# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roles &amp; Responsibilities</td>
<td>4</td>
</tr>
<tr>
<td>Letter from the Administrator</td>
<td>5</td>
</tr>
<tr>
<td>Letter from the Chair</td>
<td>6</td>
</tr>
<tr>
<td>Employee Spotlight</td>
<td>7</td>
</tr>
<tr>
<td>Summer Youth Internship</td>
<td>9</td>
</tr>
<tr>
<td>Collaborations</td>
<td>11</td>
</tr>
<tr>
<td>Legislative Update</td>
<td>16</td>
</tr>
<tr>
<td>Client Success Stories</td>
<td>18</td>
</tr>
<tr>
<td>Statistics</td>
<td>24</td>
</tr>
<tr>
<td>Service Map</td>
<td>31</td>
</tr>
</tbody>
</table>
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

Kacy Curry – Chair
Statewide Independent Living Council

Bob Brown - Vice Chair
Community Rehabilitation Program
Opportunity Village

David Nuestro
Disability Advocate
Easterseals Nevada

Jean Peyton
Past Vocational Rehabilitation Client

Julie Bowers
Nevada Department of Education
Office of Special Education/IDEA

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

L TO R: Jean Peyton, Bob Brown, Mary Chartrand, Kacy Curry and David Nuestro.

Not pictured: ers
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 clients 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 competitive and 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 https://detr.nv.gov. Applications for Gubernatorial appointment to the Council may be found at http://gov.nv.gov/boards/application-information.
Nebraska’s Vocational Rehabilitation (VR) program has had a multitude of successes in the last year, 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 681 individuals with disabilities into competitive, integrated employment in FFY2019, with an average wage of $13.00/hour. Wages exceeded performance goals for people with disabilities with multiple barriers to employment. Over the biennium, 544 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, 46% added private medical insurance at successful case closure, likely eliminating prior public medical insurance like Medicaid and Medicare.

Customized Employment (CE) training was provided by Griffin-Hammis and Associates. With passage of WIOA, it is the expectation that all people will work; job seekers should no longer be considered too disabled to work. CE is a vehicle to enable people with the most significant disabilities to engage in work. CE is a flexible process designed to personalize the employment relationship between a job candidate and an employer, in a way that meets the needs of both. Attendees included VR staff, service providers, job developers, Regional Center staff, school district employees, and transition coordinators.

After 19 months of implementation, VR’s new case management system, “AWARE VR” went live on April 21, 2019. With this upgrade, VR may fully comply with federal and state program processing and reporting requirements. AWARE VR shortens system modification timeframes while improving functionality and efficiency for the VR program.

Nevada VR was one of 3 states nationwide that was awarded a pilot of the SARA software. SARA is a virtual assistant software designed to contact clients/consumers via text and/or email. SARA provides for 2-way communication between it and the client, and records these conversations directly into case notes. SARA also may communicate information between agencies statewide, such that a common registration would be possible. SARA is now fully functional with all four WIOA core programs and the Division of Welfare and Supportive Services (DWSS) employment training programs. VR (Title IV) and Adult Education (Title II) launched around January 2018. Titles I and III launched in October 2018, with DWSS joining shortly thereafter. VR has over 4,000 clients enrolled in SARA.

1,783 transition-age students with disabilities were served by VR in FFY2019. Pre-Employment Transition Services (Pre-ETS) were provided to a total of 855 students with disabilities statewide. Pre-ETS includes career counseling, counseling on postsecondary education, self-advocacy training, work readiness training and work-based learning. 67% of those served Pre-ETS, or 576 students with disabilities were “potentially eligible” and did not have open cases with VR.

Over the biennium, VR collaborated with several non-profit organizations, higher education institutions, local school districts, and charter schools to support and sponsor 24 summer camps statewide, 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 and their own communities. 356 students with disabilities participated in these summer camps statewide.

I am full of gratitude for VR’s dedicated, skilled and adept staff and our supportive and active State Council, all of whom work to provide support and opportunities that improve the quality of life of the people we serve.

Respectfully,

Shelley Hendren
Even though my disability is invisible, I share the experience of reduced awareness and resulting restricted employment accommodations available to impaired individuals. I am all too familiar how critical decisions are often made by family, a counselor or others determining an impaired individual’s personal and preferential interests or needs, resulting in non-ideal consequences. Also, over the years, I have witnessed how funding utilized for administrative costs or ineffective programs can adversely influence a person with disabilities’ life. Presently, most Americans know at least one individual affected by autism, restricted vision, low hearing impairment or another impairment.

In part, therefore I am so passionate about the Nevada State Rehabilitation Council’s (NSRC) most crucial position: persons with disability are provided the most latitude possible in selecting their career and employment path. This past year, the Council focused on persons with mental or physical impairment of all ages including youth and those eligible persons needing supported employment. This included incorporating and combining resources and efforts of both state and private entities with federal agencies to monitor the methods and advise about the processes utilized to reach employment and self-sufficiency for eligible persons with disabilities.

In addition to the Consumer Satisfaction Subcommittee meeting, each year the Council holds four full membership council meetings and an annual State Plan Subcommittee meeting. In these meetings, Vocational Rehabilitation (VR) reviews performance indicators and progress for persons with disabilities and sets employment goals. The Council analyzes and advises VR on policies and procedures. Additionally, council members provide direction and information influencing changes or redirection of the programs and monitoring of employment service provision. Surveys administered on behalf of the Council focuses efforts on person-centered career planning and employment service while considering the needs of the individuals with disabilities. Consumer satisfaction survey data review suggests alterations of the processes for persons with disabilities to further their personal potential and expectations of employment and their skills, abilities and talents that will empower them to achieve self-sufficiency.

Decisions of an impaired individual about their desired employment outcome, for personal choice and freedom of action, results with the accountability of each of the many members of society. Volunteering to be a member of a council, commission or board, as with a kind offer to hold open a door, elevates everyone’s awareness especially to the challenges met by persons with disabilities. I believe that as a member of the Council, we illuminate and influence the lives of those served through our actions, decisions and services impacting persons with disabilities. By making a commitment to serve on a council, committee or board, volunteers give their time elevating the quality of life for every person with disability. These time-valued employment opportunities empower persons with disabilities in their contribution to society and self-sufficiency.

It has been an honor to serve as the Chair of the Council this past year and I look forward to continuing my service with the new opportunities and challenges the year will bring.

Respectfully,
Kacy Curry
Have you ever been to a DMV, library or other public building in Nevada and wondered who operates those charming cafes and food concession areas? The Blind Business Enterprise of Nevada (BEN) program is administered by the Nevada Department of Employment, Training and Rehabilitation’s Rehabilitation Division. The program was established through the Randolph-Sheppard Act of 1936 and further supported by federal and state laws providing a priority of right for blind and visually impaired individuals to operate food, beverage and vending in federal, state and local public buildings.

At this time, 16 licensed blind entrepreneurs supported by the Rehabilitation Divisions’ BEN Program, have found business success through owning and operating vending and cafeteria businesses statewide. In addition, the BEN Program has a total of 8 blind trainees on their path towards receiving a BEN operator license.

The program is comprised of 30 business enterprises, 21 of those located in Southern Nevada and 10 in Northern Nevada. BEN is represented in 189 additional public buildings and properties statewide through the presence of vending machines and is always looking for ways to expand business opportunities for the blind and visually impaired.

**L TO R:** Jeanne Clark, Chris Mazza, and Sydney Martinez are all smiles for their BEN team photo shoot.
Nevada’s BEN program is unique among state Business Enterprise programs as the Silver State is home to one of the most lucrative sites in the nation located at the Hoover Dam. That BEN site not only sells sunglasses, souvenirs and cafeteria food at the Dam, but also recently added the sale of ice cold water on the overlook of the Hoover Dam itself where temperatures can often exceed 115 degrees. Way to go BEN!!!

**BEN by the Numbers**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Sites:</strong></td>
<td>30</td>
</tr>
<tr>
<td><strong>No. of Blind Operators:</strong></td>
<td>16</td>
</tr>
<tr>
<td><strong>No. of Blind Trainees:</strong></td>
<td>8</td>
</tr>
<tr>
<td><strong>Annual Gross Revenue:</strong></td>
<td>$9,497,852</td>
</tr>
<tr>
<td><strong>Annual Set Aside:</strong></td>
<td>$1,334,604</td>
</tr>
<tr>
<td><strong>Average Operator Earnings (Annual):</strong></td>
<td>$91,387.06</td>
</tr>
<tr>
<td><strong>Median Operator Earnings (Annual):</strong></td>
<td>$41,367.54</td>
</tr>
</tbody>
</table>

**2019 Program Accomplishments**

- We are excited to present Raymond Spencer with his BEN License. Raymond has been working at the Lloyd George Federal Courthouse and has been doing a wonderful job. We are excited to see what great things Raymond will do with that location.

- We are pleased to announce the opening of a new café in the brand new East Las Vegas Library. The Clark County Library District has been an enthusiastic BEN program partner, and we will be looking to add more library locations in the future.

- We hired our new Business Enterprise Officer I in the south; Sydney Martinez. Welcome to the BEN family Sydney!

- Hugh McPherson, operator in training, has opened his Table of Contents Coffee Stall and Gourmet Eatery at the Mesquite Public Library, and has developed a great relationship with the community and the Clark County Library District. Hugh bakes all his own pastries and this is the first walk-in and drive-through BEN site in the State of Nevada.
2019 SUMMER YOUTH INTERNSHIP PROGRAM

VR completed its 3rd annual Summer Youth Internship program on August 2, 2019. The internship opportunity is offered to youth with disabilities who are ages 18-22 and clients of Vocational Rehabilitation (VR). In its first year, 43 youth with disabilities participated in internships within state service in the summer of 2017. In the summer of 2018, 71 youth participated. This year, 69 youth participated with 41 in the south, 23 in the north, and 5 in rural areas of Nevada. It is significant to note that in 2018 the program only had 1 intern in the northern rural area of Elko, and this year there were 5 youth participating in Elko, Winnemucca and Lovelock. The diversity of interns and employer sites has been terrific. First time requests for internship sites occurred in Laughlin, Winnemucca and Lovelock this year. Upon completion of their internships, 7 youth were offered opportunities for employment.

The internship program is designed to provide youth with disabilities with valuable work experiences. It also provides opportunities for youth to gain skills in such areas as maintenance, receiving, clerical, reception, IT, customer service, landscaping, and media relations. Interns worked 4-8 hours per day for 5 weeks from July 1-August 2, 2019. VR recruited the interns, and provided them with work readiness and safety training. VR also provided job coaches, worker’s compensation insurance, any workplace accommodations required and wages that are paid through a temporary staffing agency.
Some of the state agencies and other work sites hosting interns this summer included: Nevada Department of Public Safety, Fleet Services, VA Hospital, City of Henderson Sports Complex, Clark County Parks and Recreation, Clark County School District, Clark County Public Communication, Southern Hills Hospital, Nevada State Museum, Spring Mountain Ranch, Post-Secondary Education office, DETR, Carson City Airport, City of Winnemucca, City Hall, and many others.

**Internships by the Numbers**

- **Number of Interns:** 69
- **Successful Internship Completion:** 68
- **Extended Internships:** 3
- **Site Expressed Interest in Hiring:** 4
- **Jobs Offered:** 7
- **Postsecondary Plans:** 31
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 150 students during the 2017-2019 school year and focused 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.

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

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

Nevada BVR’s ongoing partnership with the Lyon County School District braids 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, BVR has partnered with University of Nevada Reno, the College of Southern Nevada (CSN) and PITA (Professional Institute of Technology and Accounting) 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 hands-on experience with college life, living in the dorms, to navigate the college system, communicating with professors, learning about budgeting for college, time management and job readiness skills.

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

There are two Project SEARCH collaborations in Nevada. The first collaboration is with Clark County School District (CCSD), Sunrise Hospital, and Mountain View Hospital and Regional Transportation Commission. In the north, the collaboration is with the Washoe County School District (WCSD). In both collaborations, high school students are assigned to worksites at locations where they can complete several work rotations with support from their teachers and BVR work-based trainers.

The 2019 Summer Youth Internship program ran for 5 weeks, and included over 50 different governmental entities and for-profit community partners. These partners provided 69 BVR transition clients on-the-job training/summer employment working in a variety of worksites throughout Nevada. This year the program branched out into the rural communities of Dayton, Elko, Lovelock, Laughlin, Winnemucca, and Yerington.

BVR has embraced the legislatively-enhanced 700-Hour Program, which creates employment pathways for individuals with disabilities. These employment opportunities are with state agencies, and afford the employer 700 hours to determine if the individual is a good fit for the job. This program has been highly successful, having placed over 100 individuals in the last year and a half.
Pathway to Work is a collaboration with Opportunity Village, Desert Regional Center, and BVR. With a placement rate of 88%, Pathway to Work is a work-based learning program offering job coaching support and an extended training for individuals located in the community with Intellectual/Developmental Disabilities (I/DD).

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 promote and celebrates individual and collective achievement.

<table>
<thead>
<tr>
<th>Companies</th>
<th>Individuals Hired</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. State of Nevada</td>
<td>49</td>
</tr>
<tr>
<td>2. Walmart</td>
<td>34</td>
</tr>
<tr>
<td>3. Nevada School Districts</td>
<td>33</td>
</tr>
<tr>
<td>4. Albertson’s</td>
<td>23</td>
</tr>
<tr>
<td>5. McDonald’s</td>
<td>13</td>
</tr>
<tr>
<td>6. Goodwill Industries</td>
<td>12</td>
</tr>
<tr>
<td>7. Grand Sierra Resort</td>
<td>10</td>
</tr>
<tr>
<td>8. FedEx</td>
<td>8</td>
</tr>
<tr>
<td>10. Galaxy Theaters</td>
<td>5</td>
</tr>
</tbody>
</table>
OTHER PARTNERS AND COLLABORATIONS WE WOULD LIKE TO GRATEFULLY ACKNOWLEDGE:

American Council for the Blind
Amplify Life
Blind Center
BlindConnect
CART- Churchill Area Regiona.
Transportation
Commission on Ser
Disabilities (CSPD)
Community Service
Deaf Centers of Nevada
Desert, Sierra and Rural Region
Easterseals Nevada
Fallon Paiute Shoshone Tribe
Fort Mojave Tribe
Goodwill of Southern Nevada
Griffin and Hammis
Commission on Services for Persons with Disabilities (CSPD)
Jobs for America’s Graduates
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 Department of Education, Career and Technical Education
Nevada Disability Advocacy and Law Center
Nevada Governor’s Council on Developmental Disabilities (GCD)
Nevada JobConnect/DETR
Nevada System of Higher Education
NSHE member campuses and unive
nworks
opportunity Villag
Regional Transportation Commission (RTC)
Sedgwick County Regional Transportation Authority (RTC)
Shoshone Paiute Tribes of the Duck Valley
School Districts Statewide
The Sho-Pi Tribe in Owyhee
United
University of Nevada, Reno
Excellence in Disabilities Workforce Connections
Workforce Innovation Technical Assistance Center (WINTAC)
Youth Technical Assistance Center (YTAC)
**LEGISLATIVE UPDATE**

The Vocational Rehabilitation (VR) program had a successful 2019 biennial legislative session. VR was budgeted and approved for seven new full-time positions, including three Rehabilitation Counselors and two Rehabilitation Technicians to serve individuals with the most significant disabilities and transition age students with disabilities, one internal Job Developer, one Quality Control Specialist, and one Business Enterprise Officer to serve the Blind Business Enterprise of Nevada (BEN) program.

VR leadership brought forth one bill draft, which was passed into law. SB50 was a housekeeping bill related to the state’s 700-Hour program. The VR program certifies individuals with disabilities for qualification on state job recruitments through the 700-Hour program. Individuals with disabilities on 700-Hour recruitment lists are equally qualified for the positions for which they are competing, with or without a reasonable accommodation. Also, the nature of this program is to allow agencies may make temporary appointments of up to 700 hours from these recruitment lists to allow the individual to learn the job on-the-job with VR support, if needed.

SB50 added “reasonable” to “accommodation” to match language within the Americans with Disabilities Act that requires “reasonable” accommodations for people with disabilities in the workplace, if needed. SB50 also removed language that was unnecessary and unclear. The term “benefit” is not defined in the law, and was thusly liberally applied. This section of language and use of the term “benefit” eliminated the ability for certain agencies to hire from the 700-Hour lists. The Division felt it was unnecessary when there remains language in the law that already allows appointing authorities that latitude if they determined use of the 700-Hour lists “would create an actual or potential conflict of interest.”

Other bill drafts that passed into law affecting individual with disabilities included:

- **SB31 Appointment of State Employees with Disabilities**
  Existing law authorizes State Personnel to fill positions by a current employee with a disability in the classified service of the Executive Department of the State Government without competition. The appointment would be at or below his/her current position if he/she becomes unable to perform the essential functions of his/her current job. This bill removed the requirement that the appointment be approved by the appointing authority.
State Personnel may make this type of appointment. Also, this bill removed the requirement that the employee must have successfully completed a probationary period in his/her current position.

- **SB202 Reporting of students with disabilities in schools**
  Schools must now report on July 1 of each year, the number of students enrolled in each school in the district or charter school, that had an Individualized Education Program (IEP) or 504 Plan (students with disabilities), and must report their diagnosed disabilities. This information will be available on the internet by August 1 of each year. Additionally, schools must annually receive information on services that may be provided to students with disabilities from the Aging and Disabilities Services Division of the Department of Health and Human Services.

- **SB216 Commission on Autism Spectrum Disorders**
  In 2007, the Legislature created the Nevada Autism Task Force to study and make recommendations to the Governor and the Legislature regarding individuals with autism and ways to improve the delivery and coordination of autism services in Nevada. Upon the expiration of the Task Force, the Governor issued an executive order establishing the Commission on Autism Spectrum Disorder to continue the work of the Task Force. The Governor has issued three additional executive orders extending the Commission through June 30, 2019. This bill established the Nevada Commission on Autism Spectrum Disorders in statute. It also determined the membership of the Commission and sets the terms of members at 3 years.

Existing law established the Autism Treatment Assistance Program (ATAP) within the Aging and Disability Services Division to serve as the primary autism program within the Department and to provide and coordinate services to persons under 20 years of age with autism spectrum disorders. Now the policies of the Program and any services provided by the Program must be developed in cooperation with this new Commission.
SUCCESS STORIES

IMANI COULTER

Imani expressed an interest in working as an office clerk. She had previously earned a certificate in Technical Customer Support Skills at Digital Works in Columbus, Ohio. She possessed relevant coursework including Windows 7, MS Office, Telephone Etiquette, Customer Services, and Listening Skills and reported having skills in Adobe Photoshop and Adobe Illustrator. However, her work experience was only in retail, assembly, and various warehousing positions. She desired to find employment in the field in which she was trained.

Imani’s challenges were primarily with learning new skills and interpersonal/social interaction. A psychological assessment recommended she be given simple repetitive tasks with frequent repetition to learn new tasks. Imani also reported that due to a history of bullying, she also had difficulties with self-confidence and was apprehensive in social situations. As a result, her assessment recommended limited interaction with the public or coworkers due to a tendency to withdraw or isolate when stressed.

In order to determine Imani’s ability to adequately work in her chosen field, she participated in a three-week community based training at Easterseals Nevada as a clerical worker. Her duties included filing, sorting, organizing paperwork, receiving and reviewing client timesheets, and collecting case notes. With accommodations, Imani was reported to have done very well and was a person who dressed professionally, greeted guests appropriately, learned quickly, and cooperated with coworkers and supervisors. Imani was accurate with paperwork, able to follow directions, and perform her office duties independently. Furthermore, she was described as an asset to the team.

Easterseals Nevada was so pleased with her work performance and work ethic, she was hired by Easterseals Nevada as a part-time general office clerk. The Bureau of Vocational Rehabilitation (BVR) provided Imani with job coaching and follow-up services for the next 30, 60, and 90 days to ensure job retention. She also was provided fingerprinting, work clothing, drug testing, and CPR training through the One Stop Youth Program, a collaborative partner with BVR. As an accommodation, the Easterseals Nevada supervisor implemented a checklist to ensure Imani completed her tasks for the day. Within the 90-day follow-up, Imani showed continuous improvement. At the closure of her case, her supervisor reported that staff enjoyed having Imani on their team. Imani said she was doing well and was satisfied with her employment.

Outstanding performance Imani!!
**JULIE JONES**

Julie applied for services from the Bureau of Vocational Rehabilitation (BVR) accompanied by her aunt in April 2017. At the visit, Julie displayed severe anxiety and shyness. BVR assisted with completion of a psychological evaluation which confirmed a diagnosis causing impact to social interactions and extreme shyness. This, coupled with severe anxiety, made it very challenging to navigate Julie through the BVR process. There were multiple appointments where Julie would not be able to make eye contact, had extended periods of silence, was asked repeatedly to speak up, resulting in awkward and unproductive appointments. However, through counseling and guidance, her rehabilitation counselor engaged Julie in a way that led to follow through, participation in all her appointments, in a soft skills training, and utilization of the Business Development Team. Her counselor was also able to provide a job lead that led to her getting hired, building her confidence, social skills, and developing her work skills. Julie was able to maintain this employment working in retail (backroom sorting and stocking) until a job in her chosen field (Medical and Clinical Laboratory Technologists) was found. Julie had multiple interviews for jobs in her chosen vocational field which did not lead to any job offers.

This did not dishearten BVR staff or Julie, and both worked together to identify additional needs and support services to develop and improve her interviewing skills, provided a job developer who specifically worked with Julie on interviewing prep, answering questions with confidence, and developing strategies to have successful interviews, and land jobs. This eventually led to Julie gaining employment as a laboratory assistant where she still is today. After buying into the process, Julie made her appointments, followed through on plan tasks, and increased her confidence and self-esteem which led to a successful employment outcome.

Way to go Julie!

**RHONDA DEAON**

Rhonda came to the Bureau of Vocational Rehabilitation (BVR) in August of 2018 in search of a job. Due to cerebral palsy and epilepsy, she has no use of her left hand. At BVR, she noted that her goal was to find a job that embraced her skills and talents and minimized her limitations. Staff immediately noted that Rhonda’s positive attitude and outgoing personality is contagious as she is always happy and greets everyone with a smile. Rhonda decided that she would try to prepare for office work by obtaining education on basic computers from Professional Institute of Technology and Accounting (PITA). After completing her classes at PITA, she was able to complete a work experience in
the community where she gained a better understanding of how an office job would be for her. After completing her work experience, Rhonda began looking for employment in office settings, but was not successful finding something that was a fit for her.

One day, she came in for a regularly scheduled appointment frustrated and expressed that she was beginning to lose hope in finding a job. Finally, after some discussion about different career fields, she was asked if she has ever considered working with people who were developmentally disabled. Rhonda stated that she would love to, but felt that she was not qualified to work in that field. After some guidance on how to start pursuing this type of work, Rhonda was feeling confident and reenergized again and ready to start looking for employment in human services and within a few weeks, she was employed. Rhonda continues to work in this field, and is happy. Rhonda’s own words expressing her delight with her job. She says, “I can’t believe I get paid to have fun. I love what I do.”

Fantastic job Rhonda!

Susan Yeager
Susan Yeager came to the Bureau of Vocational Rehabilitation (BVR) after five back surgeries, a plate in her neck, and depression. Her counselor worked with her on vocational exploration and after visiting Truckee Meadows Community College, (TMCC) Susan decided she wanted to become a medical assistant. She worked closely with the Disability Resource Center, leaning on the staff to help her navigate the rigorous program. Susan’s counselor also purchased a smart pen (an Assistive Technology tool) to help with note taking. Alas, the journey would not be so easy for Susan.

Due to injury sustained in a survival job and personal circumstances, she had to drop out the training program. For over a year Susan met with employment specialists to find a new job but nothing felt right. Finally, on her own initiative, Susan contacted the adult education coordinator and worked out an agreement to re-enter medical assistant training. She learned that she would have to start over from scratch, but she would not be charged tuition. During this time Susan kept in close contact with her counselor, illustrating how much hard work and determination she put into her studies. Her grades were excellent, despite working a part time job and managing her own health issues. Susan graduated from the program and received interview offers right away from St. Mary’s Hospital. Just on the verge of accepting a job, Susan’s doctor delivered a curveball. The doctor would not clear her to work in any capacity that required lifting or handling of patients. It seemed that her medical assistant career was over before it started. Distraught, Susan called her counselor and contemplated giving up. However, after discussing what a great place St. Mary’s Hospital would be to work and the fact that HR was already familiar with Susan, her employment plan was revised. Susan would apply for any desk or office job she might have qualifications for, and informed the employer that BVR would assist with any additional training that might be needed. The plan worked, and Susan accepted a job offer working for the collections department, an office job Susan told her counselor, that she was so proud to get, and something she always dreamed of.

Way to work Susan!
SUCCESS STORIES

SARA HEREDIA VILLANUEVA
Sara Heredia Villanueva was working in a Jobs and Day Training (JDT) program at New2U Computers when she applied for services in March 2018. Sara has an intellectual disability, and as in each past BVR case, she was determined not to be ready for competitive integrated employment following work hardening experiences and community based assessments.

Sara is a self-proclaimed “girly-girl” who always had an interest in working with fashion. She expressed this interest in each of her BVR cases, and found that working at a computer recycling center, wearing a safety mask and dissembling computers was not her calling. With a dedicated period of discovery under customized employment services, and the assistance of a committed community action team, Sara achieved a customized dream job at Plato's Closet. Her action team included the Mayor of Reno, Hillary Schieve, who expressed dedication to disability inclusion in the workplace following her first meeting at BVR and showed dedication to helping Sara thrive.

Sara continues to work at Plato’s Closet with a smile on her face and described her job as, “Finally feeling like a great fit for me.” Sara is a valued team member of the Plato’s Closet location in Reno. Sara’s increasing independence throughout her VR experience translated across all areas in her life. She made immense strides in different areas of life and Sierra Regional Center decided she was ready to have fewer hours with support staff for the first time in six years. Her determination was evident in her last meeting before case closure, where she said her next goal will be learning how to manage her own money.

Nicely done Sara!

DILLON MAESTREJUAN
Dillon is a young man with Cerebral Palsy. This has affected his mobility, dexterity in his hands and his speech. Despite these limitations, Dillon has always been very active, and is well-known in the local community for participating in community events and outdoor activities such as hunting, off-roading and photography.

Since BVR began working with Dillon earlier this year, his counselor was able to develop a work experience at the local newspaper, The Humboldt Sun. This opportunity allowed Dillon to gain some experience taking photos. With BVR providing assistive technology (AT), he learned how to coordinate events with the editor and became more comfortable speaking with people at events using both his voice and technology.
Dillon exceeded expectations throughout the work experience. He had several of his pictures published from such events as the Basque Festival, Rodeo, and the Lowry High School graduation.

Dillon now works as a Freelance Photojournalist with the Humboldt Sun. This position has allowed him the flexibility to set his own hours and schedule, earn an income while he attends community events and turns one of his passions into a career.

Great job Dillon!

TANYA AGUILAR

Congratulations to Tanya for reaching her life-long goal…. again!!! Tanya was a previous Job Discovery Program (JDP) student, where she trained at several locations and finished out her training in JDP II at Three Square Food Bank. Even so, Tanya had a desire to work with children. In July of 2017, Tanya accepted a position at Desert Breeze Recreation Center as a teacher’s aide, where she assisted the teacher and worked with children ages 3-5 on early childhood skills development in preparation for kindergarten. When that position was eliminated, Tanya joined Pathway to Work at Get Fresh, where she continued her work assessment and gained experience in food preparation.

Through Tanya’s hard work, dedication, excellent work skills, and determination, she is now a proud employee of Las Vegas Athletic Club (LVAC) in the child watch program. Tanya wakes up every day with a smile on her face, looking forward to her work shift.

Way to realize your dreams Tanya!
Michelina secured a job with Elko County School District, tutoring Deaf students. Michelina has exceptional insights into this job because she is Deaf, herself. When Michelina moved to Elko, she already had over 30 years of experience teaching Deaf students under The Individuals with Disabilities Education Act (IDEA). She was clearly and uniquely qualified to offer tutoring services to students using American Sign Language (ASL). Her difficulty with getting the job was in how she would communicate with non-signers on the job, including the two individuals interviewing her for the job. This is when BVR saw an opportunity to provide assistance. Michelina is fluent in written English, and Vocational Rehabilitation purchased a Ubi Duo 2 for her, a Wireless text-based communication device with text-to-speech capability. Michelina had used an Ubi Duo previously, and was very impressed with the device and its added feature of text to speech.

The UBI Duo device consists of a set of two keyboards, with screens attached to them. They allow two people to communicate via text—almost like having a face-to-face chat room. It is similar to texting with someone at the same table as you.

The Ubi Duo 2 is an updated version of the Ubi Duo, and has an optional feature of text to voice. Michelina practiced using the Ubi Duo 2, and programmed it with items likely to come up in her job interview, where she easily demonstrated her ability to communicate effectively. If something isn’t already pre-programmed in her device, she simply types out what she wants to communicate, and then she hits the “Speak” button. Her written words become spoken words, and her hearing colleagues can understand her perfectly. The other keyboard is for her coworkers to communicate via text to Michelina’s screen resulting in effective, face-to-face communication with all those she encounters on the job. She started off with one student, and soon she was given more students to tutor as well as the entire educational interpreting staff to mentor.

Without this technology, she would not have had her job interview in the first place. There simply are not enough ASL interpreters locally for one to be at the school district offices for a job interview—instead of working with Deaf students in the schools. The Rehabilitation Counselor saw the dilemma and found a solution.

Fabulously done Michelina!
STATISTICS FFY 2019

**VR Keys To Success in FFY19**
- 681 Clients Achieved Employment
- $13.00 Average Wage
- 4,595 Clients Served

**Average Cost Per Case in FFY19**
- $2,390 Vocational Rehabilitation
- $3,550 Supported Employment

**Average Cost Per Closed Case in FFY19**
- $2,914 Vocational Rehabilitation
- $4,426 Supported Employment
Disability Breakdown of Served Clients

- Cognitive: 34%
- Visual: 5%
- Mental Health: 27%
- Hearing: 10%
- Physical: 24%

Disability Breakdown of Employed Clients

- Cognitive: 30%
- Visual: 6%
- Mental Health: 26%
- Hearing: 16%
- Physical: 22%
Top 8 Job Titles Of Successfully Employed Clients

- Janitors: 6%
- Laborers: 8%
- Stock Clerks: 16%
- Retail Salespersons: 6%
- Maintenance Worker, Machinery: 21%
- Food Preparation: 18%
- Clerical and Admin Support: 18%
- Cashiers: 7%

Top 8 Services Provided

- INTERPRETER SERVICES: 134
- REHABILITATION TECHNOLOGY: 254
- OTHER GOODS/SERVICES: 535
- MAINTENANCE (SHORT-TERM EXPENSES): 762
- TRAINING (PAID EDUCATION): 892
- JOB PLACEMENT ASSISTANCE: 1,082
- ASSESSMENT: 1,174
- TRANSPORTATION: 1,255

STATISTICS FFY 2019
Students With Disabilities Who Received Pre-Employment Transition Services

<table>
<thead>
<tr>
<th>Students With Open VR Cases</th>
<th>Students Without Open VR Cases</th>
<th>Total All Students Served Pre-ETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFY17</td>
<td>FFY18</td>
<td>FFY19 (Partial Year Reported)</td>
</tr>
<tr>
<td>191</td>
<td>330</td>
<td>305</td>
</tr>
<tr>
<td>1,041</td>
<td>1,173</td>
<td>1,252</td>
</tr>
<tr>
<td>1,501</td>
<td></td>
<td>881</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>SE Clients</th>
<th>TS Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFY15</td>
<td>FFY16</td>
</tr>
<tr>
<td>535</td>
<td>582</td>
</tr>
<tr>
<td>1,008</td>
<td>1,166</td>
</tr>
</tbody>
</table>

NSRC ANNUAL REPORT 2019
Satisfaction With Vocational Rehabilitation Division
Very / Somewhat Satisfied

- Overall Services: 80%
- Timelines of Services: 78%
- Amount of Choice: 81%
- Would Recommend: 91%

Experiences With Vocational Rehabilitation Counselors
Strongly / Somewhat Agree

- Understanding of Needs: 89%
- Easy to Contact: 81%
- Treated Me With Respect: 92%
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 works closely with Nevada’s businesses to fulfill businesses’ 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.

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

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

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.

**VR Facts for FFY19:**
- 4,595 Participants Served
- 681 Individuals Achieved Employment
- $13.00 Average Hourly Wage
- $975,542 Received from SSA for SSI / SSDI Recipient Services

**Top Five Job Titles Achieved by Participants:**
- Maintenance
- Food Preparation
- Clerical / Administrative Support
- Stock Clerks
- Laborers

**Primary Disability Breakdown of Employed Participants**

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

Or Visit Us Online At:
www.detr.nv.gov
www.vrnevada.org

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.
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
Office Locations

TOTAL SERVED
4,595

TOTAL EMPLOYED
681
You can also find us on: Facebook, LinkedIn, Twitter or YouTube

www.VRNevada.org
https://detr.nv.gov

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.