



NEVADA STATE REHABILITATION COUNCIL ANNUAL REPORT 2016

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.



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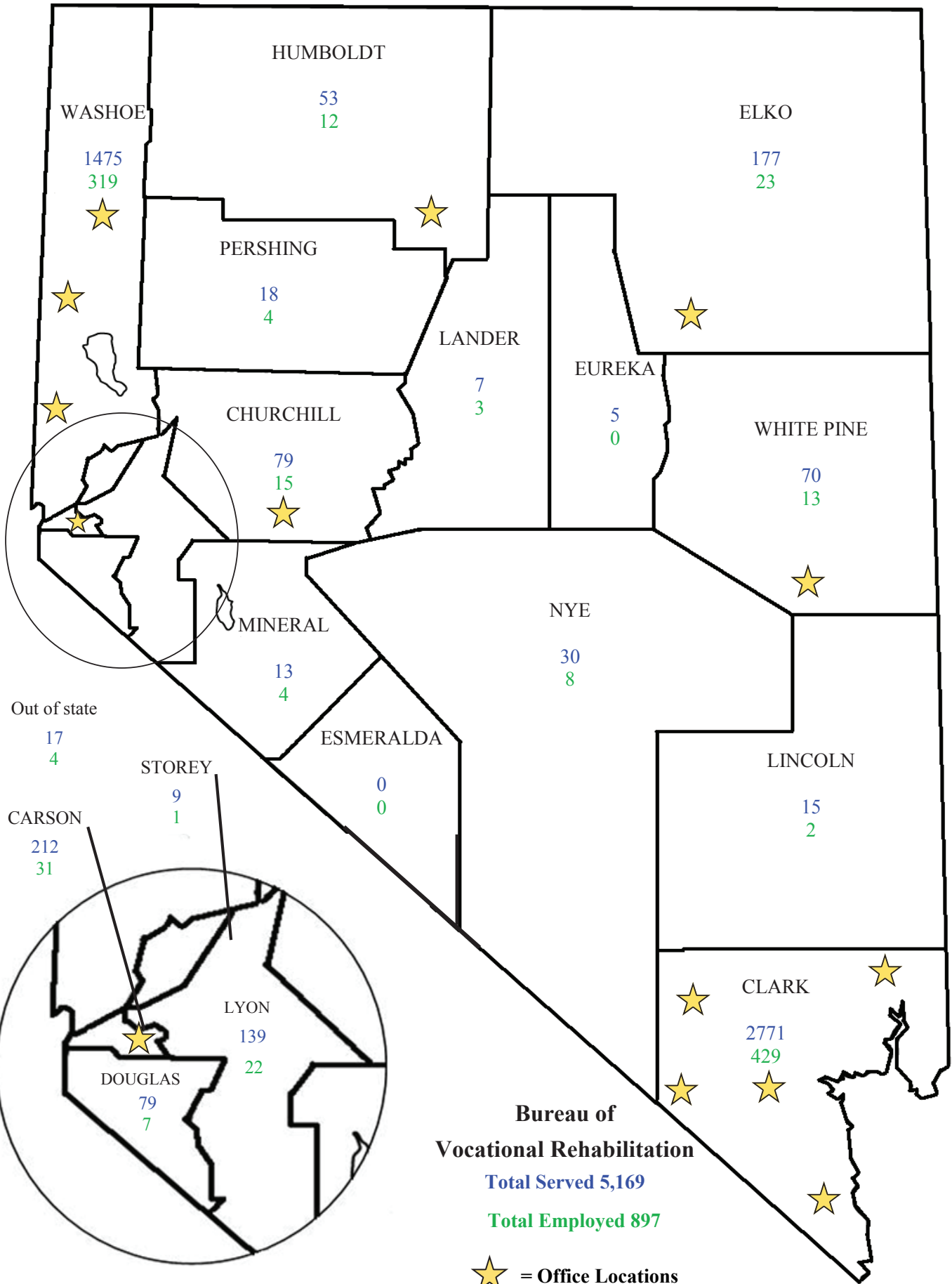
ROLES & RESPONSIBILITIES

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.



SHELLEY HENDREN

LETTER FROM

THE

ADMINISTRATOR



Nevada's Vocational Rehabilitation (VR) program has had a multitude of successes in the last biennium, due in part to the support and input of the Nevada State Rehabilitation Council, and the efforts and expertise of VR's talented, professional and dedicated staff. VR has persevered through massive changes related to the July 2014 passage of the federal Workforce Innovation and Opportunity Act (WIOA), and through an ever-evolving Nevada economy.

VR placed 922 individuals with disabilities into competitive, integrated employment in SFY 2015, with an average wage of \$11.88/hour; and 898 individuals with disabilities in SFY 2016, with an average wage of \$11.98/hour. Wages each year exceeded the federal performance goals, as determined by the Rehabilitation Services Administration (RSA) for individuals with disabilities. Over the biennium, 501 individuals who reported receiving public support at application (including TANF, SSI/SSDI, worker's compensation, veteran's administration and other benefits), no longer required public support at case closure. Additionally, 47 percent added private medical insurance at successful case closure, likely eliminating prior public medical insurance like Medicaid and Medicare.

In SFYs 2015 and 2016, VR received state grant funds from the Fund for a Healthy Nevada, which was nearly double the amount it received in SFYs 2013 and 2014. In each year of the biennium, VR received \$159,840 for assistive technology equipment for VR consumers, and staff training on assistive technology equipment and best practices. In SFY 2015, VR served 84 consumers from this grant, and provided staff training to 92 attendees.

Twenty-four percent of transition-age consumers with disabilities successfully transitioned to competitive, integrated employment or postsecondary education or training programs. Over the biennium, Project Search, a

collaborative program between Clark County School District (CCSD) and VR that provides work experiences for CCSD students with disabilities, added three new employer sites including Sunrise Hospital, Regional Transportation Commission and UNLV.

To better serve students and youth with disabilities, and to leverage unmatched federal funding, VR added five Third Party Cooperative Arrangements (TPCAs) this biennium for a total of six to date. TPCAs have been implemented with Clark County School District and Washoe County School District to provide soft skills, on-the-job work experiences and job search assistance for co-enrolled students with disabilities. VR also has TPCAs with Western Nevada College, Truckee Meadows Community College, College of Southern Nevada and University of Nevada Las Vegas for the collaborative CareerConnect program. This program provides services to students and youth with disabilities transitioning to college including assistive technology equipment and training, intensive tutoring, work readiness training, and internship and other work experience opportunities. The TPCAs additionally added over \$1.2 million into the VR program.

VR launched a public relations and marketing campaign in SFY 2015 with employers as its target audience. Twenty-one video success story vignettes were created and air on VR's employer web page (vrnevada.org) and YouTube channel, which has had 4,964 views to date. The videos feature employers talking about their positive experiences in hiring individuals with disabilities. Additionally, since the campaign's inception, VR social media has reached a total of 420,628 individuals. VR has 354 Twitter followers, 2,575 Face Book followers, and 2,000 LinkedIn followers.

VR created business development teams in order to provide recruitment and retention services to Nevada employers, consultation and training on workplace accessibility and other disability related issues, and education/information on financial incentives and other advantages of using agency services and hiring individuals with disabilities. Additionally, the team works directly with VR's job-ready consumers to provide them job search assistance, resume building, mock interviews, job matching and referrals. Each team member serves around 200 consumers each year, and overall program outreach over the biennium has reached over 33,800 individuals.

The team has also been successful in partnering with employers to create work-readiness, on-the-job training programs for VR consumers, including with Starbucks Carson Valley Roasting Plant in Minden, PepsiCo bottling plant in Las Vegas and OfficeMax/Office Depot in North Las Vegas. VR is currently in discussions with Walgreens, CVS Health, FedEx and Jet.com to create similar work-readiness training programs to meet the joint needs of those businesses and VR consumers.



ERNEST J. HALL II, MA

LETTER FROM THE CHAIRMAN



"A renewed focus on career planning will help to strengthen job placements and provide tools for long-term sustainable jobs."

"Innovation" and "Opportunity" – These are two words that we are all hearing a lot more these days. As we continue to implement the changes in Workforce Innovation and Opportunity Act. The Nevada State Rehabilitation Council (NSRC) continues to work towards enhancing service delivery and improving employment success by applying innovations in service delivery and using technology more effectively to maximize every opportunity for stronger, longer careers for Nevadans with disabilities.

The NSRC will be working with Vocational Rehabilitation to leverage new technology and real-time data collection to help with ensuring quality, person center planning is at the core of every employment plan. A renewed focus on career planning will help to strengthen job placements and provide tools for long-term sustainable jobs. Combining these strategies will also strengthen the services and training provided to help our youth transition from education to the workforce.

WIOA has also brought a unified approach to state workforce planning, recognizing that there are many agencies with a stake in Nevada's employment success. The rehabilitation process is leveraging these partnerships and working to further integrate services for Nevadans with Disabilities alongside other state workforce programs. Together we will be able to serve more people and create more opportunities for employment.

It is my honor to serve as a member of the Rehabilitation Council and as the chair. I'm grateful for every member of the council who volunteers their time and expertise. It will take everyone's involvement to move Nevada forward and I invite you to join us in advocating for all Nevadans to fully participate in our communities and economy by having the opportunity to obtain meaningful employment.

EMPLOYEE SPOTLIGHT



LORRAINE JONES

At an early age and throughout her life Lorraine has been inspired to help people in need. As part of the Crisis Call Center during college and then in mid-life assisting families acquire support while their spouses were deployed to combat zones, she has been attentive to the needs of others. Earning a Bachelor's degree in Business Administration and a Master's degree in Educational Counseling has prepared her for her current role – preparing clients with disabilities to obtain meaningful employment.

Lorraine was born in New York, graduated high school in Florida and has lived in Europe. For the past 20 years Lorraine has lived in Northern Nevada with her husband and three children. She began working for the Bureau of Services to the Blind in 2005 and worked in the rural areas as well as urban and suburban areas. She was responsible for managing three diverse caseloads: Vocational Rehabilitation cases including transition students, the Older Blind cases and Life Skills cases. As a counselor working for the Bureau of Services to the Blind and Visually Impaired, she served clients in rural locations which included making house calls. One case involved making a home visit to a client residing in a cave. Currently, Lorraine works for the Bureau of Vocational Rehabilitation as a Rehabilitation Counselor III. She serves a diverse clientele who have multiple disabilities with barriers that must be addressed in order to obtain employment, as well as remain employed. The spectrum of client services is very diverse and Lorraine's open minded and flexible abilities are traits that have been instrumental in her success as a VR Counselor.

Working with Rehabilitation Counselors and developing high functioning teams are other facets of this job she enjoys. Guiding her staff and establishing effective teams help exponentially to improve successful closure outcomes. Streamlining processes, and on occasion collectively approaching job placement strategies, help improve her team's abilities to further exceed successful job closures. Lorraine is also a strong partner working with businesses; her ability to understand business requirements, enhance business relationships, and market her clients cements the successful case closure.

To Lorraine, there is nothing more satisfying than seeing people overcome their barriers and assimilate into society. Lorraine's caring, thorough approach - connecting clients to businesses - contributes to the successes of her clients, her Rehabilitation Team, and DETR.

eSIGHT

"Now I Can See"



Kelly Zuniga

For 19 individuals the gift of sight is no longer a distant dream, but rather a reality shaping their futures. It is through the vision of science, innovative spending of government funding, and believing the impossible is possible, that these 19 individuals who are blind now have the ability to SEE!

This life changing project started with a visit from eSight representatives to evaluate a few of the Bureau of Services to the Blind and Visually Impaired (BSB) clients, and what was witnessed that day gave chills to everyone present. A 54-year-old woman was the first to try on the eSight glasses, and within minutes you could see the tears trickle down her cheeks as she uttered the words, "Wow, I can read the time on the clock for the first time since I became blind at 9-years old." Another client was about to start his Bachelor's degree course of study at the University of Nevada, Las Vegas (UNLV) and as he tried on the glasses, he quickly said to his mother, "I never realized how beautiful you are." The powerful statements by these individuals spoke volumes to the BSB staff and created the motivation to move mountains to change the lives of as many as possible, by giving them the gift of sight.

The Vision of Science

eSight is electronic eyewear that lets people with vision loss actually see. This headset device is the first of its kind in the world. It is hands-free, mobile, and can be effective for people who are legally blind or have moderate to severe visual impairments. It can be taken everywhere and allows individuals to move seamlessly between a variety of tasks. These glasses do more than restore sight, they change lives.

Innovative Spending of Government Funding

It took a team of 26 people throughout the state and from various departments within DETR to make this dream project come true. It started with selecting the 19 clients that would most benefit from this device; then each had to be evaluated by Easter Seals to determine if they were good candidates. Once the clients were determined to be a good fit for the device, their Individual Plans for Employment (IPEs) had to be amended and approved. Due to the cost, each of these IPEs had to go through a minimum of three to five levels of administrative approval. Once each case received final approval, the IPEs had to be signed by each client before the team could start on the next step, ordering. This involved our northern and southern operations staff processing the paperwork and getting management's approval. Then, it was off to Financial Management (FM) for final approval.

Believing the Impossible is Possible

This project was astounding for so many reasons. There were many obstacles throughout the entire process and many thought our mission was impossible. This project truly required everyone to stay focused on the end result of giving sight to those who are blind. Employees in our agency who might normally be removed from direct client services, were able to see first-hand how their role plays a part in changing the lives of others. The passion, excitement and dedication that were poured into this project is something that very few get to witness. Then to be able to utilize all of the funding that was given to the program in a way that immediately changed the lives of 19 people was a dramatic feat in itself. But the #1 reason this project was so incredible was the feedback BSB staff received after these 19 individuals had their devices and could finally see:

“First and foremost is having the CONFIDENCE to go out of the house to do things. So far I have found that it has helped greatly in being able to do many things that I would never have considered doing before.”

“I was uncomfortable traveling on the bus as I might miss my stop or having to travel across streets especially those under construction. Now it is very good as I can see the landmarks I remember while traveling on the bus and do not need that extra help.”

“I am able to use the computer, watch TV, and the best read magazines and books again. Being able to read the machines in the laundry room has also helped.”

“It’s amazing; I feel like I have my life back again.”

“At college, I feel limitations have been lifted.”

“In my realtor job, I can read documents at signings and walk-throughs.”

“I can see the faces of my family again.”

“At work, I can print documents and look for and read charts.”

“I can use the computer at work like anyone can, with just my glasses on.”

“When our attitudes outdistance our abilities,
even the impossible becomes possible.”

--John C Maxwell



Jason Coleman



Governor Brian Sandoval presents certificate to Starbucks program graduate.

ALFONSO *Perez*



SUCCESS STORY

Alfonso Perez did not allow the challenges of being legally blind to stop him from receiving a standard diploma from Reed High School. Therefore, he was not going to let his disability stop him from becoming employed. Different from an individual with sudden blindness, Alfonso has been adapting to and coping with his visual loss since birth. He possesses a positive attitude and strong desire for success.

Before coming to Vocational Rehabilitation (VR), Alfonso had tried various jobs including unloading trucks, packing, food preparation, and dish washer. However, none of those jobs seemed to satisfy his vocational interest and his willingness to be self-sufficient. Though he receives Social Security Administration (SSA) benefits, Alfonso always had a strong desire to seek full time employment. He never stopped hoping to find employment, though he knew it might affect his ability to maintain his SSA benefits. He said he wanted to be productive and reach his full potential. He wanted to contribute to his family and be an active member of the community.

He maintained his goals although he is legally blind due to Stargardt's Disease, a condition of congenital macular dystrophy. His condition prevents him from looking straight ahead and causes him to look to his right side, which cannot be corrected with glasses nor magnifying glasses.

When Alfonso came to VR he shared with counselors his interest in performing janitorial work. He likes to be organized and keeps things neat and clean. VR coordinated with High Sierra Industries to assist Alfonso with further assessing this employment goal and his current vocational skills.

Besides attending CDA classes, Alfonso actively sought employment on his own with the help of VR counselors and the collaboration between VR and High Sierra Industries. He was eventually hired by Renown as a janitor.

He is very appreciative of the counseling, job placement and supportive services he received from VR, and said "I could never have done this without you all."



CHRISTINE BRAUNWORTH

Christine Braunworth had an Associate Degree from Truckee Meadows Community College but was interested in pursuing a degree in Social Work. She did not want to allow her diagnosis of anxiety, depression and learning disabilities to hinder her goals. She had applied for a scholarship through Native American Tribes and the Trio Scholarship at the University of Nevada Reno (UNR).

Christine was provided with extensive services including college training, fees and books, a laptop computer and software, “Dragon Naturally Speaking,” a substitute teaching license, job seeking skills training, and job search assistance. These services, together with counseling and guidance, contributed to her successfully reaching her goals. She graduated with a Bachelor’s of Social Work in May 2015.

Christine worked with her supervisor at the UNR Center for Cultural Diversity to get a “Native Stand” grant. Christine flew to the University of Health and Science in Portland, OR for this training in June 2015. This \$5,000 grant was for Christine to teach as a volunteer a health class at Pyramid Lake High School one hour per day for one semester for two years. The class involved covering natural and western health, substance abuse, sexually transmitted diseases, and more. Christine hoped that the Native Stand project would serve as the required project for her Master’s Degree. She was one of 16 selected out of 52 applicants.

On November 13, 2015, Christine started work with Communities in Schools where she earns \$17.55 an hour. This position is full time and offered benefits after 90 days of employment. Christine worked very hard to obtain her degree and subsequent employment. Christine is now employed as a Social Worker with Native American tribes. She said she appreciates all the help and support provided by VR.



YOU
ARE
HIRED

DAVID SORENSEN

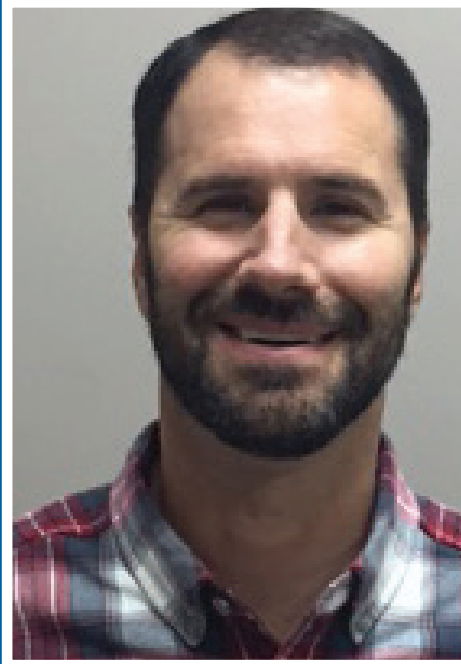
David Sorensen have overcome significant cognitive, physical and psychological barriers since birth. He applied for services at Vocational Rehabilitation (VR) after his job was eliminated as he was worried that he would end up homeless as he was once before. David maintained a positive attitude and showed great initiative to find a part-time job with the county. He completed clerical training and graduated with high marks. He displayed great skill in using Microsoft Excel and with support of VR he achieved his goal. He is now working for the state of Nevada as a clerical trainee through the 700-Hour Program.

David is very inspiring with his positive demeanor and can-do attitude. An interesting fact about David, he was selected by Special Olympics Nevada to compete nationally in the first-ever Special Olympics USA Games held in Ames, Iowa which was seen nationally on TBS and ESPN. He placed fourth and sixth overall in the country.

David shared the following: "Vocational Rehabilitation is the best program for people with disabilities. Vocational Rehabilitation sent me to school and I graduated with an Associate's of Arts Degree. With their help I graduated with a 3.30 GPA. Without their help, I do not know where I would be. I became employed by Intuit Inc. with help from the skills I learned at Vocational Rehabilitation. I was successfully employed there for over 15 years. In January 2016 I was laid off from Intuit Inc. and my job was eliminated. As of August 1, 2016 – I have a new job working for the state of Nevada at WIC."

SUCCESS STORY

JOSEPH *Arrascada*



Joseph Arrascada is a C4-5 quadriplegic, with atrophy in his lower legs and has a very limited range of motion in his upper body and limited hand dexterity. Joseph came to Vocational Rehabilitation (VR) to request assistance with getting modifications to a van he had planned to purchase as the modifications to his current van were no longer working properly. He works part-time for Veterans Affairs as a case manager and wanted to return to work full time. He was worried his van would break down and he would be stranded in the heat or cold which could impact his health and safety.

The VR counselor observed that Joseph’s van was indeed experiencing mechanical issues including problems with the ramp and van door. The counselor was concerned because it was winter and snowing, which could be a safety issue if Joseph became stranded. The counselor and Joseph worked on an assessment plan to assist with determining what steps to take to begin gathering required information such as recommendations for accommodations and obtaining documentation which would be needed to remove barriers to assist him with retuning to work full time and achieving an independent and healthy lifestyle. As a result Joseph was able to receive new modifications to the new van he purchased and was able to return to work full time.

LARRY

Larry (not his real name) was referred to VR by his family and his Transition Coordinator at White Pine High School with a 504 plan. Larry was born with a congenital heart defect- Idiopathic Dilated Cardiomyopathy which is controlled by medication and regular medical monitoring.

Larry graduated in June 2010 from White Pine High School with a 3.9 GPA earning a standard diploma. He had a strong desire to become a mining engineer, as he worked part-time after school for the White Pine Nuclear Waste Project office as a GIS Mapping Digitizer.

Larry was medically approved by his physician to attend college and major in mechanical engineering. While attending the Colorado School of Mines, Larry’s cardioverter-defibrillator failed. The effects of that failure forced Larry to medically withdraw from school requiring that he be put on the heart transplant list. Fortunately, Larry was able to benefit from a Cardio Inverter to stabilize his condition, allowing him to return to school.

Larry acquired numerous scholarships and grants to satisfy the out-of-state costs to attend his school of choice. He completed three internships and developed a good working relationship with mine personnel in Idaho, as well as Nevada.

In May 2016, Larry graduated with a Bachelor’s of Science Degree in Mining Engineering with a minor in Explosive Engineering. Larry was offered employment in Elko Nevada with a starting salary of \$50,700 with full medical benefits. Since his return, Larry has passed his Engineer Fundamentals Exam and has made an offer to buy his first home in Elko.

DANNY *James*

Danny James has been deaf since birth, but can do anything he puts his mind to and does not allow it to be a barrier to employment. He previously worked as a baggage handler at the Orlando Airport and worked as a welder for 24 years for an automotive production company. Since moving to Las Vegas in 2015, he has had difficulty finding employment because of his deafness.

He began working with a Vocational Rehabilitation (VR) counselor to realize his goal of working as a baggage handler at McCarran Airport. He had heard through word of mouth that VR has a counselor who was deaf who provides services to individuals who are deaf or hard of hearing. He was very pleased to be able to communicate directly in American Sign Language with his counselor who understands deaf culture and what Deaf individuals need to be successful.

The counselor assisted him with services including guidance and counseling, job placement, and helped secure American Sign Language interpreters for meetings with the VR employment specialists and for job interviews. Additionally, the counselor helped him get gas cards so he could look for work. Danny was finally able to get a job as a ramp agent for an independent company that is contracted with Delta Airlines.

After Danny obtained employment, he expressed appreciation to his Vocational Rehabilitation Counselor, employment specialists, and interpreters who assisted him throughout the VR process that led to his successful employment outcome. He said that he enjoys his job as he was already familiar with this type of work, and gets along with his co-workers and employer.

Initially, the employer was concerned about Danny being deaf; this was unfamiliar territory. The employer didn't understand his accommodation needs but eventually the employer said, "We love him!" He is exceptional. Danny James is the most patient happy-go-lucky person and a great example of what an employee should be. We had our hiccups in the beginning, but this has turned out to be one

of the best employees that we have! I personally feel that people with disabilities can't be viewed as handicap. They should all be given a chance because they work and go that extra mile. Supervisors that work with him say there are no complaints. He's a great worker. He gets to work, and makes sure he does his job."



SUCCESS STORY

ELIZABETH *Archuleta*

Elizabeth Archuleta was a transition student from Churchill County High School and graduated in May of 2015. She had a massive stroke three years prior to her graduation while practicing in a sport activity at school. She found herself paralyzed on the right side of her body and unable to do many of the things she used to do. Through physical therapy and hard work, she was able to graduate from high school in 2015. She had very little work experience and did not know what she wanted to do for work. Through Vocational Rehabilitation she completed a work experience at a local physical therapy office as an assistant to the physical therapist, Steve Louie, who had worked with Elizabeth in the past. Working at Core Physical Therapy, Elizabeth found that she was a great help working with patients and encouraging them to work hard.

Elizabeth has a very bubbly personality and has a smile that is infectious. She was seen to be a great asset to this company. With the help of “Expanding Life” and her job coach, Lucy Carnahan, Elizabeth found Core Physical Therapy to be a great place to work and Steve Louie, an awesome boss who gave her a chance at a job. She has worked at Core Physical Therapy for almost one year now and finds this job to be very rewarding. She is very grateful for the help Vocational Rehabilitation gave her to determine a vocational goal and to obtain work experience in this field. Because of her work experience, her employer hired her and she has been working there ever since.

CHUANG “CHRISTINE” SUN

Not everybody knows Vocational Rehabilitation (VR), but if you have Social Security Disability benefits you should know VR. VR can play an undeniable role in your career comeback, according to Christine Sun.

In early 2013, she had to give up work due to severe stress and anxiety, and was hospitalized for over a month. Christine was devastated after checking out of the hospital, not knowing if she was going to work again. Advised by her psychiatrist to fully recover, she stayed home for almost 18 months, except for attending recovery groups and seeing doctors and counselors. Luckily she received Social Security Disability benefits and soon received the ability to participate in the “Ticket To Work” program.

She started volunteering in November 2014, but could not stay for more than three or four hours a day. Still, it was an improvement. In late 2015, Christine contacted VR as advised by the information on the “Ticket To Work” letter, and completed the orientation and intake process. Maritza Sanchez, rehabilitation counselor at the Henderson JobConnect office, was assigned to her case. The first milestone was having a two-week assessment job at Goodwill. She started in January 2016 with four hours a day for ten days. She wasn’t sure if she could make it, as she was working from 3 pm to 7 pm each day, and often had panic attacks during those hours. Her job trainer, Liz Charon offered to give her extra breaks for when she had panic attacks. Christine completed the assessment and was recommended for work.

Christine met with Maritza after the Goodwill assessment, and was referred to Tracey Cook, VR CBA (Community Based Assessment) specialist to do a five-week assessment. She contacted Shelia Lee, human resources manager at Green Valley Ranch. After meeting with Shelia for an interview, she was invited to do a five-week Community Based Assessment as an office clerk. After four weeks, she was told that her training would be extended. Tracey advised her that she should apply for a job at any of the Station Casinos’ properties. She went to the website and found a promotions clerk position at Fiesta Henderson. With the support of Tracey and Shelia, she applied for the position and received a recruiter interview. A few days later, she got a call and was invited for a second interview. Christine got the job and is now a promotions clerk at Fiesta Henderson.

700-HOUR PROGRAM



VANESSA DIXON

Prior to applying for service through Vocational Rehabilitation (VR), Vanessa had been successfully providing customer service and support for over five years as a volunteer worker. While continuing on her career path as a customer service associate with “Access to Healthcare Network” and while working in combination with VR’s 700-Hour Program, Vanessa was offered an employment opportunity to work for the state as a Rehabilitation Technician II in Carson City.

In March 2008, Vanessa was diagnosed with Chronic Obstructive Pulmonary Disease (COPD) and Depression. In April 2009, she began receiving Social Security Disability Insurance (SSDI) and through Social Security’s “Ticket To Work” program was referred to VR. Her disability resulted in a substantial impediment to employment and she was determined eligible for vocational rehabilitation services to prepare for employment which is consistent with her unique strengths, resources, priorities, concerns, abilities, capabilities, interest, and informed choice. Services provided by VR included: the provision of vocational training as a Residential Facility Administrator; licensing through the Board of Examiners for Long Term Care Administrators; an On-the-Job Training (OJT) at “Access to Healthcare Network” in Reno; and the provision of job placement assistance in order to transition back to employment. While working as VR’s Employment Specialist, Vanessa was offered employment through Nevada’s Bureau of Disability Adjudication. Vanessa indicated that the classes she took in Long Term Care Administration greatly assisted her in obtaining this position.

Through Vanessa’s tenure with the Nevada Bureau of Disability Adjudication, Vanessa has excelled in all aspects of her job, and it has helped Vanessa transition as the demands of her job have expanded and grown within the state. She has successfully maintained employment as a paraprofessional on a team of qualified individuals which evaluates applications from individuals with permanent disabilities to determine if they are eligible for federal Supplemental Security Income (SSI) or SSDI. Vanessa enjoys the independence her position offers her. Vanessa’s job duties at Nevada Bureau of Disability Adjudication include the following: monitoring and maintaining accounts using the agency’s accounting system; and coordinating resources to meet those needs; receiving and resolving complaints from program clientele; compiling and updating information and preparing reports related to specific program/management activities. She takes great pride in assuring those she works with has his or her questions and concerns addressed. Vanessa is a true advocate for helping enhance the customer’s experience.



MARCOS HURTADO

Marcos Hurtado, a long time client of the Bureau of Services to the Blind (BSB), overcame much adversity to finally realize his dream of becoming a business owner. His proud moment came this year when Marcos obtained a brand new Blind Business Enterprise of Nevada (BEN) site called the Aroma Café located in the new Southern Nevada Health District building on Decatur Blvd. and Meadows Lane in Las Vegas.

Marcos is legally blind due to Ocular Albinism and Congenital Nystagmus. He has also had skin cancer. He initially applied for BSB in March 2010. When Marcos first applied for services, he was a recent refugee from Cuba who spoke practically no English and was working as a dishwasher for the America restaurant at the New York-New York Hotel and Casino. Marcos wanted to leave his job as a dishwasher because he was unable to see dirt on the floor or food on the dishes. Also, the cleaning chemicals were an irritant to the skin cancer on his arms.

Marcos applied with Bureau of Services to the Blind to get help with low vision aids, adaptive aids, and mobility training and assistive technology for reading material. BSB provided the aforementioned services in addition to having his credentials from Cuba translated and evaluated by an international evaluation service. BSB sent him to an English as a Second Language (ESL) class so that he could learn to speak, read and write English. During this time Marcos applied for and started receiving Supplemental Security Income (SSI) benefits which provided the financial assistance he needed to stop working as a dishwasher. Marcos became ill in December of 2011, so he went home to Cuba to be with family.

Eventually Marcos recovered from his illness and returned to Las Vegas. He re-applied for services with BSB. He also resumed taking ESL classes at the College of Southern Nevada to improve his English skills. Marcos had experience in Cuba as an accountant. With all of that knowledge, he was considering enrolling in the bookkeeping training program at Las Vegas Professional Institute of Technology and chose a vocational goal of teaching accounting. Marco learned QuickBooks Accounting Software. The counselor also learned that QuickBooks was compatible with a computer program called ZoomText. This program helps individuals with low vision to read easier on their computers by magnifying text.

Later in November 2012, Marcos moved to Anchorage, Alaska for a climate change, and BSB closed his case. He found work in Alaska performing an accounting job where he was employed for over a year.

In August 2014, Marcos emailed his BSB counselor to say that he had relocated back to Las Vegas and was interested in the BEN program. He re-applied for BSB services and also applied to the BEN program. Marcos began the program in March 2015 and went through on-line and classroom studies. He performed on the Job training which culminated in his receiving his BEN Operator's license In October 2015.

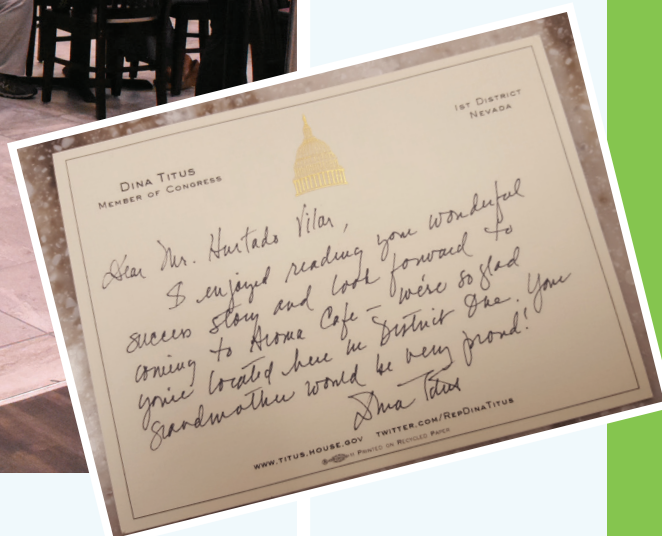
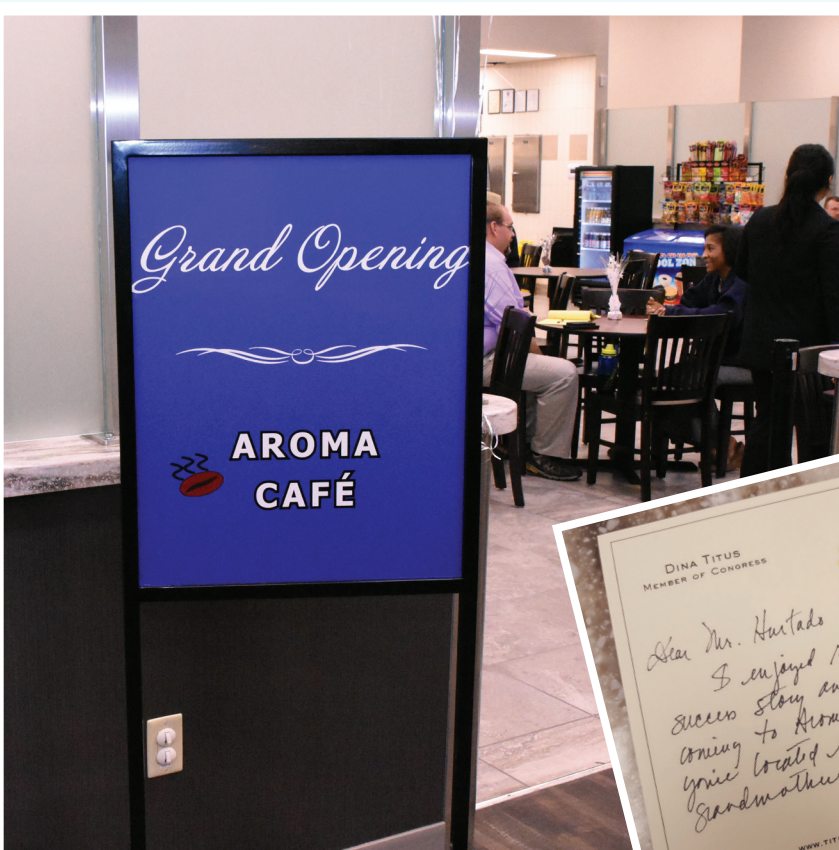
The grand opening of the café was August 4, 2016. Marcos was featured on the local NBC news station and on the front page of the "Las Vegas Review Journal." He also received a personal handwritten note of congratulations from Congresswoman Dina Titus.

Administrators from the Southern Nevada Health District and the BEN program spoke at the grand opening acknowledging Marcos' achievements and welcoming a café operated by a legally blind individual.

In addition, Marcos was one of many clients evaluated for a new device known as the eSight. The device combines a camera with eyeglasses that enables those with vision loss to regain some of their sight. The evaluation proved that Marcos was an excellent candidate for the eSight device. It improved his visual acuity for reading from 20/200 to 20/32 and his distance from 20/120 to 20/30. With eSight, Marcos stated, he is able to independently run his BEN site, to independently use public transportation and read signs and the newspaper. He is also able to read without the use of his CCTV, an assistive technology device which magnifies text for reading.

Marcos's journey to success was not an easy one. In the beginning, he was consumed with uncertainty, health problems, anxiety about financial issues, and faced many challenges of learning the English language. Marcos maintained his motivation and determination and it brought him to this positive outcome. At the grand opening of his café he read a speech he had written in English.

SUCCESS STORY



COLLABORATIONS

Career Development Academy: For the fourth year, Vocational Rehabilitation (VR) continues its relationship with [High Sierra Industries \(HSI\)](#) to provide an intensive prevocational program for supported employment-eligible clients who are interested in competitive integrated employment. HSI provides the prevocational training and job development with blended funding from VR and Medicaid, and the Regional Center provides ongoing support (past 90 days) via use of their Jobs and Day Training Medicaid waiver funds. This collaboration has been very successful, with over an 85 percent successful placement rate.

Vocational Opportunities for Inclusive Career Education (VOICE)

was the first Third Party Cooperative Arrangement in Nevada. VOICE is now in its fourth year, and to date has served over 245 students. VOICE is collaboration between VR and the [Washoe County School District](#), which provides hands on vocational exploration and job search curriculum to 77 currently co-enrolled high school transition students to assist them in achieving integrated and competitive employment outcomes. Services often begin when students are still in high school, receiving unique and non-customary pre-employment skills training. This phase is pre-vocational. After graduation and before they turn 22 years old, students may apply to VOICE for program admission.



**Washoe County
School District**

The 8th annual **Careers, Recreation and Vocational Education (CRAVE)** Summer Camp took place June 21-26, 2016 on the UNLV Campus in Las Vegas. Transition youth from across the state participated in one of two career paths: the employment path, which included job seeking skills, travel training, job readiness and work experience or the college path, which included learning to register for classes, the Disability Resource Center and learning about financial assistance.

In conjunction with the Nevada Governor's Council on Developmental Disabilities, UNLV, Nevada Department of Education, Clark County School District, Goodwill Industries of Southern Nevada and the City of Las Vegas Adaptive Recreation Program, 22 transition youth with disabilities from across the state participated in the five-day residential experience to learn vocational and career planning skills.

The Seventh annual **Community Based Career Exploration Camp**, a collective of Washoe County School District, Bureau of Vocational Rehabilitation and [the Governor's Council on Developmental Disabilities](#) was held June 20-24, 2016. This year, 35 transition youth from Northern Nevada participated in travel training instruction, meal preparation, classroom-based independent living instruction, and hands on learning at over seven different businesses in Northern Nevada. The work experiences included floral design, automotive, retail, warehousing, and assembly. Each year this program grows larger and more students are able to experience work for the first time.

*[Clark County School District](#) and VR continue to partner with the **Project SEARCH Program**. Project SEARCH is a highly successful program. In following the national model, the school district funds the teacher who provides vocational instruction and VR funds the job coach who assists the students in learning the various job duties. Project SEARCH is a one-year

high school transition program for students with significant disabilities offered during their last year of high school. It is geared toward transition students whose main goal is competitive integrated employment. This year, the Project SEARCH program was expanded to include three new sites in the Las Vegas area; [Sunrise Hospital](#), [the Regional Transportation Center](#) and [the University of Nevada Las Vegas \(UNLV\)](#) campus where immersion in the workplace facilitates the teaching and learning process through continuous feedback and application of new skills. Each site offers the training opportunity for 10 students.



Additional programs working with youth with significant intellectual disabilities exist in southern Nevada through collaboration between the [Clark County School District](#), [Opportunity Village](#), [the Desert Regional Center](#) and VR. The school district funds students ages 18-21 to participate in soft skills and vocational training in a program called Job Discovery I and II offered by Opportunity Village. When the students graduate into Phase II, they are referred to Vocational Rehabilitation to begin more formal career exploration, training and placement activities. During Job Discovery II the students have an opportunity to work in several community job sites where they are exposed to different types of job duties and work environments. As the school year ends VR continues their efforts towards job development activities leading toward competitive integrated employment.

VR has formalized its collaboration with the [Nevada System of Higher Education \(NSHE\)](#), and its member colleges and universities to create third party cooperative arrangements (TPCAs). VR has established TPCAs with [Western Nevada College](#), [Truckee Meadows Community College](#), [the College of Southern Nevada](#), and [University of Nevada, Las Vegas](#). The formal name of these TPCAs is the [CareerConnect](#) program. Through the CareerConnect program, each college provides services to VR clients that are new and unique, or an expanded pattern of services with a vocational focus. Each program throughout the state is uniquely different and they are customized to the climate of the college. Examples of the overall universal services that may be offered include: Career Exploration, Vocational Counseling, Employment Preparation, Vocational Training Support, and Worksite monitoring. There is a strong emphasis to work with VR youth transitioning from high school to college, providing intensive tutoring for VR clients, assessment and instruction to VR clients on the use of assistive technology, internship programs, job coaching, and job development services. These services significantly increase the likelihood of improved graduation rates and employment.



JEEP (Job Exploration and Expectation Program) is a third party cooperative arrangement written and implemented in collaboration with the Clark County School District and VR. JEEP commenced on August 2015 with six designated pilot high schools. Each high school has six students participating in work rotations in various departments of the school with the final site being a work experience opportunity with a local employer. The students rotate every nine weeks through the sites they are interested in and they finish the program with the community work experience. Part of this JEEP training includes activities under the Pre-Employment Transition Services (Pre-ETS) category to ensure compliance with [Workforce Innovation and Opportunity Act, WIOA](#). The goal of this program is to train, prepare and assist students in achieving competitive integrated employment. To reach this goal the school district has hired two job developers

and job coaches who are designated to work with the students. These team members collaborate with the VR counselors for job development activities and placement. The program will expand next year to include additional new high school sites.

VR, Opportunity Village and the Desert Regional Center are all collaborating in a program called **Pathway to Work**. This collaboration offers individuals with intellectual disabilities who have been working in Opportunity Village's Resource Center the opportunity to experience job exploration and training at community sites. The pre- vocational training and coaching offered through this program affords the participants the opportunity for transition into competitive employment opportunities. The Pathway to Work program begins with comprehensive soft skills classroom training then transitions to hands on work experience opportunities performed at Boulder Station Casino, Get Fresh and also at Centennial Hills Hospital. Last year 30 individuals benefitted from this program.

The Rehabilitation Division administrator has a seat on the **Nevada Commission on Services for Persons with Disabilities (CSPD)**, an Aging and Disability Services Division (ADSD) legislatively mandated commission. VR collaborates with members of the Commission on services for individuals with disabilities. The administrator was also one of the key authors in the creation of the Unified State Plan. As mandated by the WIOA, all core partners, Title's I, II, III & IV, are mandated to develop a unified plan describing the method for achieving the common performance indicators.

The Administrator also is a member of the Nevada Governor's Council on Developmental Disabilities (NGCDD), whose mission it is to effect systems change for individuals with intellectual/developmental disabilities (I/DD) to be self-sufficient, independent, and fully integrated into the community. A subcommittee of the NGCDD, which included Bureau Chief, Mechelle Merrill, presented a position paper to the Governor's office regarding the need for expanded opportunities for competitive, integrated employment for individuals with I/DD. Subsequently, Governor Sandoval issued an Executive Order 2014-16, which established a Taskforce on Integrated Employment to examine and evaluate current employment services, supports and opportunities for individuals with I/DD. The work of the Taskforce resulted in the issuance of 3-year, 5-year and 10-year strategic plans that are being implemented through a subcommittee of CSPD. These collaborations are bringing about systems change in Nevada, which will result in a more integrated workforce; all made possible through the strategic work of the NGCDD.



VR staff and NSRC members attended the National Coalition of State Rehabilitation Councils (NCSRC) and the Council of State Administrators of Vocational Rehabilitation (CSAVR) spring and fall conferences. The conferences provide many educational sessions that inform and energize participants and foster the development of best practices for our state.

Vocational Rehabilitation Southern District staff attended the bi-annual **Students Talking about the Real World (STAR) Conference** with Las Vegas area school district special education staff. STAR is a program that is designed to educate families, students and professionals about transition services available in Clark County. VR transition counselors offer facility tours and provide orientation about VR services. Students are given the opportunity to meet with agencies, vendors, and colleges to learn what services and supports are available to assist them in career planning and meeting their vocational goals.

Independent Living Skills: VR collaborates and refers individuals seeking independent living services and skills to the Aging and Disability Services Division's (ADSD) Independent Living program for supportive services and assistance in acquiring/mastering activities of daily living. Many of these cases are a financial collaboration between Independent Living and VR, allowing for greater outcomes through collaboration. To further the agency's commitment to ADSD and Independent Living, the bureau chief is a member of the state Independent Living Council.

The VR bureau chief is a voting member of the University of Nevada Reno / Nevada Center for Excellence in Disabilities (NCED) Community Advisory Council, which helps develop the five-year plan for the NCED and works to identify the recipients of the Community Advisory Council (CAC) mini-grant awards in the community. The chief is also a voting member of the Behavioral Health Planning and Advisory Council, which serves as a representative of VR and an advocate in the development of plans for the federal block grant funds to the Department of Public and Behavioral Health.

Assistive Technology: VR receives grant funding from the Department of Health and Human Services (DHHS), to provide statewide assistive technology equipment and training to clients seeking employment. Services include assessments, evaluation, provision of equipment and training. VR collaborated with [Easter Seals of Southern Nevada](#) to provide these important assistive technology services.

A number of national centers were funded to provide training and technical assistance to state vocational rehabilitation agencies and related rehabilitation professional and service providers to assist them in developing these fields and processes needed to meet the requirements of the Workforce Innovation and Opportunity Act or WIOA. These centers are funded by a cooperative agreement from the Department of Education's Rehabilitation Services Administration. Currently Nevada VR is receiving technical assistance and training from the [Workforce Innovation Technical Assistance Center, \(WINTAC\)](#), the [National Technical Assistance Center on Transition, \(NTACT\)](#) and the [Youth Technical Assistance Center, \(Y-TAC\)](#).

WINTAC is providing technical assistance to Nevada VR in several key areas including guidance for the effective implementation of Pre-Employment Transition Services to students with disabilities, effective implementation of Section 511 of WIOA, increasing competitive integrated employment outcomes through increased customized or supported employment, and effective transition to the common performance outcome measures as outlined in WIOA. Y-TAC will provide technical assistance to increase and improve outreach and services to youth with disabilities being served by the Juvenile Justice System and in Foster Care. NTACT who is beginning its second year of working with Nevada VR, will continue to prioritize and focus on achievable and meaningful goals in the area of post secondary transition in both urban and rural areas that will improve transition programs' predictors of post-school success to increase the number of students with disabilities receiving high quality transition services; increase student participation in VR programs and Pre-Employment Transition Services; increase the number of students applying for and attending postsecondary education programs and increase student participation in work-based learning experiences.

This year, Nevada VR worked with community partners to develop summer camps focused on transition from high school to post-secondary education programs and employment. The six camps included:

Western Nevada College-Carson City [College Readiness Education for Students in Transition, \(CREST\)](#) offered students with disabilities the opportunity to explore careers, learn and practice self-advocacy skills, be introduced to and implement college success strategies and learn more about resources in our their community. These activities assisted the young adults to prepare for post-secondary education and employment. The camp ran from June 27th – Friday July 1st.

Alpine Academy in Reno sponsored a [Summer Art Reach](#) program that was focused on helping students with disabilities transition to life after high school. The camp had an emphasis on art. The students discovered their own strengths and interest and identified appropriate career pathways. Attendees gained knowledge and perspective on the world of work and their personal employment potentials through career exploration activities and job shadowing. 10 young people participated from June 14th – June 21st.



Truckee Meadows Community College in Reno focused on activities in career exploration, community-based workplace readiness training, instruction in self advocacy and math instruction for post-secondary education programs. The intention was to reduce the number of pre-requisite classes needed, thereby reducing the overall time spent in class. Additional effort was given to expose students to community enrichment activities, such as a trip to the Food Bank, City Council Meetings and other soft skills development activities. (pictured below)



Odyssey Charter School in Las Vegas sponsored a two-week camp designed to develop students' communication skills, job seeking skills and to enable the students to have a better understanding of their disability and their IEP.

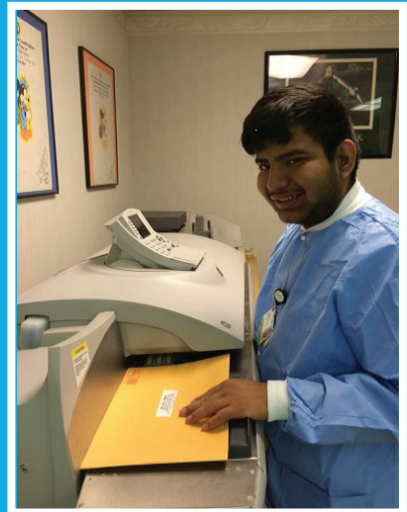
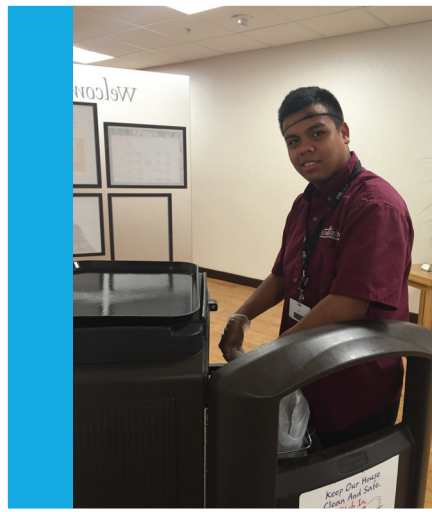
Goodwill Industries of Southern Nevada offered a summer youth work experience camp where students received soft skills education, career determination/exploration and paid internships in hospitality, computer refurbishing, retail, and recreation/community centers.

Mat Dorangricchia, Northern District Manager, is a voting member on the **Nevada Transportation Coalition**, representing Vocational Rehabilitation and the needs of individuals with disabilities in the planning for Nevada transportation development.

Rehabilitation Counselor, Paulette Cummins, is collaborating with the Shoshone-Paiute Tribes of the Duck Valley Reservation in Owyhee, Nevada. Rehabilitation Counselor, Kris Foss collaborates with the Moapa Band of Paiutes in southern Nevada. Counselor Foss will attend the 2016 **Consortia of Administrators for Native American Rehabilitation CANAR** Conference in November. This will establish better collaboration in planning for vocational success for co-enrolled individuals.

The Elko VR office is partnering with the Nevada Youth Training Center, a school for incarcerated youth with minor criminal offences. The school is overseen by **Nevada State Youth Parole and Probation**. VR staff has been assisting by sitting in on mock interview panels to give the youth interview experience and help with their transition to employment once released. As a pilot program VR is working with an individual who has recently exited the training center and he is now attending Great Basin College studying Computer Technology. In an effort to develop this collaboration, VR staff is now making presentations to Youth Parole and Probation teams in Las Vegas and Reno.

Project SEARCH Connects Special-Needs Students With Hospital Careers



Healthcare is an exciting field to work in, but often physical or other limitations can block someone from pursuing a hospital job. Sunrise Hospital in Las Vegas recently partnered with the Clark County School District and the Bureau of Vocational Rehabilitation’s Project SEARCH High School Transportation Program, which provides real life work experience combined with training in employability and independent living skills to help youths with disabilities make successful transitions from school to productive adult life.

Project SEARCH began in 1996 and now has more than 150 locations across 39 states and four countries. It reports a nearly 70 percent employment outcome within one year upon a student completing the Project SEARCH Program. This was Sunrise’s first year as a job site, and staff were eager to help a group of high-school graduates overcome those hurdles and get some practical experience in many different hospital settings.

The nine month work program, allowed five student interns to get feedback and mentoring every day they were on the job. One worked in the food and nutrition department, while the others worked in security, a reception desk, environmental services, and as a tech in the sterile processing unit.

“I’m a hard worker. I would like to join the staff,” Moises Reyes, who worked as a tech, and was hired after the program concluded. “It’s hard to find jobs as a deaf person. Most people I’ve worked with here have no problem tapping me on the shoulder and looking me in the eye when they talk to me. I fit in here.”

The two students who were hired already have become favorites with hospital staff, says Tracy Netherton, manager of guest services.

“Moises spent time in the mailroom and in sterile processing, performing tasks alongside our pump tech. He was very reserved when he first joined us. Within weeks he was teaching everyone sign language, laughing and smiling with us, and is even using his own voice to talk to people. Ronaldo Vasquez was hired in our kitchen as a kitchen aide. The whole facility has embraced them and their presence has greatly affected our culture.”

“Many of these students have overcome extreme hurdles to make it to this point,” says Todd Skalmberg, CEO. “No matter the perceived limitations of these students; this program strives to provide the job training for students with disabilities to work toward a career and to accomplish goals of independence. This is an important commitment Sunrise Hospital is making to our community. Next year we will have 15 students and I hope we can hire many of the graduates. I am so proud of all of our department leaders who mentored these students.

THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

Impactful Changes to the Vocational Rehabilitation Program, including Services to Students with Disabilities.

The Workforce Innovation and Opportunity Act (WIOA) was signed into law in July 2014. Amendments to the Rehabilitation Act of 1973 are contained within Title IV of WIOA, and had a major impact on state vocational rehabilitation programs, including Nevada's. The intent of WIOA as a whole appears to be better collaboration between all workforce partners, reduction of redundancies, sharing of data, and improved access and service delivery to individuals with barriers to employment.

Title I of WIOA outlines requirements for a combined or unified state plan. Nevada chose the unified state plan, which included the core partners of the two local workforce development boards (LWDBs) under Title I, adult education and literacy under Title II, Wagner-Peyser (DETR's Employment Security Division) under Title III and Vocational Rehabilitation (VR) under Title IV. Additionally, the Division of Welfare and Supportive Services SNAP and TANF employment and training programs are woven throughout the plan. Nevada's unified state plan was approved in its entirety by the federal Departments of Education and Labor in October 2016.

WIOA regulations were released in June 2016, and are now effective. Additionally, Nevada received technical assistance from its federal oversight agency, the Rehabilitation Services Administration (RSA) in September 2016. Both have aided in properly implementing the many changes in WIOA, and creating programs and tools to do so. Nevada

VR's transition program has been the most impacted by WIOA.

WIOA introduced the requirement for VR, in collaboration with state and local education agencies, to provide pre-employment transition services (Pre-ETS) to all eligible or potentially eligible students with disabilities in need of such services. Pre-ETS includes five required activities: 1) job exploration counseling; 2) counseling regarding enrollment in comprehensive transition or postsecondary educational programs at institutions of higher education; 3) instruction in self-advocacy; 4) work-based learning experiences; and



5) workplace readiness training. All eligible or potentially eligible students with disabilities must be provided any or all of these activities, should they be requested. WIOA requires states to set aside 15 percent of their federal VR grant to fund these activities. It's important to note the usage of "potentially eligible" in the law, which now allows states' vocational rehabilitation programs to provide these five activities to students with disabilities even if they haven't applied for VR services, or have an open case with VR.

All five required activities could be delivered to a group or individually; and in a classroom or community setting. Job exploration counseling includes administration of vocational interest inventories; and

information on in-demand jobs/industries, non-traditional employment, career pathways and labor market composition. Counseling on postsecondary programs includes information on enrollment, course offerings, curricula, and career options; completing the Free Application for Federal Student Aid (FAFSA); and information on academic and occupational training needed to succeed in the workforce. Self-advocacy training includes instruction about individuals' rights and responsibilities; requesting accommodations and services; communicating thoughts, concerns and needs; peer mentoring; and participating in youth leadership activities.

Work-based learning experiences may be in-school, after school or community-based

opportunities, and include internships, job shadowing, paid or unpaid work, short term work, on-the-job training/mentoring, apprenticeships and fellowships, and could include work site tours and informational interviews. Lastly, workplace readiness training includes the development of social skills and independent living skills necessary to prepare for employment; communication and interpersonal skills; financial literacy; orientation and mobility skills; job seeking skills; and soft skills such as responding to

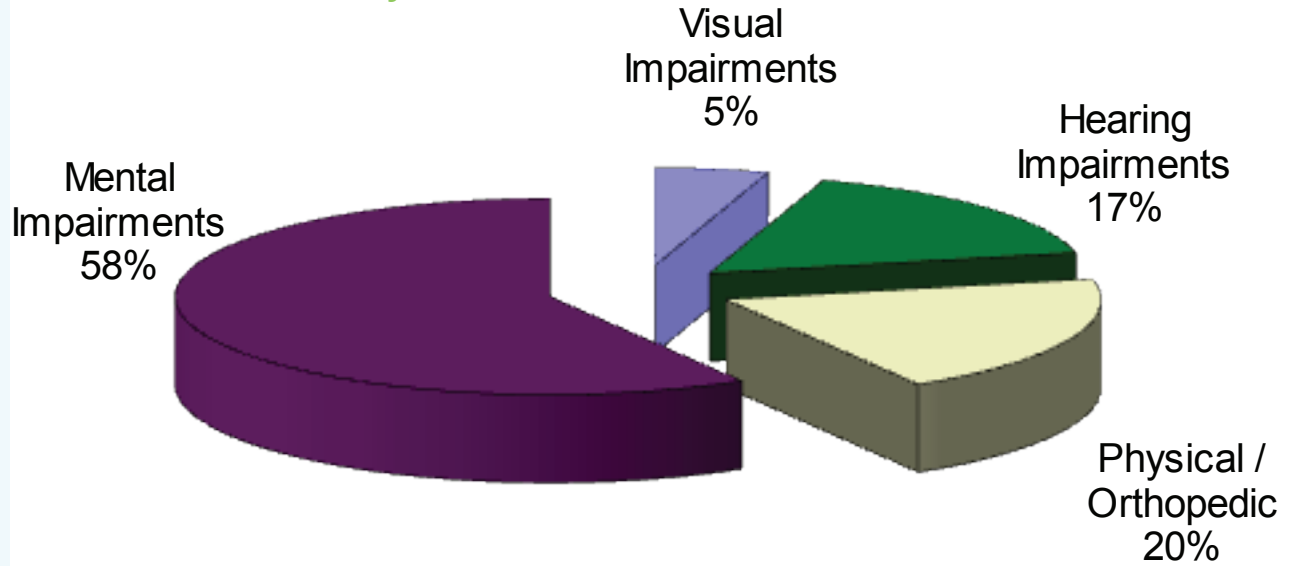
employer expectations, punctuality and appropriate levels of performance.

Nevada VR has been working with state and local education agencies to educate all partners, students and parents about the changes in the law,

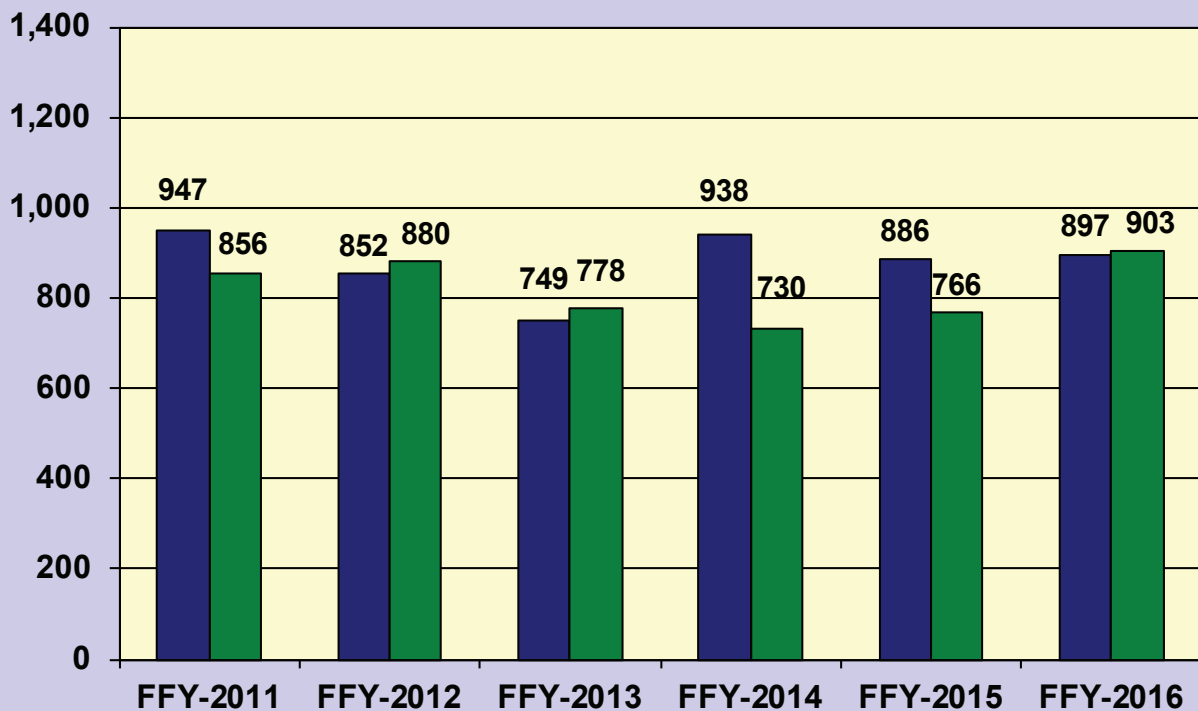
and has begun piloting several new programs to provide these essential five required activities. Self-advocacy curriculums have been developed and are being piloted in the Clark County School District (CCSD). Job experiences have been expanded in CCSD through its Project Search program, which expanded to three work sites last year. Washoe County School District is providing all five required activities within its third party cooperative program, "Vocational Opportunities for Inclusive Career Education (VOICE)," and its pre-vocational program under the VOICE umbrella. There is work to be done to fully implement WIOA. But collaboratively, Nevada VR will better serve and prepare students with disabilities for competitive, integrated employment and self-sufficiency as a result.

“The intent of WIOA as a whole appears to be better collaboration between all workforce partners, reduction of redundancies, sharing of data, and improved access and service delivery to individuals with barriers to employment.”

FFY 2016: Primary Disabilities of Those Who Went To Work



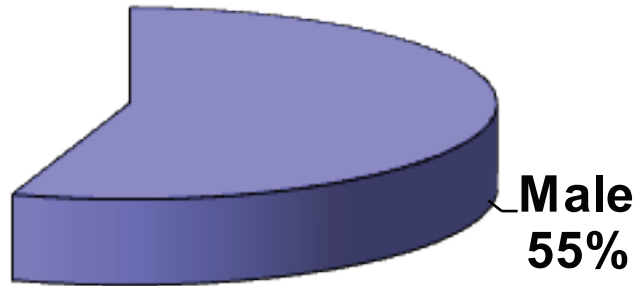
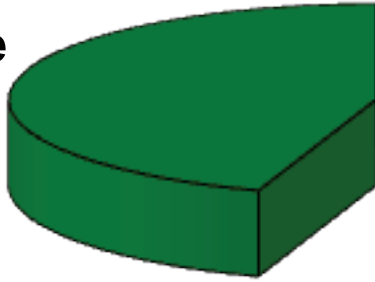
CLOSURE BREAKDOWN



- Closed With An Employment Outcome
- Closed With No Employment Outcome But Received Services

FFY 2016: Gender Breakdown By Closures

Female
45%



Male
55%

FFY 2016: Ethnicity Breakdown by Closures

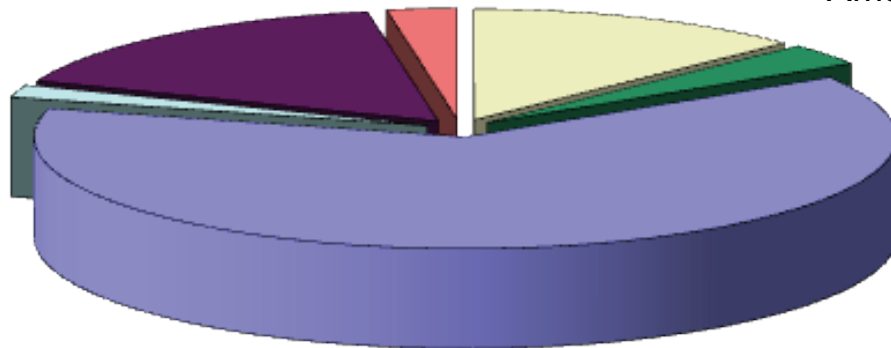
**Black / African
American**
16%

Asian
3%

Hispanic
13%

American Indian
3%

**Hawaiian /
Pacific Islander**
2%



White
63%

NSRC STATE PLAN GOALS

Goal #1: Increase the Number of Successful Employment Outcomes

Federal Fiscal Year	(A) Clients Closed After Service With No Employment	(B) Clients Closed With An Employment Outcome	A + B = C	B ÷ C = %	Goal = 5% Increase
2013	778	749	1,527	49%	
2014	730	938	1,668	56%	51%
2015	768	886	1,654	54%	59%
2016	903	897	1,800	50%	56%

Goal #2: Increase Enrollment in Vocational Rehabilitation Transition Services

Federal Fiscal Year	(A) Total Transition Student Applications	Goal = 5% Increase From Previous Year
2013	478	
2014	500	502
2015	644	525
2016	765	676

Federal Fiscal Year	(A) Transition Students Closed After Service With No Employment	(B) Transition Students Closed With an Employment Outcome	A + B = C	B ÷ C = %	Goal = 5% Increase
2013	201	115	316	36%	
2014	160	156	316	49%	38%
2015	124	141	265	53%	52%
2016	196	159	355	45%	55%

Goal #2: Increase Enrollment in Vocational Rehabilitation Transition Services - Continued

Federal Fiscal Year	(A) Total Transition Student Applications	(B) Open Transition Students With Post Secondary Education	B ÷ A = %	Goal = 3% Increase From Previous Year
2013	478	94	20%	
2014	500	73	15%	20%
2015	644	128	20%	15%
2016	765	135	18%	21%

Goal #3: Increase Participation of Underserved Disability Groups

Federal Fiscal Year	(A) Clients Closed After Service	(B) Clients Closed After Service With Mental Health Disabilities	B ÷ A = %	Goal = 3% Increase From Previous Year
2013	1,527	967	63%	
2014	1,668	1,064	64%	65%
2015	1,654	1,239	75%	66%
2016	2,076	1,407	68%	77%

Goal #4: Increase Participation of Underserved Ethnic Populations Through Increased Outreach Efforts

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2013		
Hispanic	212	14%
Non-Hispanic	1,315	86%
TOTAL	1,527	100%

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2014		
Hispanic	255	15%
Non-Hispanic	1,413	85%
TOTAL	1,668	100%

Goal #4: Increase Participation of Underserved Ethnic Populations Through Increased Outreach Efforts

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2015		
Hispanic	299	18%
Non-Hispanic	1,355	82%
TOTAL	1,654	100%

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2016		
Hispanic	327	18%
Non-Hispanic	1,473	82%
TOTAL	1,800	100%

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2013		
Asian	63	4%
Native Hawaiian or Other Pacific Islander	23	1%
Native American or Alaskan Native	68	4%
White	1,241	74%
Black or African American	287	17%
TOTAL	1,682	100%

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2014		
Asian	42	2%
Native Hawaiian or Other Pacific Islander	22	1%
Native American or Alaskan Native	74	4%
White	1,405	78%
Black or African American	268	15%
TOTAL	1,811	100%

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2015		
Asian	64	3%
Native Hawaiian or Other Pacific Islander	31	2%
Native American or Alaskan Native	74	4%
White	1,476	75%
Black or African American	327	17%
TOTAL	1,972	100%

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2016		
Asian	69	3%
Native Hawaiian or Other Pacific Islander	47	2%
Native American or Alaskan Native	84	4%
White	1,580	72%
Black or African American	409	19%
TOTAL	2,189	100%

Goal #5: Work With Eligible Government and Community Partners to Maximize the Utilization of Resources and Federal Dollars

Federal Fiscal Year	Federal Funds Expended	Federal Funds Relinquished	Percent Relinquished
2013	\$14,295,674	\$6,000,000	30%
2014	\$15,900,000	\$5,200,000	25%
2015	\$14,500,000	\$8,900,000	38%
2016	\$14,385,691	\$8,200,000	33%

Goal #5: Work With Eligible Government and Community Partners to Maximize the Utilization of Resources and Federal Dollars - continued

Federal Fiscal Year	Third Party Cooperative Agreements	Federal Funds Expended
2013	0	\$0
2014	1	\$829,179
2015	4	\$905,997
2016	6	\$1,465,455

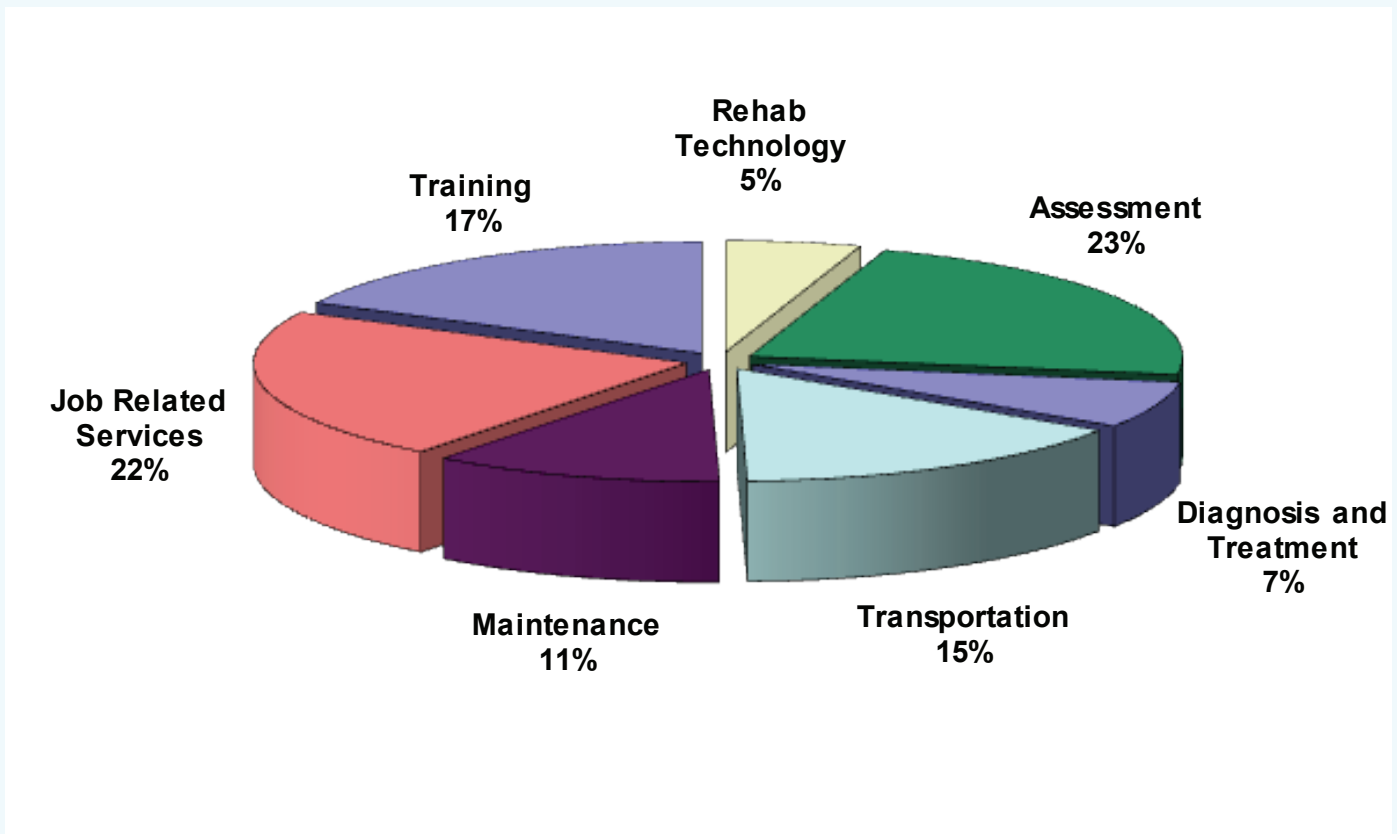
Goal #6: Increase Participation in Supported Employment.

Federal Fiscal Year	(A) Total Open Supported Employment Clients	Goal = To Meet or Exceed The Previous Year
2013	331	
2014	361	331
2015	483	361
2016	520	483

Goal #6: Increase Participation in Supported Employment - Continued

Federal Fiscal Year	(A) Supported Employment Clients Closed After Services	(B) Supported Employment Clients Closed With an Employment Outcome	A + B = C	B ÷ C = %	Goal = Meet or Exceed
2013	48	55	103	53%	
2014	75	103	178	58%	53%
2015	88	117	205	57%	58%
2016	105	135	240	56%	57%

SERVICES PROVIDED



AVERAGE COST PER CLOSURE WITHOUT AN EMPLOYMENT OUTCOME
(AFTER RECEIVING SERVICES)

\$2,853

AVERAGE COST PER CLOSURE WITH AN EMPLOYMENT OUTCOME

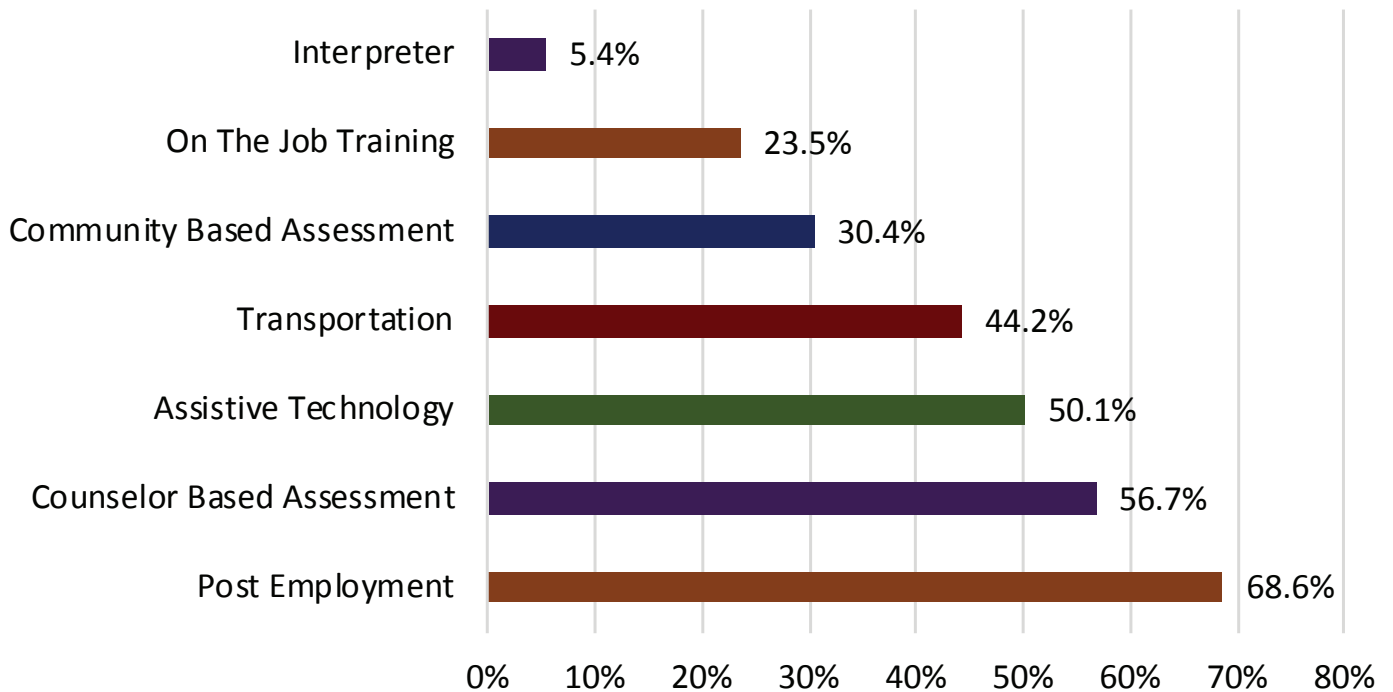
\$3,962

AVERAGE HOURLY EARNINGS FOR COMPETITIVE EMPLOYMENT OUTCOMES

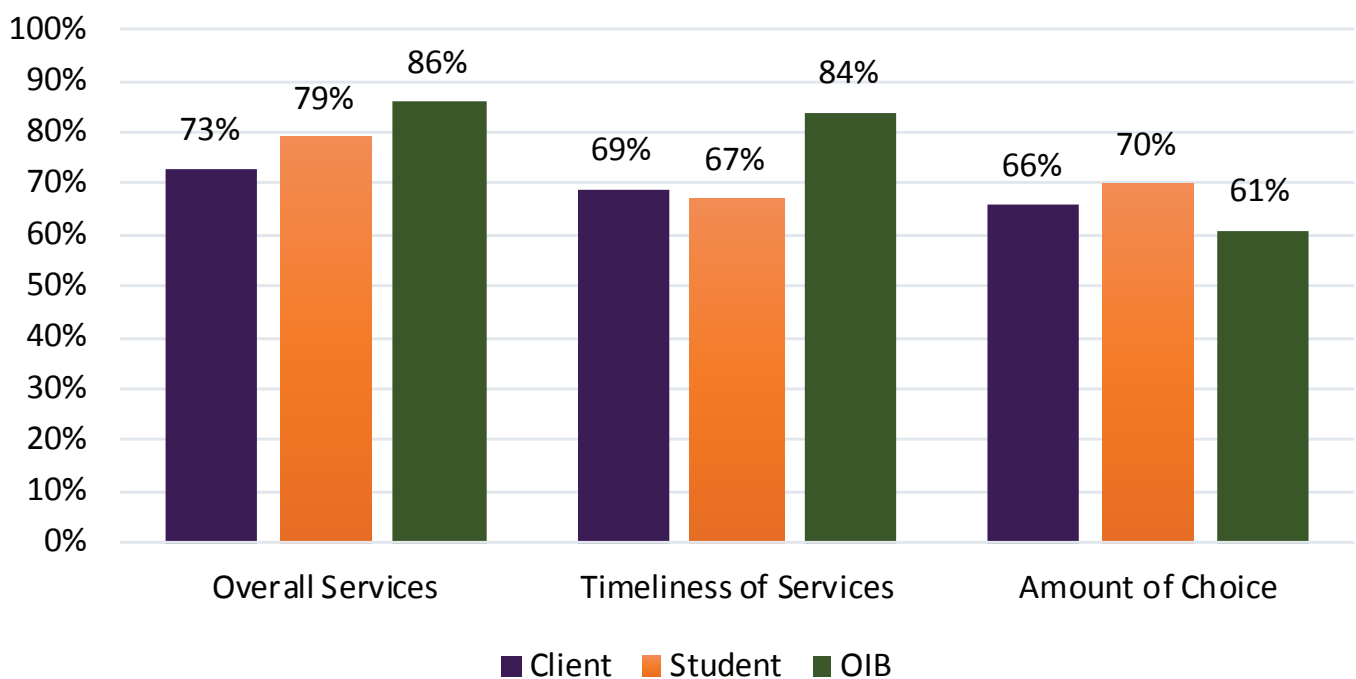
\$11.99

SATISFACTION SURVEY

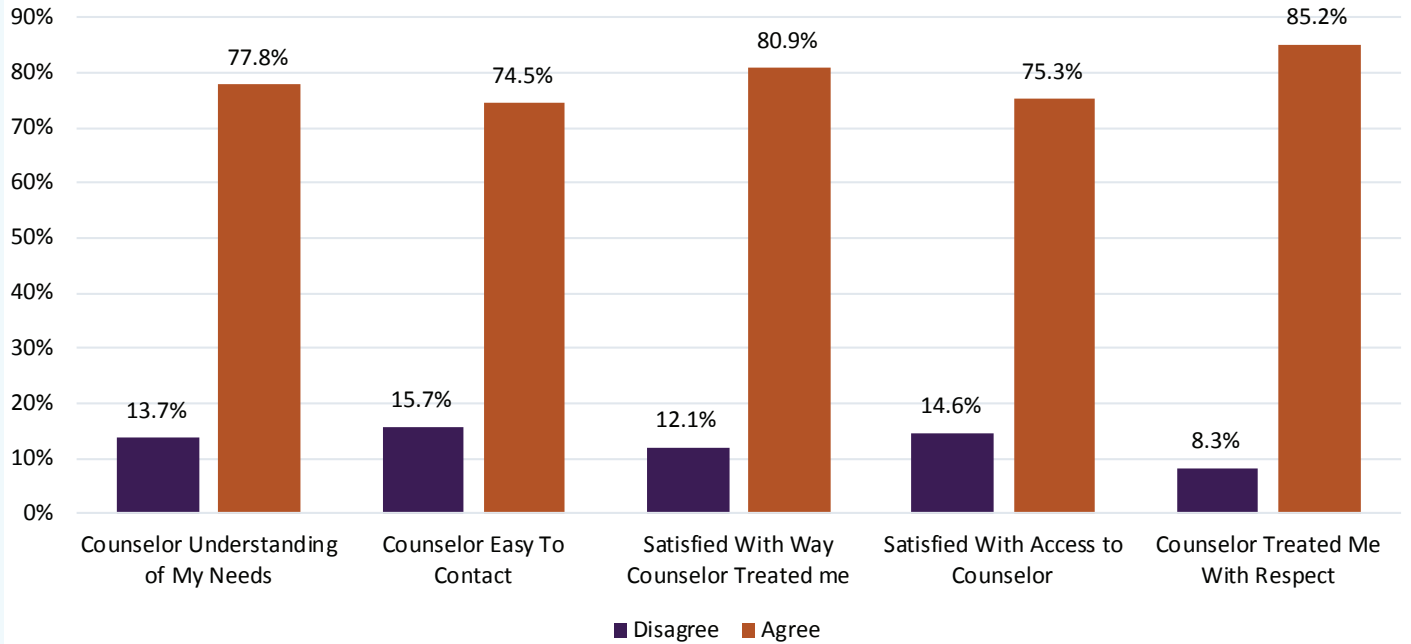
Percentage of Clients Who Used Services



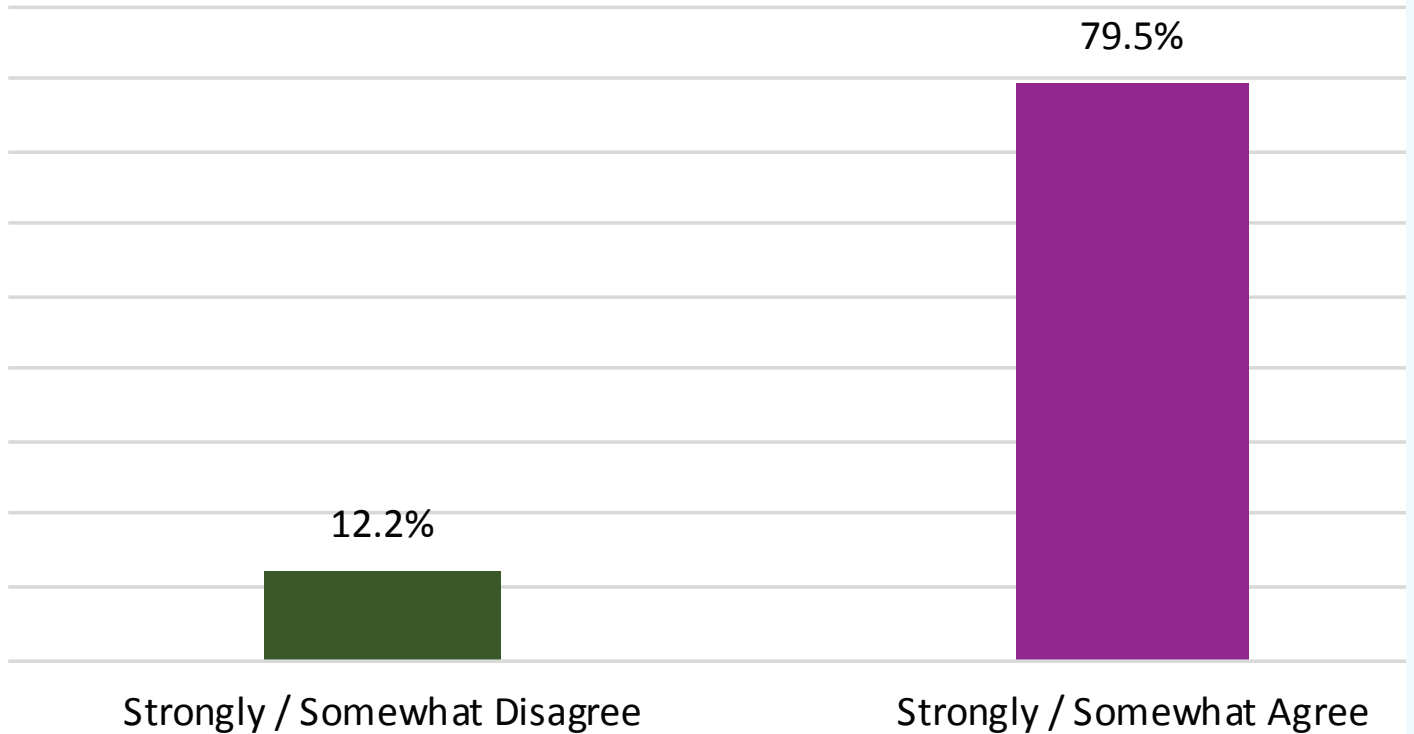
Percent Very / Somewhat Satisfied



Client Experiences With VR Counselors



Would Recommend VR Services to Others in Need (Client)



FEDERAL STANDARDS

Federal Evaluation Standard	Goal	Actual	Met / Unmet
1.1: The number of individuals achieving competitive employment outcomes during the current performance period compared to the previous performance period.	886	897	Met
1.2: The percentage of individuals who exited the program after receiving services and who successfully achieved an employment outcome.	55.8%	49.8%	Unmet
1.3: The percentage of competitive employment outcomes making at least minimum wage compared to all competitive employment outcomes.	72.6%	99.0%	Met
1.4: The percentage of competitive employment outcomes for individuals with Significant Disabilities as a percentage of all individuals with competitive employment outcomes.	62.4%	90.9%	Met
1.5: The ratio of the average hourly wage to the average state hourly wage.	0.52	0.57	Met
1.6: The percent of individuals achieving competitive employment outcomes who report their own income as their primary source of support at closure compared to application.	53%	69.9%	Met
2.1: Access to services for minorities as measured by the ratio of the minority service rate to the non-minority service rate.	0.80	0.97	Met

REHABILITATION DIVISION

Bureau of Vocational Rehabilitation Locations

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, 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, North Las Vegas, NV 89146 (Clark)	(702) 822-4214

TTY 800-326-6868 or Nevada Relay 711



Nevada

Vocational Rehabilitation

At Work for Disability Inclusion

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.**