. Louis Downtown VR
Helen Dodson	Secretary III	St. Louis Downtown VR
Allison Egley	Intake Specialist	St. Louis Downtown VR
Phung Le	Billing Specialist II	St. Louis Downtown VR
Debbie Mayes	Counselor III	St. Louis North VR
Regina Rathert	Counselor III	St. Louis Downtown VR
Pam Schleif	Administrative Asst. III	West Regional Office VR
Pearlene Triplett	Secretary II	Springfield DD
Patrick Wheeler	Counselor II	St. Louis West/Transition VR
Marva Wright	Counselor II	St. Louis North VR

March 2010

Dallas Bowling	Counselor I	Springfield South VR
Wendy Calhoun	Secretary I	Springfield South VR
Randy Libbert	Director	Central Office
Rick Longley	Coordinator	Central Office
Matt Peterson	Counselor I	St. Louis DD

April 2010

Casi Castrop	Accounting Specialist II	Central Office
Georgeta Dacila	Billing Specialist II	Jefferson City VR
DeeAnn Fuller	Asst. District Supervisor	Jefferson City VR
Kevan Rzeppa	Counselor III	St. Louis South VR
Tom Sampson	Counselor IV	Sedalia VR

In Remembrance

Harold Northcutt, former district supervisor of the Springfield North VR office, died Feb. 21, 2010.

Rich Blakely, friend to VR and executive director of the Disabled Citizens Alliance for Independent Living in Viburnum, Mo., died Feb. 28, 2010.

Our condolences go to their families.

Retirements (Continued from p.8)

When asked how VR had changed during her career with the division, Unger said, "Counselors have more power than they realize. They have the ability to be more creative now." She said that when she started out, resources were not readily available and there were not as many community support services. Unger thinks that VR has "grown to be a better program."

Unger has a favorite work story that she liked to share in new counselor trainings. Earlier in her counseling career, she had to observe a client at a sheltered workshop. He was having difficulty standing at work and continued to sit down on the job. After several physical evaluations, no doctors could find a cause for his inability to stand. Perplexed, Unger went to the client and explained that no physical findings had been uncovered. She asked him what he thought the problem might be. He said, "I'm tired. I don't like to stand." No one had ever asked him directly why he kept sitting down. Unger said that the moral to her story is "be sure to ask the right question. Don't assume you know everything."

Unger's retirement plans include spending time with her mother in southeast Missouri.



"If it weren't for MoVERS, I would have never had the opportunity to find a career that best suits my positive attributes and goals."
-MoVERS applicant

Visit <http://movers.dese.mo.gov>

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Division of Vocational Rehabilitation

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Department of Elementary and Secondary Education
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