



Nevada  
State  
Rehabilitation  
Council  
Annual  
Report  
2018

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**MISSION:** The Mission of the Nevada State Rehabilitation Council (NSRC) is to help ensure the Vocational Rehabilitation Programs (Bureau of Vocational Rehabilitation and Bureau of Services to the Blind and Visually Impaired) are consumer oriented, consumer driven and the programs' services and resources result in competitive integrated employment outcomes for Nevadans with disabilities.

**VISION:** To bridge the gap between disability and self-sufficiency.



## COUNCIL MEMBERS

William Heavilin  
Client Assistance Program

Ernest Hall - Chair  
Community Rehabilitation Program  
Easter Seals Nevada

Kacy Curry – Vice Chair  
Statewide Independent Living Council

Robin Kincaid  
Parent Training and Information Center  
Nevada PEP

Faith Wilson  
Rehabilitation Counselor

Jean Peyton  
Past Vocational Rehabilitation Client

Shelley Hendren  
Vocational Rehabilitation Administrator  
Dept. of Employment, Training and Rehabilitation

Bob Brown  
Community Rehabilitation Program  
Opportunity Village

Matthew Cox  
Disability Advocate

Jean Peyton  
Past Vocational Rehabilitation Client

Todd McCullough  
Business, Industry, & Labor – Starbucks

Julie Bowers  
Nevada Department of Education

# ROLES AND RESPONSIBILITIES

The Nevada State Rehabilitation Council (NSRC) is a citizen advisory council appointed by the Governor to serve both as a partner and to provide guidance to the state's Vocational Rehabilitation (VR) Program.

The Council includes people with disabilities, community rehabilitation program staff, vocational rehabilitation counselors, advocates, VR consumers and business leaders.

The Council assists in shaping policy, by guiding and assisting in making thoughtful, participant-focused decisions through needs assessments, consumer satisfaction surveys, and ongoing program evaluations.

Members engage in strategic planning and provide guidance to promote increased competitive, integrated employment opportunities for individuals with disabilities.

For more information on becoming a council member, contact the Rehabilitation Division Administration office at 775-687-6860, or visit our website at <http://www.nvdetr.org>. Applications for Gubernatorial appointment to the Council may be found at <http://gov.nv.gov/boards/application-information>.

## LETTER FROM THE ADMINISTRATOR SHELLEY HENDREN



In this past year, Nevada VR has undergone another year of dramatic change as a result of our final implementation of the Workforce Innovation and Opportunity Act (WIOA) producing some significant results within our programs. We hired our first full time statewide Transition Coordinator and have been fine-tuning our service delivery of Pre-Employment Transition Services (Pre-ETS) to students with disabilities. Pre-ETS services include the five, required activities of career exploration counseling, counseling on postsecondary education, self-advocacy training, work readiness training and work-based learning. This year, Nevada VR served 1,725 students with Pre-ETS, a 62% increase from 2017. We also hired our first full time trainer who developed curriculums and facilitated trainings for staff including on benefits planning, customized employment and assistive technology. We developed a new model for job development services that includes the creation of an internal job development team. We provided Association of Community Rehabilitation Educators (ACRE) certification training to staff and to our external job developers and now require that certification of them. We implemented our first full year of new work performance standards for our rehabilitation counselors in keeping with the focus in WIOA on sustainable careers for individuals with disabilities, and our average hourly wage for staff increased 4% from last Fiscal Year.

Staff were asked if they thought Title IV of WIOA had brought about positive changes for the individuals with disabilities in Nevada whom we serve. Despite the constant change, they overwhelmingly said “yes,” citing that WIOA has yielded positive results in varied program areas including career exploration, competitive employment opportunities, job readiness training and new program development.

To realize effective change management, staff must be committed to implementing the change, and must be flexible, persistent and determined. They must appropriately manage the stress that change inevitably causes. I am very proud, and Nevada VR is fortunate to have such staff; staff motivated by the mission of the agency, to assist individuals with disabilities to remove barriers so they may have equal opportunity for quality employment and self-sufficiency. When queried why they perform this work, staff indicated that the work is rewarding; they can make a significant impact on others; they can inspire and help others, especially to gain personal and financial independence; they can advocate for people and improve their lives; they provide opportunities; and they make a difference in people’s lives. In fact, they made a difference in that 747 individuals with disabilities became successfully employed in SFY 2018. Additionally, staff assisted with 108 placements into survival jobs while their clients were concurrently receiving services including education and training.

When asked how staff felt when their clients achieved successful employment, their answers included “accomplished, hopeful, delighted, excited, motivated, happy, validated, fulfilled, proud, and connected.” As is obvious, the most powerful motivator for staff to accomplish the mission of VR amid all the chaos of change is the intrinsic feelings of joy and satisfaction they feel from helping their clients dream big, grow and reach their full potential to “live their best life.” Staff also have advice on coping with change, which we all could take to heart. That is: staying humble and hustling harder, leaning on one another for support, adapting and overcoming, being more adept and efficient, continuing to improve, having a willing attitude, sharing information and strategies with others, as well as some more light hearted advice such as meditation, yoga, journaling, chocolate and coffee! I am full of gratitude to these dedicated, skilled and adept staff at Nevada VR whose work helps to improve the quality of life for the people we serve.



## LETTER FROM THE CHAIRMAN

*Ernest J. Hall*



Serving on the Nevada State Rehabilitation Council (NSRC) is truly an honor and serving as Chair is a humbling experience. In my tenure on the Council, I have found that council members are passionate and committed to fulfilling the Council's role as an advocate for quality employment services for Nevadans with disabilities.

This year the Council successfully completed the selection process for a vendor to develop and administer an enhanced customer satisfaction survey. The survey goal is to gather data at more milestones during service and provide both the Council and VR staff information more frequently. This approach should result in a more rapid response to any service delivery issues as well as tracking the successes better. As we undertook this project several years ago, we knew that it would take time to get the pieces in place and complete the process. Now that a vendor has been selected, the Customer Satisfaction Sub-Committee is working with Vocational Rehabilitation Staff and Market Decision Research to develop the new survey which is expected to roll out at the beginning of 2019.

In addition to the meeting of the Customer Satisfaction Sub-Committee, the Council held four full council meetings this past year along with an annual State Plan Sub-Committee meeting. During these meetings, the Council continued to review VR performance indicators and our progress towards meeting our goals. The Council also reviewed changes to the policies and procedures and provided advice and feedback on them.

My current term as a council member and chair will end in March of 2019. I want to express my deepest appreciation to the council members who participated and encouraged us all to deliver the best service possible. Please consider adding your voice to the process by volunteering to serve on Nevada's Rehabilitation Council or any of the councils which serve Nevadans with Disabilities. The best possible outcomes are only achievable when we come together to share our experiences and support each other.

I am grateful for the opportunity to have served on the NSRC and honored to have shared the experience with everyone.

With my greatest respect,

Ernest J. Hall, MA  
NSRC Chair

# EMPLOYEE SPOTLIGHT

## The Transition Team



NNV Transition Team: Pictured from Left to Right: Grae Matheus, Destiny Wright, Lisa McCulloch, Patti Beck-Weaver, Terry McGinnis, Irene Franco and Claire Canton,

While transition has always been an important part of the work that Vocational Rehabilitation (VR) has done, it has never been as important as it is now due to the strong emphasis placed on transition in the Workforce Innovation and Opportunity Act of 2014.

In the Act, it specifies that states give an emphasis of service to students with disabilities to ensure they have opportunities to receive training and services necessary to achieve a competitive, integrated employment.

To meet these expectations, Nevada Vocational Rehabilitation (VR) has assembled a magnificent team of professionals, holding Masters Degrees, with a strong desire to see students with disabilities succeed in the world of work. This VR tran-

sition team provides services to students residing within the 16 unique school districts across Nevada. The average caseload size for these transition counselors is often 90 -100 students and may even exceed 100 in the urban area of Las Vegas.

With Clark County School District being the fifth largest district in the nation, it is no wonder that our largest team is located in Las Vegas. It is comprised of 9 highly-skilled individuals serving over 60 high schools in central and suburban Las Vegas, as well as outlying rural areas including Mesquite, Laughlin, Logandale and Pahrump. The team is led by Rehabilitation Supervisor, Brenda Graske, and includes counselors; Carrie Wilczynski, Jennifer O'Keefe, Lora Turner, Nathan Hill, and Olga Ehler and





SNV Transition Team: Pictured from L to R: Olga Ehler Castillo, Loretta Kempfski, Surrey Abderrazik, Lora Turner, Brenda Graskie, Carrie Wilczynski, and Nathan Hill.

technicians Loretta Kempfski, Surrey Abderrazik, and Tracey Cook.

In the northern part of the state, serving Reno, Sparks and Carson City, we have an amazing team lead by Rehabilitation Supervisor, Claire Canton. Over 40 high schools are served in this northern part of the state and the counselors on this team include; Destiny Wright, Grae Matheus, Pete Gochis, Todd Cospewicz, and Vinica Sulezich. The highly capable technicians serving these teams are Irene Franco, Terry McGinnis, and Paulina Adrian.

In the vast rural areas, we are fortunate to have talented counselors/technicians serving these students. In Winnemucca, we have counselor Patty Beck-Weaver and technician Megan Hammargren. In Fallon, we have counselor Alan Christiansen and technician Diane Pamplin. In Elko, we have counselor Alison Greathouse and technician Coraline Herrera. And lastly, in Ely we have counselor David Buel and technician Elizabeth Rose.

These teams have worked to develop unique and exciting opportunities for transition students. Some of these are highlighted in this report, including the CRAVE camp, Project SEARCH and the Summer Youth Internship Program. In addition, they work tirelessly to provide high quality services, including opportunities for work-based learning, training, internships, post-secondary education, vocational training, Pre-Employment Transition Services and most importantly, JOBS!

This is hard work, so you might ask why they do what they do. Their following words illustrate their dedication and passion for the youth of Nevada:

*“I do what I do because I am passionate about assisting youth with disabilities in discovering their potential.”*

*“Creating opportunities for transition age youth contributes to society as a whole. The youth are our future.”*

*“Working with youth is never dull. They keep you young and are always good for a laugh.”*

*“I love helping people, but youth have a special place in my heart. I just want them to succeed.”*

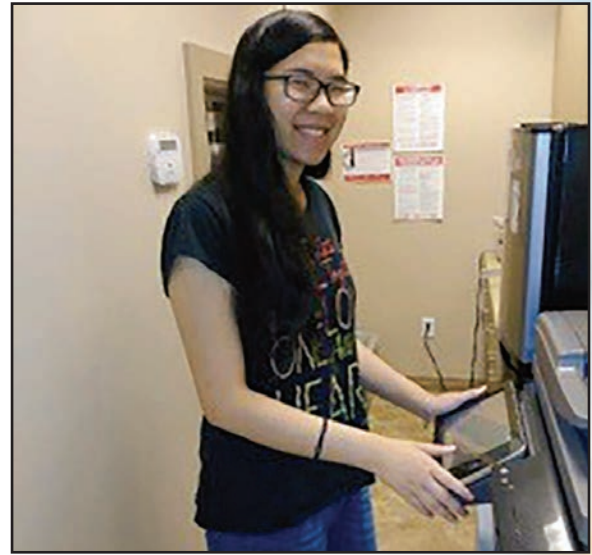
*And finally, “In my work with clients and employers, I make the world a more accepting and inclusive place for all people with disabilities. By so doing, I make this world a better place for my children.”*

The Rehabilitation Administration is very proud of our statewide transition team and the difference they make in the lives of Nevada’s youth. They are a key and formidable force for Nevada’s youth with disabilities.





Jonathan Zaragoza and Rachel Leader having fun while at work.



Aileen Maneeraj shows how to make working fun.

## 2018 SUMMER YOUTH INTERNSHIP PROGRAM

**B**uilding upon the success of the 2017 Summer Youth Internship Program for students with disabilities ages 16-22, the Bureau of Vocational Rehabilitation (BVR) and the Division of Human Resource Management (DHRM) significantly expanded the 2018 program. In addition to state employers, local government employers participated in this year's program including sites in Humboldt County, Clark County, Washoe County, Carson City School District and City of Winnemucca. The outreach also included new employers located in 2 additional rural communities of Elko and Winnemucca.

The program stayed true to the original goal – to provide opportunities for students with disabilities to gain work experience, and knowledge and skills through internships at government agencies. The program matched 71 students with employer sites. This represents a 65% growth in the number of participating students from SFY2017 (43 interns) to SFY2018 (71 interns). Work activities ranged from clerical assistance, fleet services and customer service to highway patrol radio repair and reflected the diverse set of skills and career interests students brought to the internship program. Some of the participants, in addition to our own Department of Employment, Training and Rehabilitation (DETR) offices in Carson City and Las Vegas, included: Bureau of Mining Regulation and Reclamation; Carson City School District; Department of Public Safety; Great Basin College; University of Nevada Reno; University of Nevada Las Vegas; Congressman Amodei's Office; Fleet Services Division; Reno Justice Court; Northern Nevada Child & Adolescent Services; Sierra Regional Center; City of Winnemucca; Humboldt County; Washoe County Library; Clark County; Jukebox Java which is a Business Enterprise of Nevada



Makayla Monroe is all smiles as she works at her desk.



Anthony Rangle elbow deep into his work.

Site; Nevada Highway Patrol; VA Southern Nevada Health-care System; Nevada State Museum; Old Mormon Fort; Spring Mountain Park and Southern Nevada Adult Mental Health Services. A number of sites welcomed more than one intern this year.

Students worked a minimum of 20 hours per week from June 25, 2018 – August 3, 2018. BVR paid the interns minimum wage through a temporary staffing agency and covered their worker's compensation insurance. Interns were screened and matched with appropriate agencies, provided work place readiness training prior to starting and provided ongoing support (such as job coaching) or accommodations as needed.

Supervisors overseeing the internship sites completed weekly evaluations and shared comments regarding the interns' performance or impact they had on the agencies. Repeated phrases used to describe the interns included, "has a great attitude," "always at work 30 minutes early," "he exceeded expectations of the job duties assigned to him," "has good problem-solving skills, and "completed projects in a timely and accurate fashion."

### *Internships by the Numbers*

- 71 - Number of participating students
- 52 - Number of work sites throughout the state
- 68 - Number of students that successfully completed their internship
- 3 - Number of students that had their internship extended beyond August 3, 2018
- 10 - Number of students that received a job offer
- 31 - Number of students with post-second-ary plans



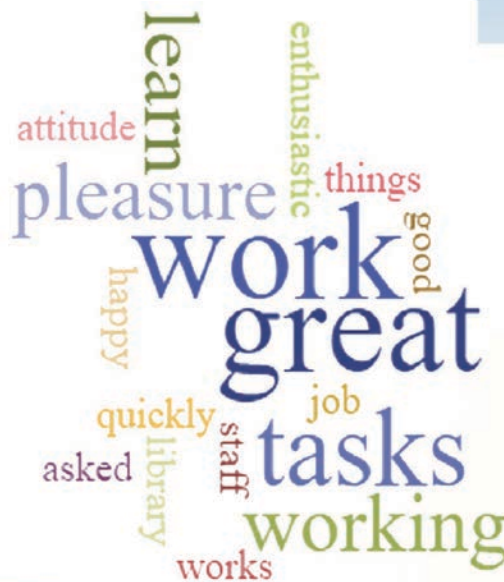
# 2018 Youth Internship Program Highlights

Student intern spotlighted in the Nevada State Museum's monthly museum newsletter as a result of performance during internship.

Supervisor assisted student intern in getting hired for a work-study position at the Great Basin College as a result of work skills and ethics showcased during internship.

The Department of Public Safety (Fingerprinting) offered a position to student intern based on high productivity rate and excellent error rate (only 2%-3%) illustrated during internship.

Student intern offered a permanent position at the Northern Nevada Child and Adolescent services based on excellent performance during internship.



Student intern successfully adapted to a new internship placement at the Nevada State Museum and excelled.

The Department of Public Safety (Criminal Records) offered a position to student intern based on excellent work performance during internship.

The Humboldt County Water Department noted student intern as a potential, future employee, as all Department employees are required to be 21 years of age.

Additional opportunity created by the City of Reno for 2 internships; one paid and one unpaid as a result of previous intern performance.

# COLLABORATIONS

*It is the collaborative effort that paves the path to overwhelming success. Simply, we are just better together."*



The Vocational Opportunities for Inclusive Career Education (VOICE) collaborative between the Washoe County School District (WCSD) and the State of Nevada, Bureau of Vocational Rehabilitation (BVR) has served over 100 students during the 2017-2018 school year and focuses on pre-employment transition services work readiness skills training and specialized job development for the achievement of competitive, integrated employment for these students and youth.



The two CareerConnect collaborations between BVR and Western Nevada College and the Truckee Meadows Community College focuses on VR youth transitioning from high school to college, continues to provide guidance to students to acquire the academic preparation, work readiness skills, internship opportunities and job development necessary to successfully obtain competitive integrated employment.



TheNextStep, a collaboration with the Carson City School District, is for students from 18-22 who are interested in exploring work experiences and developing their vocational skills in preparation for employment.

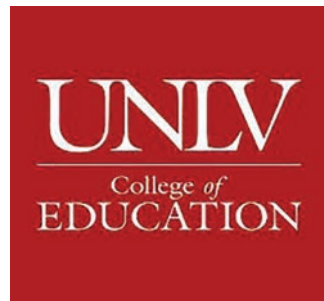


Nevada VR proudly partnered with the Lyon County School District to braid funding to improve post-secondary outcomes for students with disabilities in Lyon County by providing them with support, resources and access to college and career pathways.





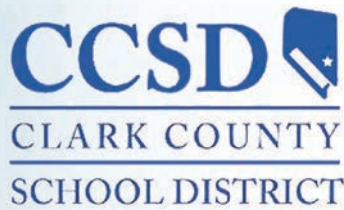
In order to meet the expressed needs of business, VR has partnered with UNR, CSN and Great Basin College to develop soft skills classes. These classes prepare VR clients to meet the rigors of today's employment and include resume development, submitting online applications, reporting to work on time, work attire and hygiene, employee relationships/ social skills, chain of command, employer workplace culture and culminates with a reverse job fair.



The Careers, Recreation and Vocational Education (CRAVE) camps held in Southern and Northern Nevada are geared for high school students with disabilities and provides students with getting hands-on experience with college life living in the dorms, learning how to navigate the college system, communicating with professors, learning about budgeting for college, time management and job readiness skills.



Job Exploration and Expectation Program (JEEP) is a collaboration between VR and the Clark County School District and provides pre-employment transition services to students and has a focus to prepare, train, and assist students in achieving competitive integrated employment. Students participate in 4 work rotations in various departments of their high school with the final rotation being a work experience opportunity with a local employer.



Project SEARCH



Washoe County School District

PROJECT SEARCH is a collaboration with CCSD, Sunrise Hospital, and Regional Transportation Commission where high school students are assigned to worksites at either location where they can complete several work rotations at the worksite with support from their CCSD teacher and BVR job coaches.



The Summer Youth Internship program ran for 4-6 weeks, across over 52 different State/City and provided 71 BVR transition clients on the job training/summer employment working at State and City offices in Nevada government and worksites throughout Nevada.



Pathway to work is a collaboration with Opportunity Village, Desert Regional Center, and BVR. Pathway to Work is a work-based learning program offering job coaching support and an extended training for individuals with Intellectual/Developmental Disabilities (I/DD) located in the community with a placement rate of 88%.





# VR's Top Ten Businesses

We would like to give a shout-out to the Top Ten Businesses including private employers, the State, and County Agencies who have made a difference by hiring qualified individuals from Vocational Rehabilitation. These businesses respect and value diversity and inclusion. They recognize and appreciate the variety of backgrounds and characteristics that make individuals unique, while providing a work environment that promotes and celebrates individual and collective achievement.

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Companies	Individuals Hired
1. Walmart	60
2. State of Nevada	49
3. Albertsons	34
4. Clark County School District	33
5. Fed-Ex	22
6. Smith's	19
7. TJMaxx/Marshals/Home Goods	15
8. Starbucks Carson Valley Roasting Plant	11
9. McDonald's	11
10. Grand Sierra Resort	10

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## OTHER PARTNERS AND COLLABORATIONS WE WOULD LIKE TO GRATEFULLY ACKNOWLEDGE:

Adams Hub for Innovation  
American Council for the Blind  
Amplify Life  
Blind Center  
Blindconnect  
CART- Churchill Area Regional Transportation  
Commission on Services for Persons with  
Disabilities (CSPD)  
Community Services Agency  
Deaf Centers of Nevada  
Desert, Sierra and Rural Regional Centers  
Easterseals Nevada  
Fallon Paiute Shoshone Tribe  
Fort Mojave Tribe  
Goodwill of Southern Nevada  
Griffin and Hammis  
Helen Keller National Center for Deaf-Blind  
Youths and Adults  
High Sierra Industries  
Jobs for America's Graduates (JAG) Nevada  
JOIN Inc.  
Marshall B. Ketchum University (dba Southern  
California College of Optometry) Low Vision  
Clinic  
Moapa Band of Paiutes  
National Federation of the Blind  
National Technical Assistance Center for  
Transition (NTACT)  
Nevada Aging and Disability Services Division  
(ADSD)  
Nevada Blind Children's Foundation  
Nevada Centers for Independent Living  
Nevada Department of Education, Career and  
Technical Education  
Nevada Disability Advocacy and Law Center  
Nevada Governors' Council on Developmental  
Disabilities (NGCDD)  
Nevada JobConnect/DETR



Nevada System of Higher Education (NSHE)  
member colleges and universities  
Nevada Youth Training Center (NYTC)  
Nevadaworks  
PACE Coalition  
Path 2 Independence  
Regional Transportation Commission (RTC)  
Ruby Mountain Resource Center  
Shoshone Paiute Tribes of the Duck Valley  
Indian Reservation  
State of Arizona, Rehabilitation Services  
Administration  
State of Nevada, Department of Education  
Statewide Independent Living Council  
Statewide School Districts  
Summit View Youth Center (SVYC)  
The Children's Cabinet  
The Sho-Pi Tribe in Owyhee  
United Cerebral Palsy  
University of Nevada, Reno, Center for  
Excellence in Disabilities  
Workforce Connections  
Workforce Innovation Technical Assistance  
Center (WINTAC)  
Youth Technical Assistance Center (YTAC)



# LEGISLATIVE UPDATE

Since the Workforce Innovation and Opportunity Act (WIOA) was signed into law in July 2014, Nevada's Vocational Rehabilitation (VR) program has been steadily and responsibly implementing all the mandates within Titles I and IV of WIOA. Tremendous progress has been made in providing Pre-Employment Transition Services (Pre-ETS) to students with disabilities in need of such services. VR provided Pre-ETS to 1,065 students with disabilities in FFY2017. In FFY2018, VR service grew by 62%, serving 1,725 students with disabilities.

Nevada VR has been leading the nation in implementing WIOA:

- **Work Performance Standards (WPSs):** Nevada VR was one of the first states to fully align its rehabilitation counselor WPSs with the WIOA Common Performance Measures to fully implement the mandates and intent of WIOA. The WPSs have been shared nationwide by the Workforce Innovation Technical Assistance Center (WINTAC). Nevada presented in a national webinar on the topic.

- **LEA/SEA agreements:** Nevada VR was the first state to develop and execute quality State Education Agency (SEA) and Local Education Agency (LEA) agreements with the Nevada State Department of Education and each local school district, that captured the requirements and intent of WIOA. Nevada's SEA has been shared nationwide by WINTAC. Nevada presented in a national webinar on the topic.

- **Pre-ETS fiscal policy and funding spreadsheet:** Nevada VR was an early adopter and implementer of WIOA mandated Pre-ETS for



Photos: Legislative building in Carson City, today and in 1971.

students with disabilities. Nevada VR developed a Pre-ETS fiscal policy and accompanying funding spreadsheet to determine when the program may move from required Pre-ETS activities to authorized activities. The spreadsheet has been shared nationwide by WINTAC.

- **Presented in a national webinar:** Best Practices in Action-Nevada VR, Business Partnerships and Systems Change. This presentation highlighted the strategic



Photos (circa 1971) depict the interior of the Legislative building in Carson City, and Speaker's Indicator Box in the House of Representatives' chambers.

planning and key collaborations leading to systems change for employment opportunities for people with disabilities.

Two areas in which Nevada VR has expanded its delivery of Pre-ETS include opportunities for students with disabilities to participate in summer camps and summer internships within state government. The internship program was designed to provide work experience and skills gains to students and youth with disabilities in such areas as maintenance, receiving, clerical, reception, IT, customer service and media relations. SFY2018 was Nevada VR's 2nd year offering the internships. 43 students and youth with disabilities participated in SFY2017. 71 students and youth with disabilities participated in SFY2018. This represents a 65% growth in the program, and the diversity of interns and employer sites was also significantly increased. First time requests for internship sites in Elko and Winnemucca were successfully developed and filled with students living in those areas.

VR collaborated with non-profit organizations, higher education institutions, local school districts,

and charter schools to support and sponsor 10 summer camps statewide in 2018. These camps were designed to provide Pre-ETS to students with disabilities ages 16-22. Each of the camps was unique and offered students opportunities to learn new skills, explore the world of work, be introduced to new career fields and explore college campuses.

VR's legislatively approved new Statewide Transition Coordinator was hired in April 2018. This position coordinates the provision of Pre-ETS statewide, overseeing VR's part-time, contracted Transition Coordinators in Las Vegas, Reno and Elko. VR also received legislative approval to add a new internal Trainer position, which was also established in 2018. This individual developed curriculum and provided 16 training sessions to VR staff in her first year.

Budget Bill AB510 passed into law in SFY2017 providing funding and authority for Nevada VR to upgrade its 13-year-old RAISON case management system with the newest version of Aware VR. This project kicked off in October 2017. Currently 80% of data conversion is complete and the team is moving into user acceptance testing. This new case management system is scheduled to go live in March 2019. Once it is fully functional, data input and reporting will be streamlined, providing more time for counseling staff to work directly with Nevadans with disabilities to provide them needed services to achieve competitive, integrated employment.



# SUCCESS STORIES

*Araceli Pyper* is no quitter. Araceli first applied for Bureau of Vocational Rehabilitation (BVR) services in 2013 with no success. Araceli is Deaf, and needed a counselor with whom she could effectively communicate. She re-applied in 2016 and met Salvatore Fiorentino, a counselor whom is Deaf, fluent in American Sign Language (ASL) and understand the needs of Deaf clients. The day Araceli came into his office, Sal was immediately impressed by how motivated she was to obtain and maintain employment. In addition she stated to him that she felt so comfortable working with a counselor whom is fluent in ASL and could provide direct communication without use of an ASL Interpreter.



Sal understood her needs and was able to relate to her experience as an individual who is Deaf. Together they worked to overcome her communication barrier and prejudice due to deafness that she experienced previously. Araceli has a total of 22 years' experience in accounting. She was laid off and unemployed for 16 years. Sal referred Araceli to our in-house employment specialist, Purite Williams, who provided Araceli with job placement assistance. Araceli never gave up and after 6 months of job search, she was successful in obtaining employment with the State of Nevada, Bureau of Vocational Rehabilitation. With the help of Sal and Purite, Araceli was hired as an Accounting Assistant I in October 2017. This was her first job in 16 years! Then in June of 2018, she promoted to a Rehabilitation Tech II position. Araceli really enjoys working at BVR helping people with disabilities, especially clients who are Deaf/Hard of Hearing. Araceli has the passion to help others be successful, knowing if she can do it, others can do it too.

We are so proud of Araceli's accomplishments!



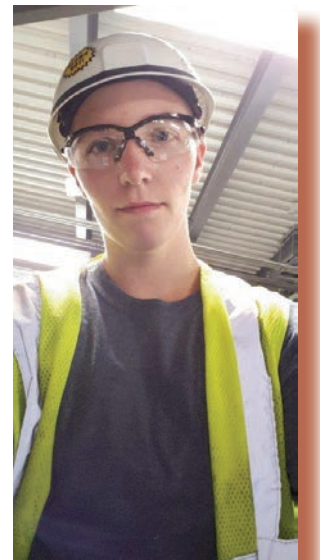
**Colt Trapp-Henderson** simply stood out. His personal style, dynamic personality and abundant energy was what staff noticed about him in April 2016 at Liberty High School in Henderson, NV. Colt was interested in becoming a Cosmetologist, and felt it was a good match for him and that he had the necessary people skills to be successful in the industry. Unfortunately, due to his learning disabilities, Colt was challenged with the high school math proficiency exam and the state cosmetology exam. Although Colt was working full-time after-school to pay for living expenses for himself and his family, he was resolute and would not digress from reaching his goal of

becoming a cosmetologist. Vocational Rehabilitation (VR) coordinated his vocational interest and aptitude assessment which confirmed his interest and strength in personal/customer service and his potential ability to succeed in an educational or vocational training program. Armed with that vibrant style and energy, Colt worked hard to attend the Academy of Hair Design.

Colt graduated from cosmetology school in August 2017 and found employment in November 2017 working at a high end salon in Green Valley. To this day, Colt continues to thrive in his chosen career and is appreciative for the services he received from VR.

Way to go Colt!

**Brittany Brownson** had two goals on her mind when she started with the Bureau of Vocational Rehabilitation (BVR) in the spring of 2015; finding a full-time job and getting assistance with obtaining her High School Equivalence Test (HiSET) Diploma. Brittany was unable to complete her education plan due to her disability, resulting in graduation without a standard diploma. However, with assistance from BVR, Brittany focused on reaching her goals. She completed the Adult Basic Education program at Truckee Meadows Community College and obtained her HiSET in July 2017. In addition, staff helped her to obtain training which would qualify her for full-time work that paid a higher wage and offered the opportunity for a for a sustainable career. Brittany was





referred to the Starbucks' Inclusion Academy where she was able to learn warehousing skills, including; safety and quality control, basic material handling, production selection, order filling and product preparation for shipment with high accuracy, and problem solving.

Her determination and hard work paid off when she was offered full-time employment as a picker/packer and trainer. When she obtained her HiSET in July 2017, Brittany began her new career at the Starbucks Carson Valley Roasting Plant and has been part of the Starbucks team for more than a year with great success. She especially enjoys the free coffee!

Way to change your life Brittany!

***Douglas Benavides*** is a 700-Hour Program success story. Through state law the 700 hour program was created to offer opportunities for individuals with disabilities to be considered as candidates for temporary State Appointments of up to 700 hours. Candidates may be offered permanent employment after demonstrating competency and success on the job during their initial 700 hours.

Due to declining physical conditions, Douglas had a long-term gap in employment. Before applying to Vocational Rehabilitation in February 2017, his last employment had been in 2007. Douglas did not let this long term unemployment preclude him from moving forward on his new career path, as was evident in his attitude toward his rehabilitation program - always inspiring. His optimism was inspiring as he tackled the challenge of going back to school to learn new data entry and computer skills to increase his employability and prepare him for his job search. With his new found soft skills, computer skills and knowledge of Microsoft Office, Douglas became part of the State of Nevada 700-Hour Program, and was hired as an Administrative Assistant III at the University of Nevada Reno's Math & Science Department.



His employer reports that Douglas has been a superb employee. UNR completed renovations to their building to accommodate Douglas' physical barrier. He uses an electrical wheelchair and UNR added automatic doors and automated motion-sensor light fixtures to improve accessibility for Douglas in the Davidson Math & Science Building.

Great work and Bravo to you Douglas!



*Vincent Majerowicz* applied for services with the Bureau of Services for Persons who are Blind or Visually Impaired (BSBVI) in 2014, with visual impairments, hard of hearing and cerebral palsy, but he was determined to get his message across to anyone who would listen. His BSBVI counselor, Nancy Denninger realizing his passion, not only listened, but worked to understand his needs. BSBVI provided Orientation & Mobility training to help with his ability to navigate independently, low vision services to help with functional vision and Assistive Technology to address and overcome his barriers to employment.

Vincent continued his hard work and with the help of in-house Employment Specialist staff, he secured a job at the E360 Fulfillment LLC, folding boxes. Staff continued to provide support, attending orientation with Vincent, meeting with his supervisors and providing on site job coaching.

Vincent has been very successful, and continues to thrive in his job. Staff receives regular reports on his performance from family and we are proud to report that Vincent is loving his job and is folding over 2000 boxes almost every day. A few times he has even folded 3,000!

Congratulations Vincent!



***Randy Dexter***, a United States Veteran, applied for services in August 2017. Randy's counselor, Trina Bourke made him eligible for services based upon his diagnosis of Post-Traumatic Stress Disorder, Traumatic Brain Injury and other physical limitations. At the time of application, Randy was completing his Bachelor's Degree at the University of Nevada Las Vegas (UNLV) in Communications. Based on his personal experience and education, Randy's employment goal was to obtain employment with a non-profit working with Veterans. Counselor Bourke referred Randy to the CareerConnect program, designed to provide additional supports to VR clients enrolled at UNLV. Through CareerConnect, his own job search and with help from his counselor, Randy obtained a Director Position with the K-9 for Warriors project in Florida. This was a perfect fit for Randy, as it incorporated his new employment skills, previous work experience and his military experience. Plus as an added bonus, through the program, Randy has received his own Service Dog from K-9 for Warriors. Randy is working full time at a job he loves helping veterans.





Way to go Randy!

# STATISTICS FFY 2018

## VR Keys To Success in FFY18

-  816 Clients Achieved Employment
-  \$12.43 Average Wage
-  4,937 Clients Served

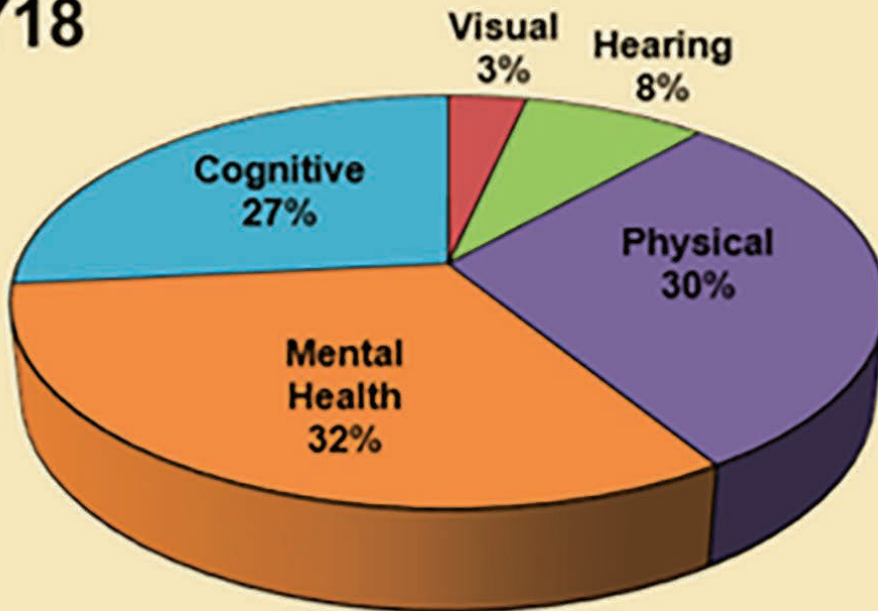
## Average Cost Per Case in FFY18

-  \$1,565 Vocational Rehabilitation
-  \$2,151 Supported Employment

## Average Cost Per Closed Case in FFY18

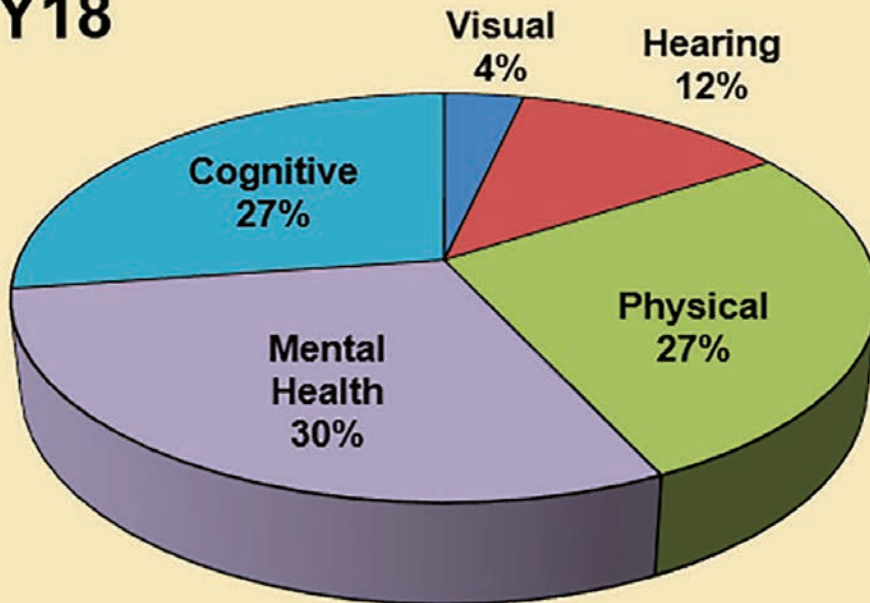
-  \$2,704 Vocational Rehabilitation
-  \$4,557 Supported Employment

**FFY18**



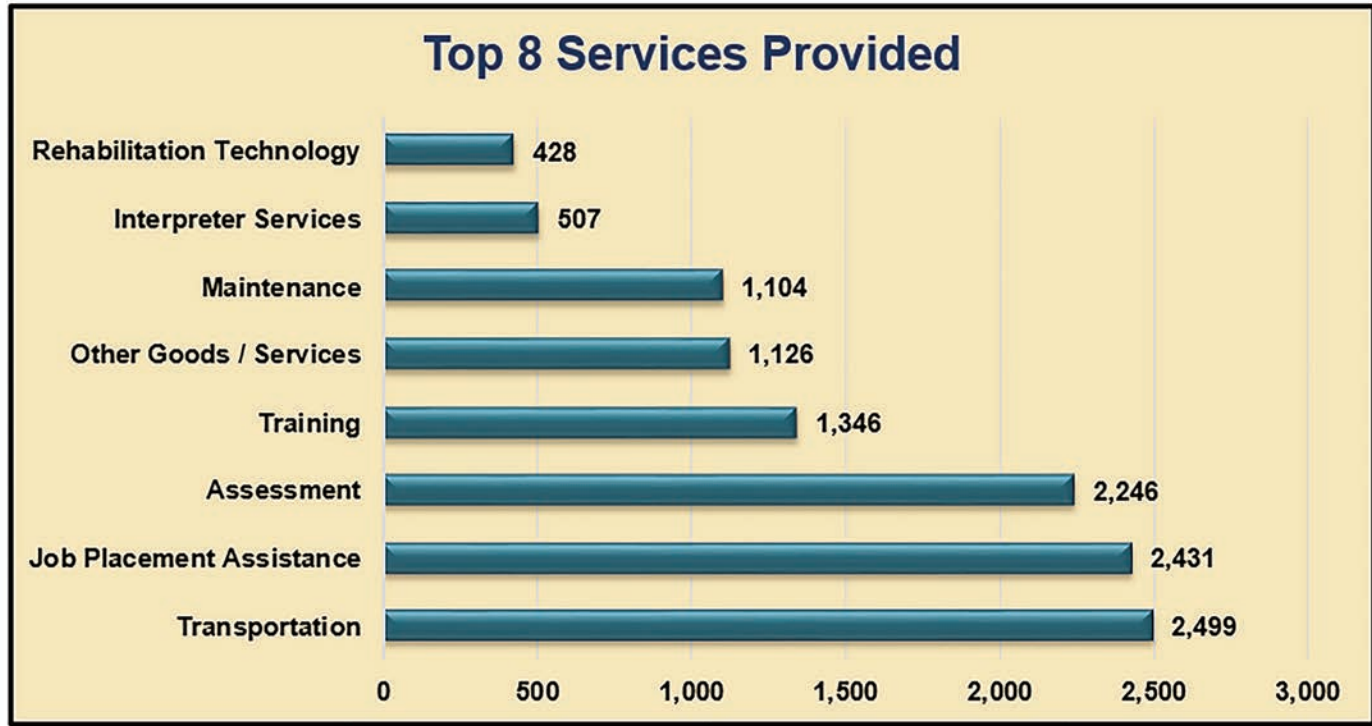
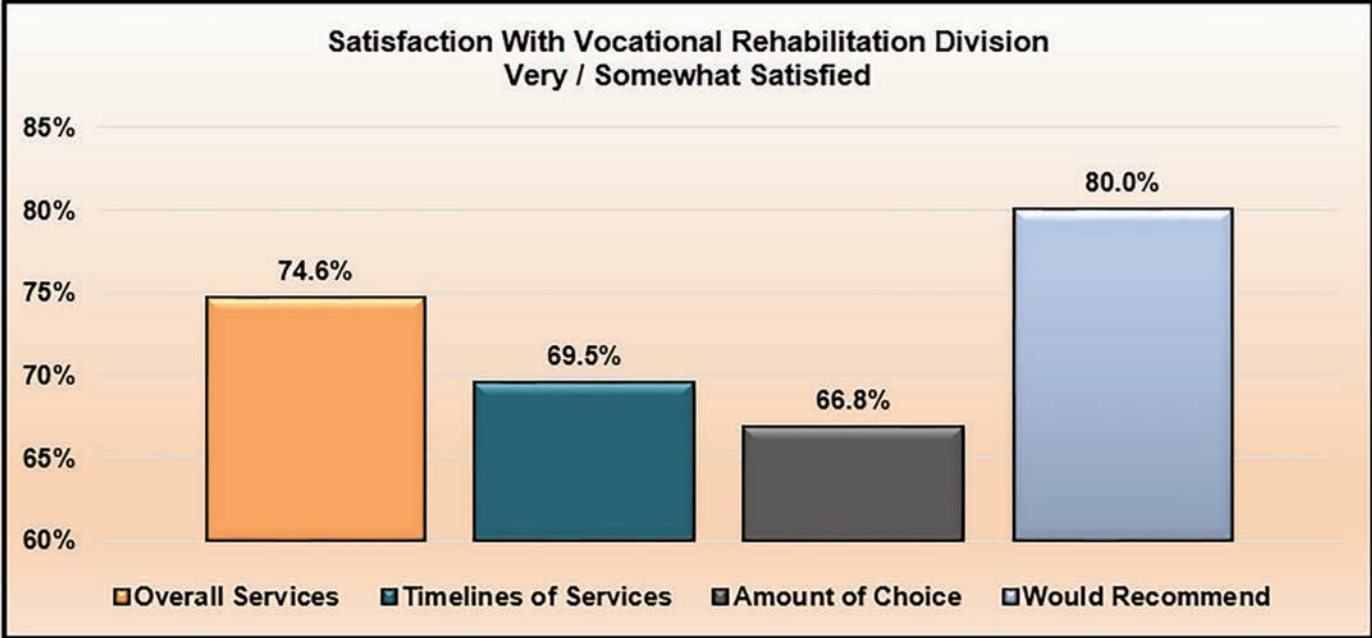
**Disability Breakdown of Served Clients**

**FFY18**



**Disability Breakdown of Employed Clients**

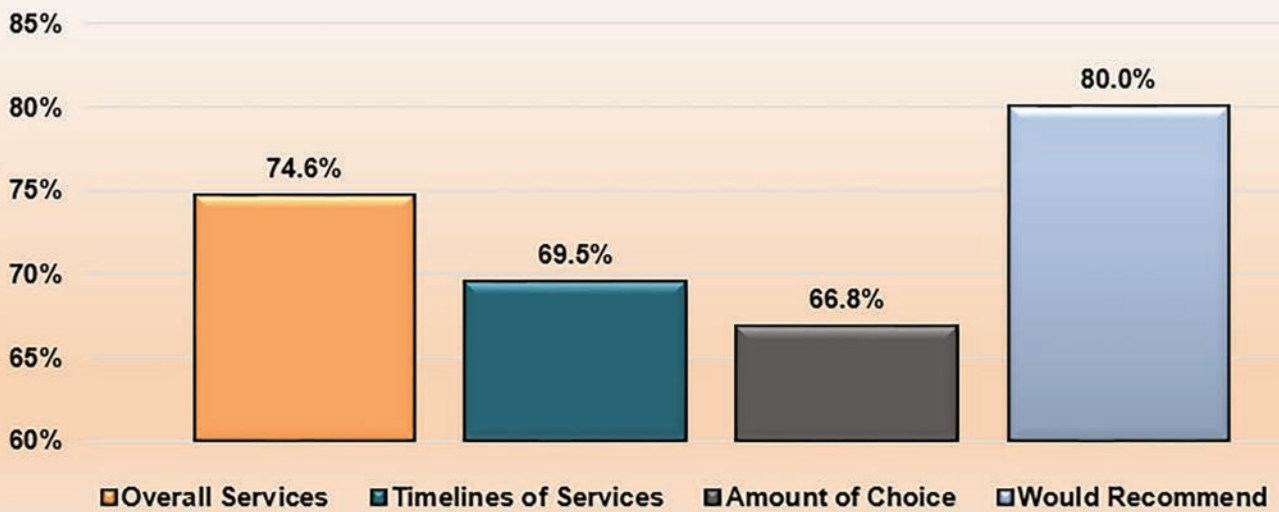




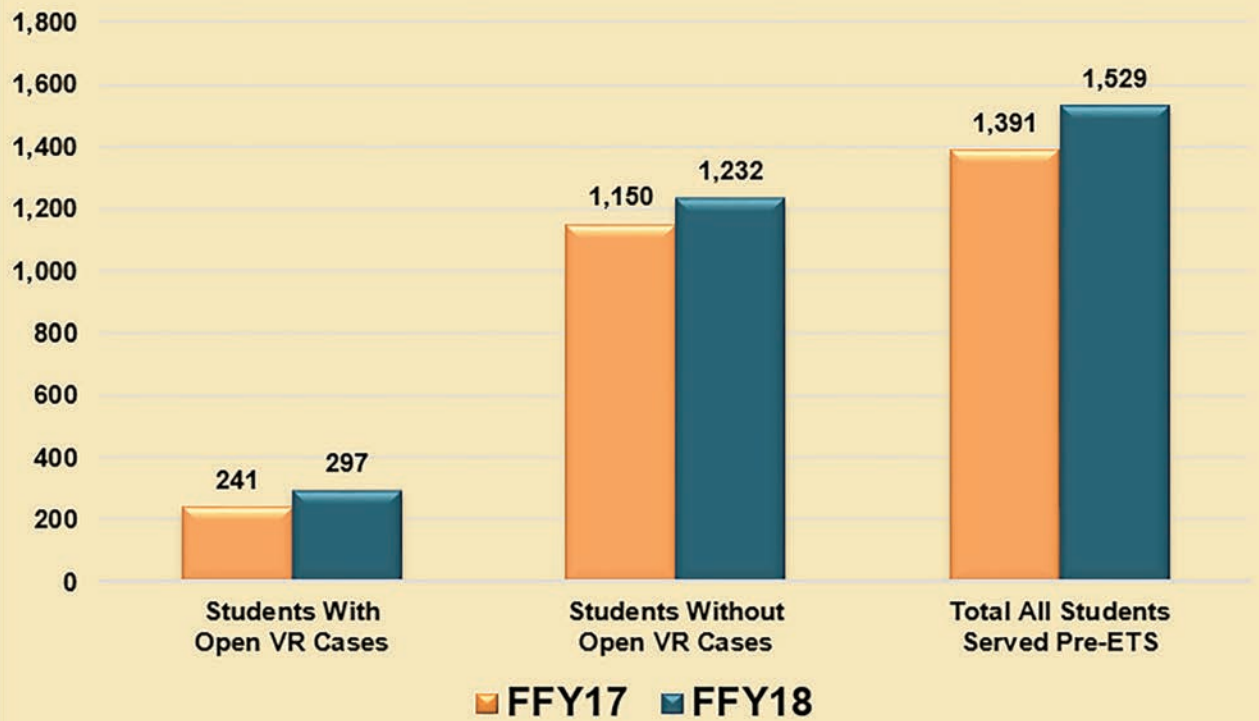
### Supported Employment (SE) and Transition Student (TS) Growth

	FFY14	FFY15	FFY16	FFY17	FFY18	SFY14-18 Increase
SE Clients	426	535	582	607	534	25%
TS Clients	866	1,008	1,166	1,372	1,380	59%

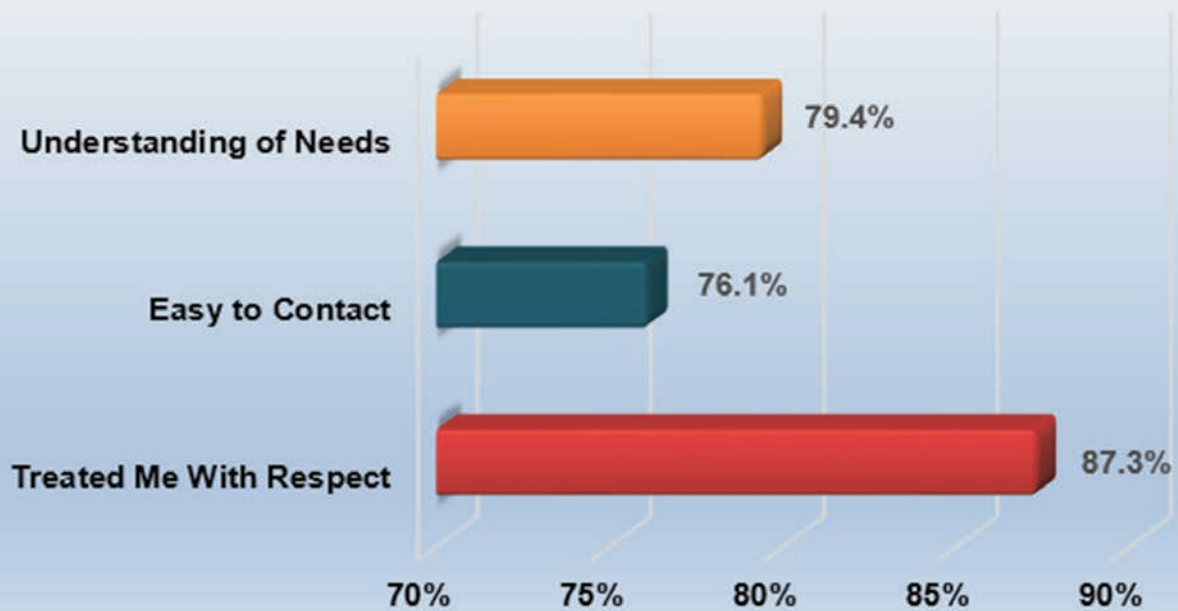
### Satisfaction With Vocational Rehabilitation Division Very / Somewhat Satisfied



### Students With Disabilities Who Received Pre-ETS 10% Increase In FFY17 And FFY18



### Experiences With Vocational Rehabilitation Counselors Strongly / Somewhat Agree







Our Mission: To bring Nevadans together to promote barrier-free communities in which individuals with disabilities have access to opportunities for quality work and self-sufficiency.

Nevada VR provides vocational rehabilitation services to eligible individuals with disabilities to prepare for and obtain meaningful competitive, integrated employment, consistent with their skills, abilities and informed choice.

Nevada VR administers the Supported Employment Program to expand employment options for individuals with the most significant disabilities through intensive training, supervision and other vocational rehabilitation services.

Nevada VR works closely with Nevada's businesses to fulfill employers' needs for trained and skilled employees in any area of commerce. Additionally, we work collaboratively with other public and private entities to utilize experience, resources and expertise to best serve individuals with disabilities and employers.

VR Facts for FFY18:

- ❖ 4,938 Participants Served
- ❖ 764 Individuals Achieved Employment
- ❖ \$12.43 Average Hourly Wage
- ❖ \$887,911 Received from SSA for SSI / SSDI Recipient Services

Nevada VR assists students with disabilities to successfully transition from secondary school to work or higher education. We also provide follow-up services to employers and participants to ensure the satisfaction of both parties.

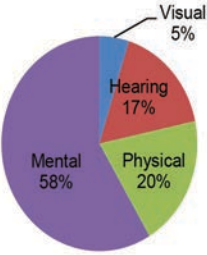
Top Five Job Titles Achieved by Participants:

- Sales and Service Workers
- Food Service Workers
- Clerical / Administrative Support
- Stock and Material Movers
- Janitors and Groundskeepers

Nevada VR specializes in services tailored to meet the individual needs of persons with disabilities, including:

- Transportation
- Assistive Technology
- Counseling and Guidance
- Job Development and Placement
- Occupational and Vocational Training

**Primary Disability Breakdown**



**Please Contact Us At:**  
 751 Basque Way  
 Carson City, NV 89706  
 (775) 687-6860  
[sghendren@detr.nv.gov](mailto:sghendren@detr.nv.gov)  
[jajohn@detr.nv.gov](mailto:jajohn@detr.nv.gov)

**Or Visit Us Online At:**  
[www.nvdetr.org](http://www.nvdetr.org)  
[www.vrnevada.org](http://www.vrnevada.org)



Search 'VR-Nevada' on Facebook, LinkedIn, YouTube and Twitter




TEAR HERE: FOR MORE INFORMATION CALL: (775) 687-6860

# REHABILITATION DIVISION

## BUREAU OF VOCATIONAL REHABILITATION OFFICE LOCATIONS

A Proud Partner of American Job Center of Nevada

### NORTHERN NEVADA

1933 North Carson Street, Carson City, NV 89701 (Carson)	(775) 684-0400
4001 South Virginia Street, Suite H-1, Reno, NV 89509 (Washoe)	(775) 284-9600
1325 Corporate Boulevard, Reno, NV 89502 (Washoe)	(775) 823-8100
2281 Pyramid Way, Sparks, NV 89431 (Washoe)	(775) 284-9520

### RURAL NEVADA

172 6th Street, Elko, NV 89801 (Elko)	(775) 753-1931
475 West Haskell Street, Suite 2, Winnemucca, NV 89445 (Humboldt)	(775) 623-6544
1500 Avenue F, Suite 1, Ely, NV 89301 (White Pine)	(775) 289-1675
121 Industrial Way, Fallon, NV 89406 (Churchill)	(775) 423-6568

### SOUTHERN NEVADA

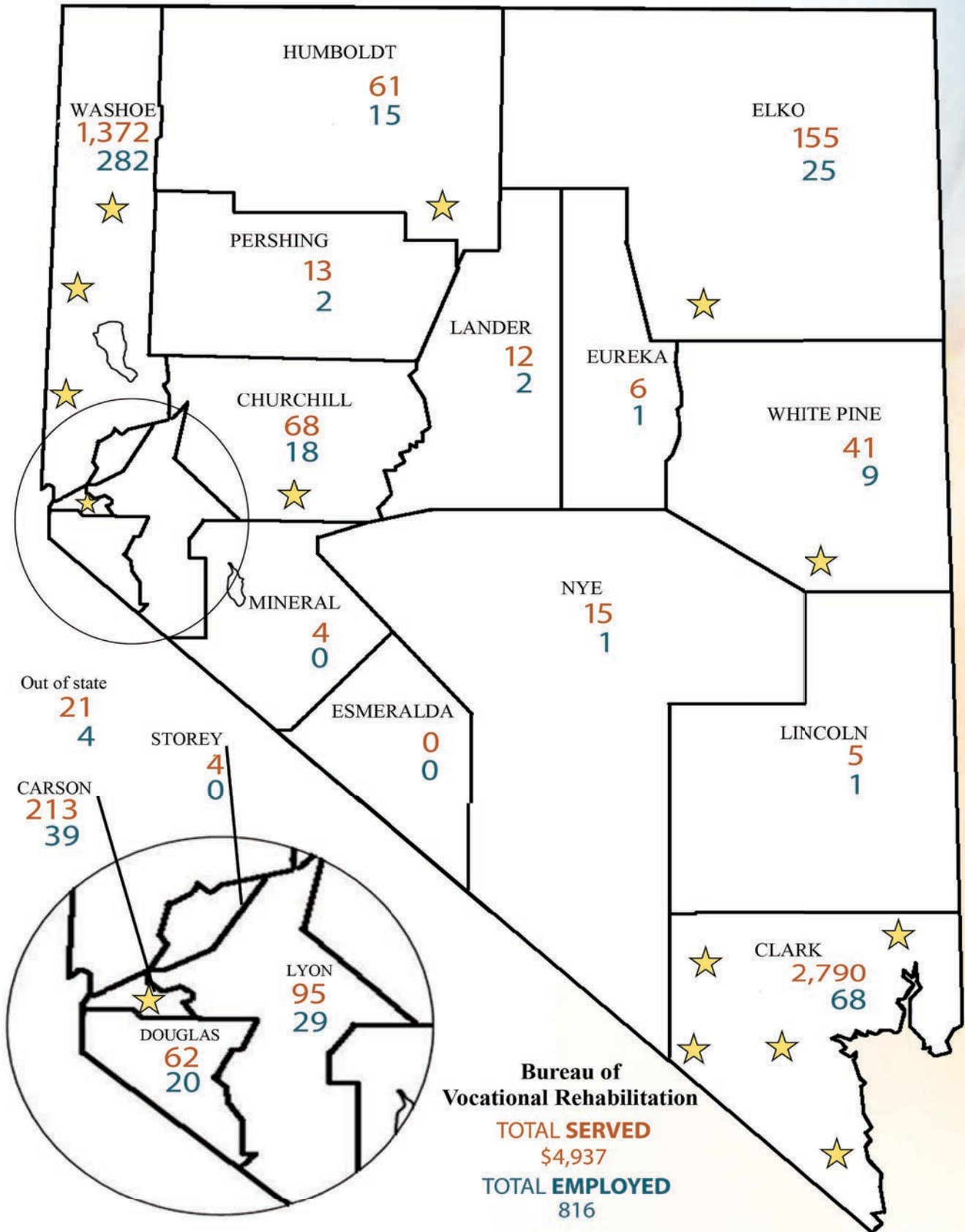
3405 South Maryland Parkway, Las Vegas, NV 89169 (Clark)	(702) 486-0100
3016 West Charleston, Suite 200, Las Vegas, NV 89102 (Clark)	(702) 486-5230
4500 E. Sunset Road, Suite 40, Henderson, NV 89014 (Clark)	(702) 486-0300
2827 Las Vegas Boulevard North, North Las Vegas, NV 89030 (Clark)	(702) 486-0200
6330 West Charleston Boulevard, Suite 190, Las Vegas, NV 89146 (Clark)	(702) 822-4214

TTY 800-326-6868 or Nevada Relay 711

TEAR HERE: FOR MORE INFORMATION CALL: (775) 687-6860



# SERVICE MAP



★ Office Locations





# Nevada

## Vocational Rehabilitation

*A Proud Partner of American Job Center of Nevada*

**At Work for Disability Inclusion**

**You can also find us on: Facebook, LinkedIn, Twitter or YouTube**



**[www.VRNevada.org](http://www.VRNevada.org)  
[www.NVDETR.ORG](http://www.NVDETR.ORG)**

**Administration Office  
751 Basque Way, Carson City, Nevada 89706  
(775) 687-6860**

**Vocational Rehabilitation is an Equal Employment Opportunity program/service.**

**Auxiliary aids and services are available upon request during consultations with counselors and service providers.**

FUNDING FROM US DEPT. OF EDUCATION - FOR NEVADA VOCATIONAL REHABILITATION (VR): FEDERAL VR GRANT PAID 78.7% OF COSTS. IN FFY2017, NEVADA VR RECEIVED \$16,381,489 IN FEDERAL VR FUNDS. NON-FEDERAL FUNDS PAID 21.3% OF COSTS (\$4,433,618). FOR SUPPORTED EMPLOYMENT (SE): FEDERAL GRANT PAID 95% OF COSTS. IN FFY2017, NEVADA VR RECEIVED \$215,372 IN FEDERAL SE FUNDS. NON-FEDERAL FUNDS PAID 5% (\$5,983) OF COSTS.

THE SERVICES AND/OR GOODS DESCRIBED HEREIN ARE FUNDED, IN PART, WITH FEDERAL FUNDS AWARDED BY THE U.S. DEPARTMENT OF EDUCATION UNDER THE INDEPENDENT LIVING SERVICES FOR OLDER INDIVIDUALS WHO ARE BLIND (OIB) PROGRAM. FOR PURPOSES OF THE OIB PROGRAM, FEDERAL FUNDS PAID 90 PERCENT OF THE TOTAL COSTS INCURRED UNDER THE PROGRAM. IN FFY 2017, REHABILITATION DIVISION RECEIVED \$264,232 IN FEDERAL GRANT FUNDS FOR THIS PROGRAM. FUNDS APPROPRIATED BY THE STATE PAID 10 PERCENT (\$29,359) OF THE TOTAL COSTS INCURRED UNDER THE OIB PROGRAM.