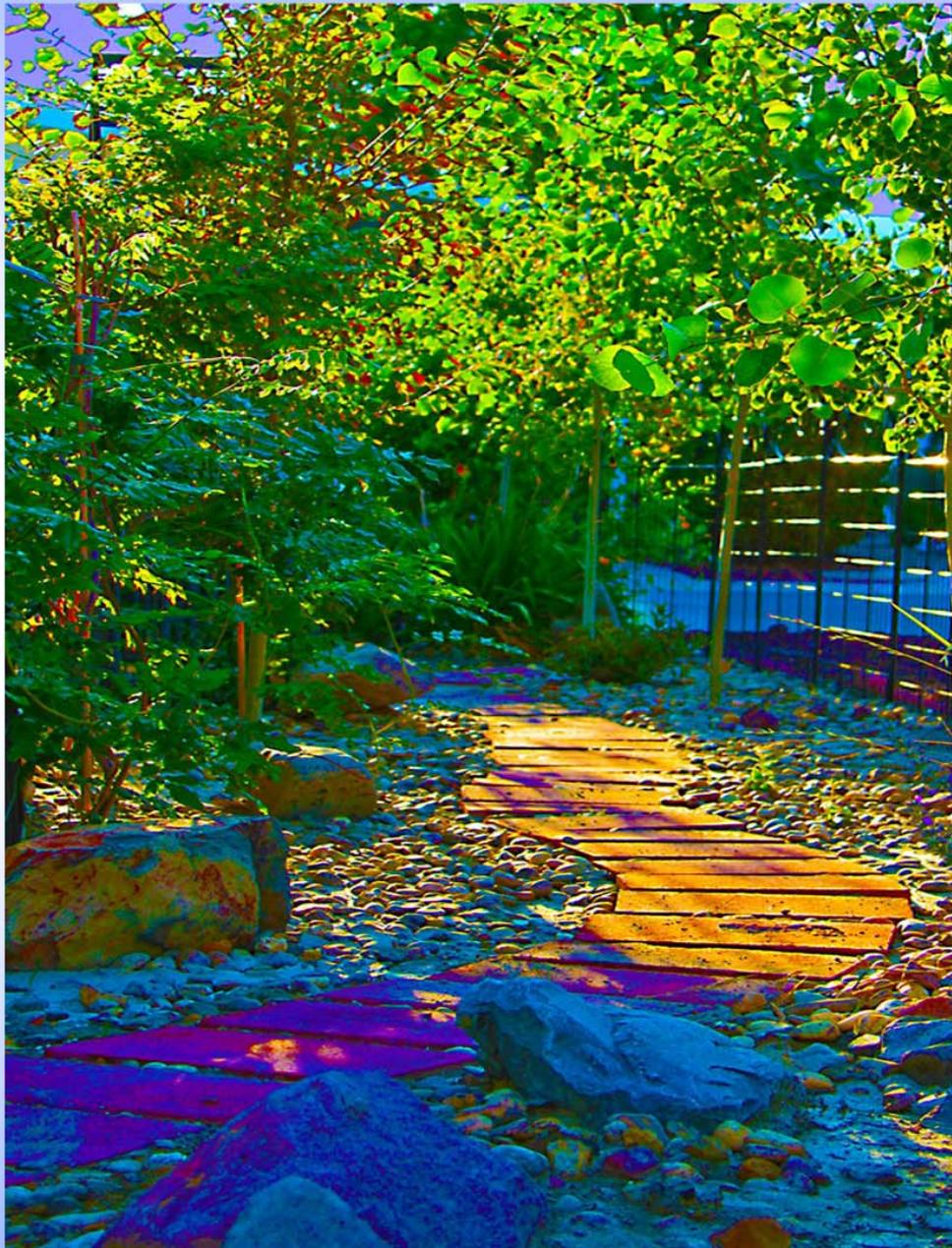


NEVADA STATE REHABILITATION COUNCIL ANNUAL REPORT 2012



"To be seen not as a disability, but as a person who has and will continue to bloom."

Robert M. Hensel

A message from the Annual Report Cover Photographer, Janet Miller;

I would like to thank the Nevada Department of Employment, Training and Rehabilitation (DETR), Rehabilitation Division for assisting Lifestyle Photographics.com.

As a client of the Bureau of Vocational Rehabilitation (BVR), I received the tools, support, and faith to further a lifelong project to visually portray community sports and events, while offering marketing images for production, grants, and visual marketing and promotions.

Lifestyle Photographics has attended, shot, and featured many of Reno's annual events which are displayed on an online gallery at www.lifestylephotographics.com.

Specializing in photography and Photoshop, and having served my photography internship with the Reno-Sparks Convention and Visitors Authority (RSCVA), my work has been published, and utilized for grants and funding requests for team sports and advancing athletic careers, and advocating for the disabled veteran. PowerPoint presentation production is also a specialty.

As a disabled photographer and designer, I am relearning my trade – adaptively, since receiving a pelvic fracture during my 'lifestyle' changing T-bone, rollover auto accident in 2007. "Advocation of the adaptive athlete" is featured in many of my galleries.

As life goes on, I am relearning, who I am "now" as I accept, and adapt to my disability. I continue to experience my capabilities, while contending with my inabilities, as I pursue the success of Lifestyle Photographics in our community.

My hope is that you will consider using my services in the future, and hire the disabled. Doing what seems impossible as much as I can, as long as I can, to the best that I can.

Thank you again BVR, for all of your support. This image is titled "dawn in my garden." As I thank God, we all have a brand new day, with a new choice each morning.

"Doing what seems impossible as much as I can, as long as I can, to the best that I can."

Nevada State Rehabilitation Council

MEMBERS 2011—12

Brian Patchett

Community Rehabilitation Program

Christine Syverson

Business, Industry and Labor

Jack Mayes

Disability Advocate

Jane Gruner

Business, Industry and Labor

Jennifer Kane

Nevada Department of Education

Kate Osti

Statewide Independent Living Council

Kathy Treants

Parent Training and Information Center

Kevin Hull

Business, Industry and Labor

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Robin Hall-Walker, Council Chair

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Scott Youngs, Council Vice Chair

Disability Advocate

Sheena Kaufman

Vocational Rehabilitation Counselor

Steve Chartrand

Community Rehabilitation Program

Virginia Howard

Native American Vocational Rehabilitation

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 employees, vocational rehabilitation counselors, advocates, VR customers and business leaders. The council assists in shaping policy, by guiding and assisting in making thoughtful, participant-focused decisions through needs assessments, customer satisfaction surveys and ongoing program evaluations. Members engage in strategic planning, and provide guidance to promote increased employment for individuals with disabilities.



MISSION STATEMENT

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 that the programs' services and resources result in employment outcomes for Nevadans with disabilities.

MESSAGE FROM THE ADMINISTRATOR

It is my privilege and pleasure to present the 2012 Annual Report of the Nevada State Rehabilitation Council. This year's beautiful cover picture reminds us of how the right commitment and resources can make the desert bloom. So it is that Vocational Rehabilitation's (VR) commitment and resources make it possible for many Nevadans with disabilities to find success, greater self-sufficiency and independence through employment. Over the past year, the Division has seen many participants "bloom" as they begin careers with confidence in their skills and abilities. This report highlights just a few of those success stories.

As the recession lingers, VR relies even more on partnerships with state, local and federal agencies, with private non-profit and for-profit organizations, and with contractors and vendors to leverage resources and deliver services to reach the goals established by the Council. The VR program has benefitted from the vision articulated by DETR's new Director, Frank Woodbeck, that people with disabilities are a largely untapped resource in Nevada's workforce. Beginning in 2012, the Division initiated an aggressive public relations and outreach campaign to the businesses community. We are beginning to see dividends as employers become aware of the talent, skills and positive attitudes that employees with disabilities bring to the job every day.

With the support and direction of the Council, with the dedication, creativity, and caring that has become the VR staff's hallmark, and with ever-growing opportunities for partnership and collaboration, I am confident that we will continue to help Nevadans with disabilities "blossom" as they realize their goals.

Thank you,

Maureen Cole, Administrator



MESSAGE FROM THE CHAIR

In communities across the country and especially here in Nevada, financial woe creates the need for services to many populations of people. While unemployment nationally, is around 8.3% for persons without disabilities it hovers around 13.2% for persons with disabilities.

In casework, vocational success occurs by diligently identifying and providing resources for the effective removal of barriers hindering vocational success. We applaud the diligent efforts of agency staff tasked with and meeting the challenge.

We must continually educate ourselves on what persons with disabilities CAN do as opposed to what they CAN NOT do. Agency staff provides information via community outreach and facilitates successful closure for clients. We applaud their efforts.

Still, more can be done to create a stronger economic base for those desiring to achieve success. Employers with jobs to fill, we can help you fill those positions. Mentors with skills to share, call us; we can match you with mentees needful of your expertise. Business owners willing to train, we have people eager to learn vocationally relevant skills leading to successful employment.

You are needed now more than ever. Get involved. Together we can accomplish wonderful things. Make a difference today, for our future.

Sincerely,

Robin Hall-Walker, Council Chair



COLLABORATIONS



- ◆ The fourth annual Careers, Recreation and Vocational Education (CRAVE) Summer Camp took place in June of 2012. The Bureau of Vocational Rehabilitation (BVR), in collaboration with AmeriCorps Volunteers In Service To America (VISTA), Accessing Services and Programs for Individuals With Disabilities (ASAP Services), the Clark County School District (CCSD), the Nevada Department of Education (NDE), Rebuilding All Goals Efficiently (RAGE), the University of Nevada Las Vegas (UNLV), and the University of Nevada, Reno (UNR) Center for Excellence in Disabilities (NCED) bring 15 - 20 transition-aged high school juniors and seniors with disabilities from across the State of Nevada together at the University of Nevada, Las Vegas. Students select from one of two career paths:

1. The “College Path” is for students whose vocational goal requires attending college. Students on the College Path learn how to register for classes, access disability resource services in the postsecondary world, seek financial assistance, and speak with professors about their disabilities. CCSD’s Youth Educational Success (YES) is the focus of classroom sessions throughout the week.
2. The “Employment Path” is for students whose vocational goal may not include college, but who need assistance with identifying and achieving suitable vocational goals after high school. Students on the Employment Path learn job readiness and job seeking skills, including resume writing and job interview training from professionals in the community. They also participate in travel training.

The program’s short-term goal is to help participants break down barriers to consider college as a choice with the long-term goal of increasing the percentage of students going to college. Additional objectives of CRAVE include enhancing and formalizing linkages amongst postsecondary staff and community agencies and increasing employment outcomes for high school students with disabilities.

- ◆ BVR is continuing with a pilot project in the north, with UNR/NCED and Sierra Regional Center (SRC). This initiative strives to serve co-enrolled clients and deliver supportive employment services. The intent is to identify those individuals at SRC who are best prepared for competitive employment. Collaboratively, a team of the SRC case manager, the BVR counselor and the NCED job developer will work to develop customized employment opportunities. Service highlights include unique, interest-based workplace assessment, a video resume, job carving and identification of long term supports. These services will be more individualized and intensive than the traditional model.
- ◆ Bureau of Services to the Blind and Visually Impaired (BSBVI) collaborated with the CCSD in the assessment of assistive technologies specific to the needs of visually impaired students. BSBVI staff participates in transition workshops to provide group and individual training of students with visual impairments. BSBVI staff provides ongoing assistive technology training statewide for special education teachers so they can provide this training to students who are blind or visually impaired.
- ◆ BVR and the NDE, Office of Special Education, Elementary and Secondary Education and School Improvement Programs have a cooperative agreement, which contains provisions for the joint training of VR staff and special education personnel.
- ◆ BVR, the Sierra Regional Center (SRC) and High Sierra Industries (HSI) worked together to develop Pathways, a program designed to provide vocational exploration and job readiness skills to our most severely disabled, supported employment clients.

COLLABORATIONS



- ◆ BVR in collaboration with the University of Nevada, Reno (UNR), NCED receive grant funding, from the Department of Health and Human Services (DHHS), Grant Management Unit (GMU) for assistive technology services. BVR has developed this program to expand assistive technology services to northern and rural Nevada clients. Although this grant has been reduced at the State level, the GMU remains committed to this project and have maintained funding levels.
- ◆ BVR is currently working with the school districts to provide for joint in-service training coordinated by local BVR offices. The local offices work with special education departments and technical and career education programs for the establishment of pre-vocational coordinated activities. Future plans include an increased effort for outreach to all students with disabilities, including students with disabilities who are not enrolled in special education.
- ◆ Statewide, BVR and BSBVI staff attends transition team meetings with local schools and school districts to provide ongoing orientation and education regarding BVR services, as well as having co-located offices with school district personnel in Washoe and Clark Counties.
- ◆ BVR collaborates with Aging and Disability Services Division's Independent Living Program (IL) to deliver services to individuals who need supportive services or assistance in activities of daily living.
- ◆ BSBVI and BVR Southern District office staff attends bi-annual "Students Talking about the Real World" (STAR) conferences 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. Our transition counselors offer BVR facility tours and provide orientation about our services. Students are given the opportunity to meet with agencies, vendors, and colleges to see what services are available to assist them in meeting their goals.
- ◆ The BVR Administrator is a member of the Interagency Transition Advisory Board (ITAB). The Board provides information and research regarding issues relating to transition students in Nevada.
- ◆ A BVR Rehabilitation Counselor is a member of the Nevada Department of Education's (NDE's) Nevada Transition Advisory Committee (NTAC) Core Team. Members of the NTAC Core Team are experts in the field of transition and provide ongoing training and recommendations around best practice/compliance in transition services. The team's mission is to implement a systematic approach to increasing graduation rates and improving postsecondary outcomes for students with disabilities through a greater focus on postsecondary preparation. The team continues to expand the Nevada Statewide Transition Network and develops and facilitates the Nevada Student Leadership Transition Summit (NSLTS). The 6th annual event took place in November 2012; the video of the event can be viewed at <http://youtu.be/C1aJySVWleU>.
- ◆ BVR staff and NSRC members attend the National Coalition of State Rehabilitation Councils (NCSRC) and the Council of State Administrators of Vocational Rehabilitation (CSAVR) spring and fall conferences. The conferences are oriented with many sessions that inform and energize. It is a beneficial learning experience and networking opportunity.
- ◆ BVR staff and NSRC members attended an annual two day In-Service Training in Reno, NV. The primary focus of the training was to improve skill development and aimed at addressing the comprehensive System of Personnel Development, Achievement of State and Federal Performance Indicators and enhancement of leadership skills.

BUREAU OF VOCATIONAL REHABILITATION

Federal Standards and Indicators for Federal Fiscal Year beginning October 1, 2011 through September 30, 2012.

Evaluation Standard 1	Target	Actual	Met / Unmet
<i>Indicator 1.1:</i>			
The number of individuals achieving employment outcomes during the current performance period compared to the previous performance period.	947	852	Unmet
<i>Indicator 1.2:</i>			
The percentage of individuals receiving services under an individualized plan for employment who achieve employment outcomes.	55.8 %	49.19%	Unmet
<i>Indicator 1.3:</i>			
Competitive employment outcomes as a percentage of all employment outcomes.	72.6%	100 %	Met
<i>Indicator 1.4:</i>			
Competitive employment outcomes for individuals with Significant Disabilities as a percentage of all individuals with employment outcomes.	62.4%	96.01%	Met
<i>Indicator 1.5:</i>			
The ratio of the Average VR Hourly Wage to the Average State Hourly Wage.	0.52	0.554	Met
<i>Indicator 1.6:</i>			
The percent of individuals achieving Competitive Employment Outcomes who report their own income as Primary Source of Support at Closure as compared to at Application.	53%	68.08%	Met
<i>Indicator 2.1:</i>			
Access to services for Minorities as measured by the ratio of the Minority Service Rate to the Non-Minority Service Rate.	0.80	0.957	Met

STRATEGIC GOALS

The Nevada State Rehabilitation Council (NSRC), State Plan Committee revised the strategic goals with corresponding strategies and measurable indicators to align them with the recommendations and information revealed through the Comprehensive Statewide Needs Assessment, the Customer Satisfaction Survey and sentiments expressed in NSRC meetings.

The *Comprehensive Statewide Needs Assessment (CSNA)* is conducted every three years. During the Spring of 2010, the Bureau of Vocational Rehabilitation (BVR), in conjunction with the NSRC contracted with the San Diego State University (SDSU) Interwork Institute to perform a CSNA.

The CSNA was comprised of focus groups consisting of current and past program participants, program services staff, vocational counselors, service providers, advocacy groups and other programs and agencies that interact with the BVR's vocational rehabilitation programs. A thorough analysis of the BVR's program electronic case file data was conducted as part of the Needs Assessment in order to determine trends and recommendations.

The Needs Assessment has continued to be a valuable tool utilized by the BVR and the NSRC in the development of the Strategic Plan.

The Annual *Customer Satisfaction Survey* is the review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4). The BVR and NSRC has continued to contract with the University of Nevada, Reno (UNR), Center for Research Design and Analysis and Nevada Center for Health Statistics and Informatics, to provide this independent, third party, satisfaction survey of the Division's General Participant, Transition Student and Older Individuals Who Are Blind (OIB) Populations.

The purpose of the three survey instruments is to glean information on the quality of services provided to vocational rehabilitation participants.

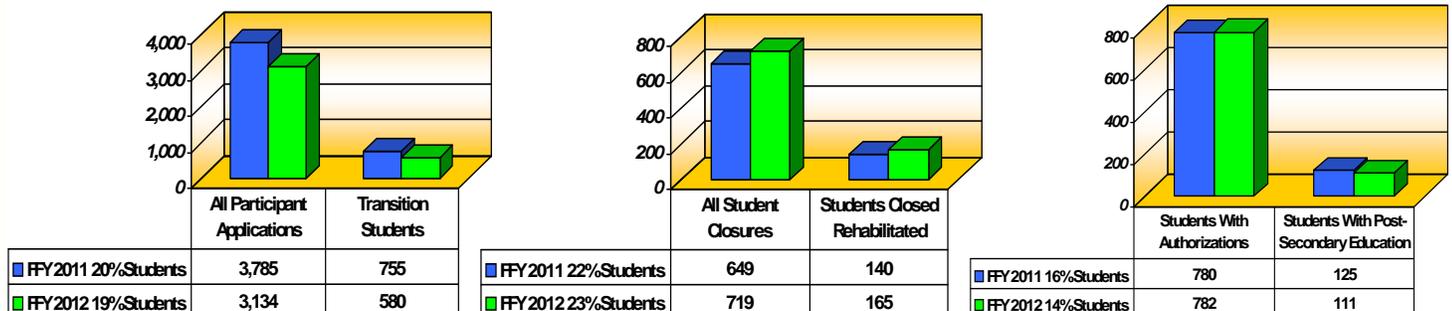
The Federal Fiscal Year (FFY) 2012 State Plan Goals and progression toward achievement are:

GOAL #1

Emphasize the employment potential of students with disabilities and improve transition from school to work and school to post-secondary education.

Indicators:

- Increase enrollment by Transition Students in the Program Services of the Division. The Division's performance regarding increased enrollment in FFY 2012 will equal or exceed FFY 2011 performance levels.
- Increase competitive employment outcomes for Transition Students. The Division's performance regarding increased competitive employment outcomes in FFY 2012 will equal or exceed FFY 2011 performance levels.
- Increase post-secondary educational services for Transition Students. The Division's performance regarding increased post-secondary educational services in FFY 2012 will equal or exceed FFY 2011 performance levels.

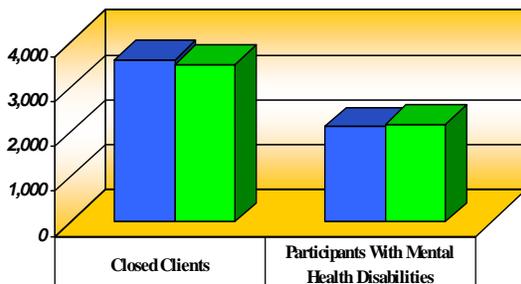


GOAL #2

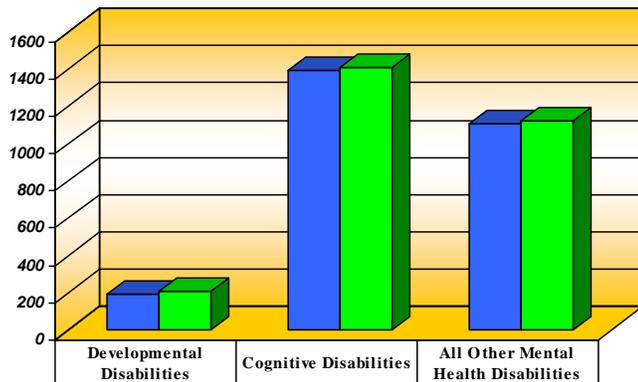
Extend outreach efforts toward diverse populations, specifically eligible individuals with autism, developmental, cognitive and mental health disabilities.

Indicators:

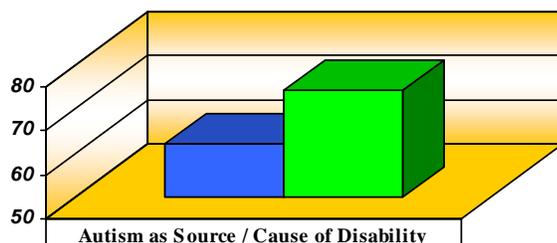
- Increase enrollment by eligible individuals with autism, developmental, cognitive and mental health disabilities. The Division's performance to increase enrollment by eligible individuals with autism, developmental, cognitive and mental health disabilities in FFY 2012 will equal or exceed FFY 2011 performance levels.
- Report indicators by region.



FFY 2011 59% with Disability	3,638	2,132
FFY 2012 62% with Disability	3,533	2,188



FFY 2011	192	1,389	1,106
FFY 2012	205	1,406	1,125



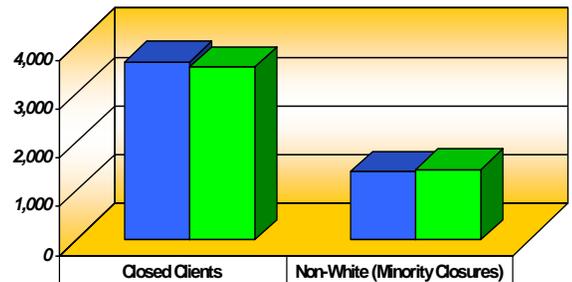
FFY 2011	62
FFY 2012	74

GOAL #3

Extend outreach efforts toward ethnically diverse populations, specifically minority populations with disabilities represented in Nevada's workforce.

Indicators:

- Increase enrollment by minority populations representative of Nevada's minority workforce. The Division's performance regarding increased enrollment by minority populations in FFY 2012 will equal or exceed FFY 2011 performance levels.
- Collaborate with minority groups with program development and program referrals.



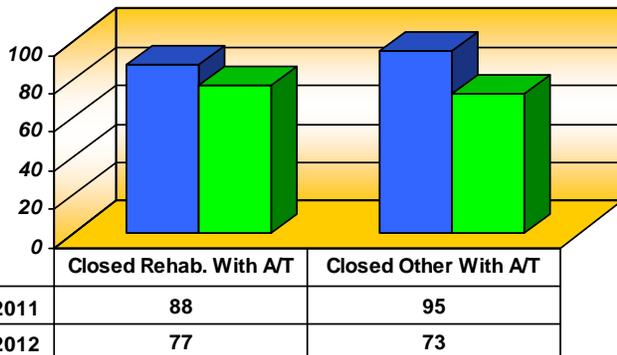
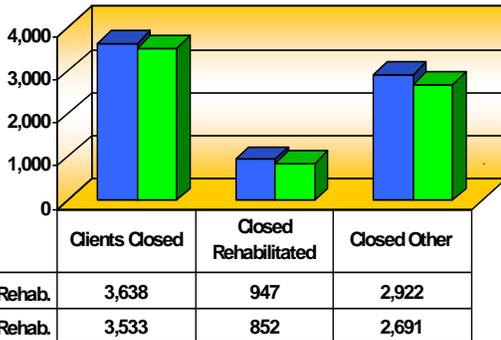
FFY 2011 38% Minorities	3,636	1,398
FFY 2012 41% Minorities	3,533	1,437

GOAL #4

Work together and share resources with state, private, non-profit agencies to leverage resources and coordinate benefit opportunities in order to maximize the overall employment outcomes.

Indicators:

- Document dollars captured in collaborative efforts and document that the training is held.

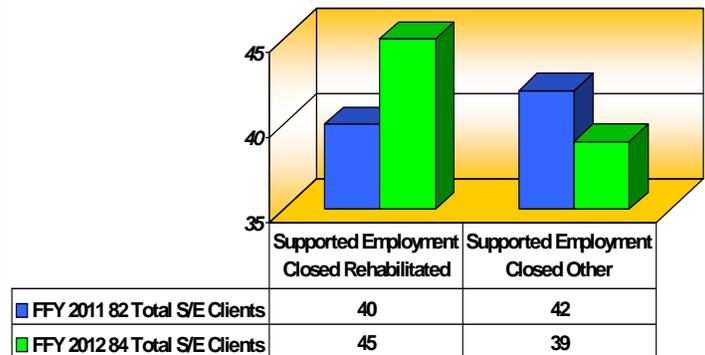


GOAL #5

Emphasize the employment potential of applicants and eligible persons receiving services and Supported Employment.

Indicators:

- Increase the number of supported employment consumers that close successfully, earning at least the federal minimum wage. The Division's performance regarding an increase in the number of supported employment consumers that close successfully in FFY 2012 will equal or exceed FFY 2011 performance levels.



BLOOMING WITH SUCCESS

CLIENT STORIES



Karen Mackey came to Bureau of Vocational Rehabilitation (BVR) in July 2011 in a desperate need for services. Before she came to BVR, it was assumed that she would not succeed in today's job market. Karen was trying to escape the vortex of poverty and homelessness that seemed to have a firm grip on her. Each day met her with relentless challenges of simple survival. When her Counselor asked her to describe a typical day she responded, *"I start each day and end each night in solitude."* Without family support, Karen was on a lonely journey.

Not only did Karen struggle with severe pain from a back injury, she also had to endure the everyday pain of arthritis and Carpal Tunnel Syndrome. Karen was also extremely self-conscious about her missing front teeth. She was interested in looking for employment in the customer service industry and knew she would need to improve her looks. With guidance, counseling and encouragement, Karen's self-esteem began to increase and she began to see the light of hope.

Through medical treatment, job readiness training and denture replacement, for the first time Karen started to rise above the hopelessness with a positive outlook toward her future. She began employment at Goodwill Industries in Southern Nevada, on March 5, 2012.

Karen states she loves her job just as much today as when she first started. She has recently earned a certificate for employee of the month and was treated to lunch by the Chief Executive Officer. Karen's life is now full of other positive outcomes such as purchasing a new car and she now resides in her own apartment.

Karen Mackey is one of many BVR success stories she is one of the many individuals who defeated the darkness of poverty and achieved the light of prosperity.

Gustavo Aro was born deaf. He struggled to find steady work for years and now that he had a young family to support the need was even greater. Gustavo came to the Bureau of Vocational Rehabilitation (BVR) in April 2010. He was connected with a job coach that helped him find work where he felt comfortable, confident and understood.

Gustavo began his employment at Office Max in May 2011. He has grown and excelled in every job duty he has been given. With competitive benefits, a helpful and friendly staff, and an environment that focuses on safety, Gustavo has enjoyed every minute that he puts in at the Office Max Warehouse. His co-workers have learned many sign language expressions and enjoy learning more every day while working with him.

He and his family are now secure knowing that Office Max offers fair yearly raises and the opportunity for promotions, as well as great benefits.



BLOOMING WITH SUCCESS

CLIENT STORIES

Margarita Rodriguez is 29 years old and she has been a Vocational Rehabilitation (VR) client in three different states over the last six years. In June 2008, she became a client of the Nevada Bureau of Vocational Rehabilitation (BVR), and received services to assist her in attending the University of Nevada, Las Vegas (UNLV). On May 12, 2012, she graduated, Cum Laude, with a Bachelor of Science in Geology with emphasis in Paleontology. Despite every obstacle, physical, mental, financial, and lack of moral support, SHE DID IT, WITH HONORS!!



Margarita's entire life has been a struggle due to several physical and mental disabilities.

Beginning in kindergarten, teacher's reports show her as a difficult student. They said she was disruptive, unfocused, unwilling to put in the effort, and had extreme manic/mania episodes that could change her mood instantly, or she could show up in extreme pain and barely be able to walk. Every report card stated that she needed improvement or special attention. The majority of her childhood and even today, she spends a lot of her time in and out of specialists' offices for her physical disabilities, and once a month she has a mental health analysis to see if her medication is still effective.

In 2001, Margarita graduated from high school, barely passing. The Guidance Counselor at her school sat her down and told her that she needed to realize that college wasn't for her and that it would be too much of a struggle because she wasn't college material. That Guidance Counselor wasn't the only one in Margarita's life to tell her that she was incapable of doing certain things and she wasn't the only one that Margarita proved wrong.

Margarita overcame many obstacles during her enrollment at UNLV. In 2008, she was on the verge of a nervous breakdown; her psychiatrist came within days of forcing her to medically drop from school for mental reasons. He even suggested that she apply for Social Security Disability for mental reasons and that he would write a letter of explanation, but she refused and continued to focus on her goal.

In 2011, another challenge presented itself when Margarita was in a serious car accident, which caused her to miss four weeks of classes. When she returned, she was still in such severe pain, she would often have to pace the back of the classroom, or lie on a table and just listen to the lecture.

Margarita received several awards of excellence and was even chosen as a recipient for an award that only 44 other students around the world were chosen to receive. She was the first undergraduate in the history of the award to be flown somewhere to give an acceptance speech.

Margarita is proud of her accomplishments and she hopes that her story may inspire others who believe they can't do something. *"No matter what you do, what things may 'hold you back', remember only you can do it. Never let anyone convince you that you can't. Remember to have confidence, perseverance, and faith in yourself. YOU CAN DO IT!"*

BLOOMING WITH SUCCESS

CLIENT STORIES



Havander Davis was born with macular dystrophy which caused him to be blind. His dream was to attend school to pursue a job in the social services field. He was referred to the Bureau of Vocational Rehabilitation (BVR) for mobility orientation, activities of daily living evaluation, and an assistive technology (AT) evaluation. From these evaluations, he began learning Braille and obtained AT enabling him to use computers. Unfortunately, the vocational evaluation results indicated a college program was not advisable for Havander based on his test scores. The scores indicated he may have difficulties succeeding in a school program. The report recommended that instead he participate in a Community Based Assessment (CBA).

The CBA referral coordinator placed Havander at the Charleston Assisted Living Center in the activities area where he was very successful in interacting with residents. He gave sports talks, taught Braille, played dominoes and cards with residents who stated *“they really enjoyed his company and looked forward to seeing him a few times a week.”* The employer indicated they would have liked to hire Havander permanently after the CBA had ended, however, there was no funding available to do so.

Havander continued to strive for employment and was referred to Rebuilding All Goals Efficiently (RAGE), for job development possibilities. He began volunteering as a receptionist at Nevada (NV) PEP, a non-profit agency, providing information, services and training to Nevada families of children with disabilities. When Havander’s BVR Counselor learned how well he was doing in this volunteer position and how much he enjoyed it, the Counselor approached the Executive Director, and they agreed to allow Havander to participate in a three month On-The-Job Training (OJT) program.

In August 2011, Havander was hired permanently as a Communications Assistant for NVPEP which entails reception duties, data entry, registration tasks and assisting with orientations. BVR’s AT Instructor was able to perform a work-site evaluation and determine what technology was needed to be to enable Havander to do his job most efficiently.

Havander has been commended by the NV PEP’s Executive Director on his performance and it has been noted that he really enjoys his work. Havander’s vocational goal and dream has come true. He now works in a social/human services setting, helping others.

Michael Zaccagnino began attending medical school in Fall 2008 at University of Nevada, Reno. Michael applied for Bureau of Vocational Rehabilitation (BVR) services in December 2008. He has had a bilateral moderate sensorineural hearing loss since elementary school. BVR provided him with hearing aids which have helped him in his studies and his clinical rotations.

Michael then transferred to University of Nevada, Las Vegas. Michael graduated in May 2012 with a 4.00 GPA and started his internship/residency at a Harvard Hospital this summer. He plans to specialize in Anesthesiology. Michael is very appreciative of the services provided by BVR.



BLOOMING WITH SUCCESS

CLIENT STORIES

Bonnie Larkin came to Bureau Vocational Rehabilitation (BVR) in April 2011. During her intake appointment she was very emotional and it was clearly a struggle for her to ask for help. Her pride was very evident as she explained to her Counselor that she was currently enrolled in a Surgical Assistant Program, but had been told that she would not be allowed to participate in the clinical portion of the Program if she did not obtain a hearing aid, as she was hearing impaired in one ear. Bonnie went on to explain that her husband was disabled and at this time they lived solely on his monthly disability income check and that she and her daughter did not have medical insurance, therefore making it almost impossible for her to afford to purchase a hearing aid.

After scheduling Bonnie for a hearing evaluation it was determined she was eligible to receive BVR services and assistance with the purchase of a hearing aid. The tears Bonnie shed during the meeting with her Counselor were those of joy, not only because she could hear everything better, but because she was beginning her clinical work and was very excited at the prospect of being one step closer to her goal of becoming a Surgical Assistant. The next eight months Bonnie struggled to maintain her almost perfect GPA, while still attempting to find employment. Bonnie's meetings with her Counselor were primarily to offer support as she continued on her journey to success.

Bonnie shared with her Counselor how she stretched their family budget. She would use her one gas card per month to purchase fuel for her scooter, which was her transportation to go to and from school. She baked all of her own bread; made her own soap and other cleaning products; and she saved change that was used to purchase a McDonald's meal at Christmas. This was a huge treat for the family and in her special way, Bonnie made this meal into a festive event for her family. Throughout the entire process Bonnie never lost her positive, upbeat outlook on life.

In April 2012, a year after coming to BVR, Bonnie successfully completed her educational program. Her academic records were exemplary and her references from the hospital staff she worked with during the clinical portion of the program, in which she participated in over 250 procedures, were glowing.

Bonnie then began submitting employment applications to all of the hospitals near her home. Within just a few short weeks she was offered a position as an Operating Room (OR) Supply Technician at a decent wage with benefits after 90 days. Knowing that this could be the first step in acquiring a position as a Surgical Assistant, she happily accepted the offer of employment.

Bonnie's bright, bubbly personality has not wavered and she is very excited to share her success. She stated, *"Our bills are paid. We have plenty to eat. My husband and I have redone our daughter's room as a surprise to her, and today I have a doctor's appointment and it feels so good to know I can show my own insurance card and get the care I need. I never could have done all of this without the help of BVR and my Counselor. Thank you so much for all you have done."*

"I never could have done all of this without the help of BVR and my Counselor. Thank you so much for all you have done."



BLOOMING WITH SUCCESS

CLIENT STORIES

Scot Ramer's life was music and until one tragic day, it was how he made his living. On December 6, 2008, Scot suffered a stroke that left him paralyzed on his right side. Before the stroke, Scot had been working as president of his own music production company, Scot Rammer Music, which he founded in 1981. During his 31-year music career, he has worked as a music producer, composer, conductor, keyboard player and sequencer. The stroke was so severe, the doctors feared he would not survive and if he did, his recovery would be slow. This meant Scot was forced to close his business and give away and sell his prized equipment.

Despite the business setback, Scot was determined to not let the stroke defeat him totally. He worked hard at regaining his functional abilities at the Nevada Community Enrichment Program, starting with self-propelling in a wheelchair to eventually walking with a cane and having no cognitive problems.

After making tremendous progress, Scot was ready to reclaim his career. He came to the Bureau of Vocational Rehabilitation in July 2009 for help in reopening his music business. The bureau assisted him in purchasing music production equipment and with reconnecting with former clients. With his proven track record, it wasn't difficult for Scot to get back into the groove of things. His first check was from a major property on the strip for developing music for one of their shows. He is also working on other projects with major artists who were glad to return to working with him once he recovered from the stroke. It is evident that Scot is on his way to rebuilding his life and credits Vocational Rehabilitation with helping him realize his dream once again.

Scot's Rehabilitation counselor continues to be impressed with his positive attitude in recognizing that he may no longer be able to do certain activities like play the keyboard or conduct music, but that he can still be successful at producing music through use of a computer.



"It has been pure joy to assist Scot Rammer with his business plan so he could maximize his transferrable skills and expertise in returning to the music industry, a field he enjoys and where he is well known by other music professionals who greatly benefit from his music production services," his Rehabilitation counselor commented.

BLOOMING WITH SUCCESS

EMPLOYEE HIGHLIGHT

Mechelle Merrill Rehabilitation Bureau Chief II says, *“I have the best job in the world. I get to utilize my counseling background and dedication to the field as part of the administrative team for the Nevada Rehabilitation Division.”*

A native of Southern California (CA), Mechelle graduated with her Bachelors’ degree in Humanities from San Jose State University. After graduating, she got a job as a trade liaison with a brokerage firm in San Francisco, CA. In 1992, she had a daughter, Madeline, and took a part time bookkeeping job with a job development firm. This is where she first learned about and began to seek a future in Vocational Rehabilitation.

Mechelle moved to Reno, Nevada in 1993, where she parlayed her bookkeeping experience into a position as a job developer. *“That gave me the passion and insight I needed to understand how hard it is for many of our clients,”* she said. From there, she took her first job as a Rehabilitation Counselor with the State of Nevada for the State Industrial Insurance System (SIIS), the workers compensation provider for the State at the time. In 1998 Mechelle began work for the Bureau of Vocational Rehabilitation (BVR) as a Rehabilitation Counselor II.

Mechelle achieved her masters degree from San Diego State University in 2002, and became a Certified Rehabilitation Counselor in 2008. She has held positions with BVR as a Rehabilitation Counselor II and III, a Rehabilitation Supervisor and was promoted to the Bureau Chief in September 2010.

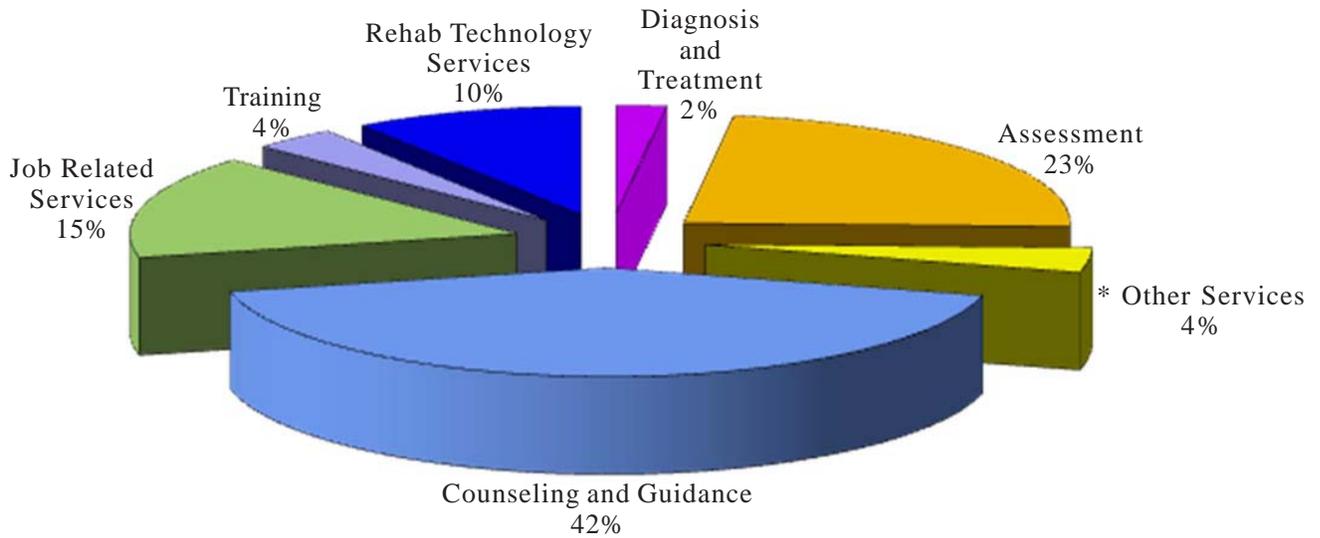
During her tenure with the agency, Mechelle was the first liaison to the Washoe County Drug Court with Judge Peter Breen. She worked in the Mill Street and Reno Town Mall outreach/Job Connect offices, she was in the inaugural Department of Employment, Training and Rehabilitation (DETR) Leadership Academy, San Diego State University Academy of Rehabilitation Supervisors and also helped to establish the Nevada Assistive Technology Resource Center with the National Center for Excellence in Disabilities (NCED) at the University of Nevada, Reno. Mechelle is a voting member of the Nevada Assistive Technology Council and the Nevada Mental Health Planning and Advisory Council. In 2012, Mechelle became a Certified Public Manager (CPM), which is a nationally recognized and accredited leadership development program for public managers and supervisors.

Mechelle said *“I am so fortunate to work with this amazing team of professionals. The genuine desire to create best practice and stronger statewide community partnerships is at the heart of everything we do. Our goals for the future include modernizing and streamlining our processes to increase efficiency and quality for our clients, while continuing to create strong partnerships and working to share our program with Nevadans who need our help to achieve employment.”*



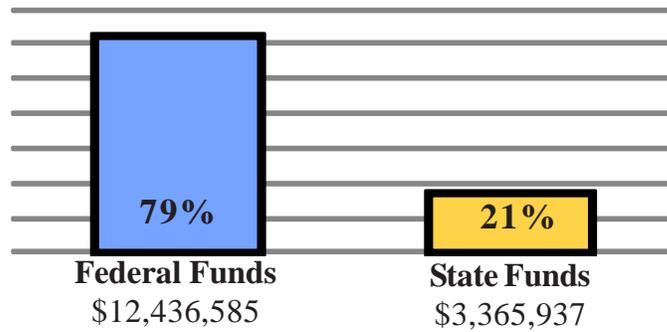
“That gave me the passion and insight I needed to understand how hard it is for many of our clients.”

Services Provided Directly by State Agency / VR Funds



* Other Services include: occupational licenses, tools & equipment, initial stock & supplies. Medical care for acute conditions arising during rehabilitation and constituting a barrier to achievement of an employment outcome is also included in this category.

Sources of Revenue (Federal Fiscal Year 2012)



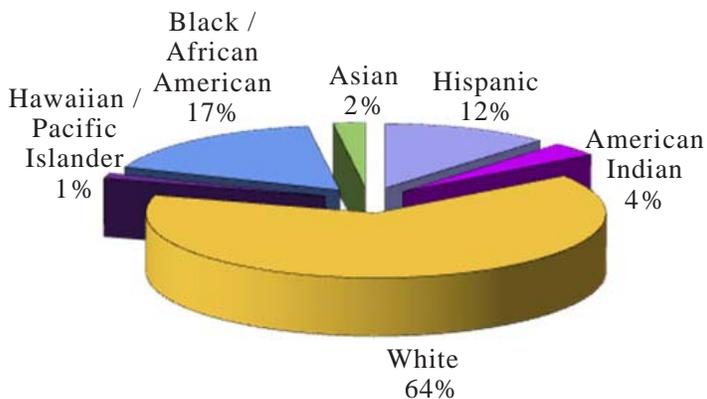
Average Cost Per Closure with an Employment Outcome

\$4,090

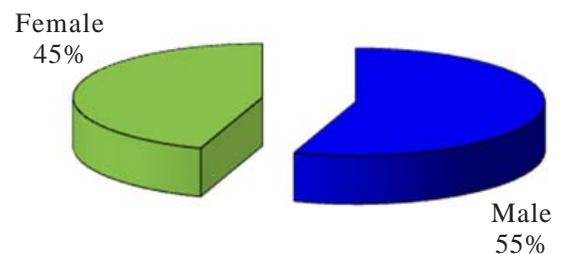
Average Cost Per Closure without an Employment Outcome (after receiving services)

\$ 3,030

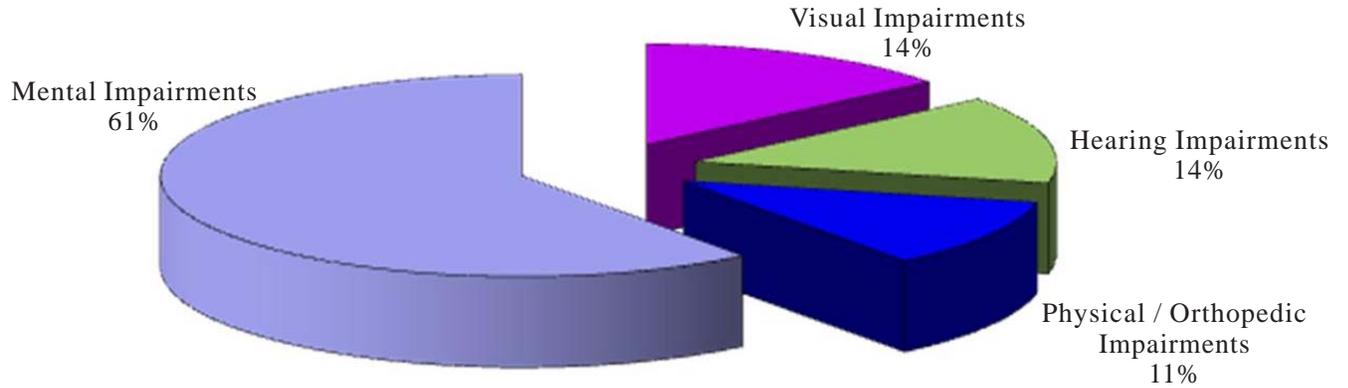
Ethnicity Breakdown by Closures



Gender Breakdown by Closures

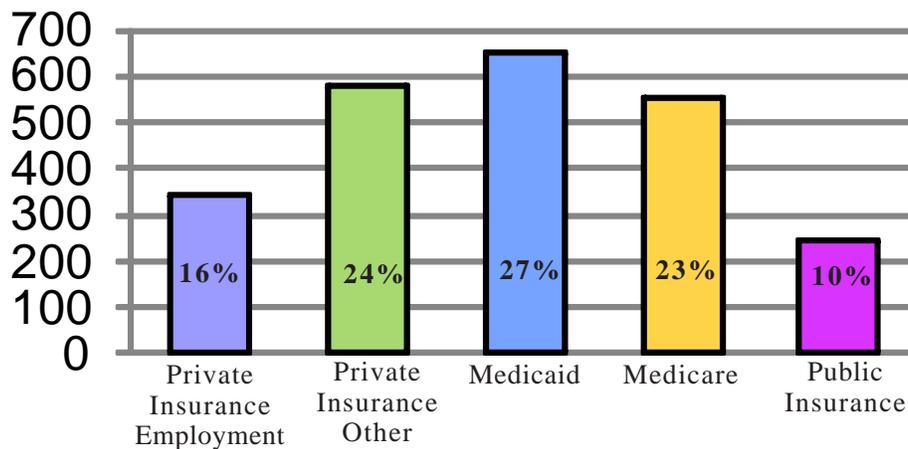


Primary Disabilities of Those Who Went to Work



The Average Hourly Earnings for Competitive Employment Outcomes Statewide is \$11.58 per hour

Health Insurance Breakdown by Closures



Total number of individuals receiving services

5,986

Total number of new applicants

3,134

Total number closed with employment outcomes

852

Total number that were closed with supported employment outcomes

82

Rehabilitation Division

★ BUREAU OF VOCATIONAL REHABILITATION LOCATIONS ★

Vocational Rehabilitation (VR) and Bureau of Services to the Blind and Visually Impaired (BSBVI)

Northern Nevada Locations

1933 North Carson Street
Carson City, NV 89701 (Carson)
(775) 684-0358 TTY (775) 684-0360

1325 Corporate Boulevard
Reno, NV 89502 (Washoe)
(775) 823-8100 TTY (775) 688-1426

4001 South Virginia Street, Suite H-1
Reno, NV 89509 (Washoe)
(775) 284-9636

1675 East Prater Way, Suite 103
Sparks, NV 89434 (Washoe)
(775) 284-0358

Rural Nevada Locations

172 6th Street
Elko, NV 89801 (Elko)
(775) 753-1931

1500 Avenue F, Suite 1
Ely, NV 89301 (White Pine)
(775) 289-1675

475 W. Haskell Street, Suite 2
Winnemucca, NV 89445 (Humboldt)
(775) 623-6544

121 Industrial Way
Fallon, NV 89406 (Churchill)
(775) 423-6568

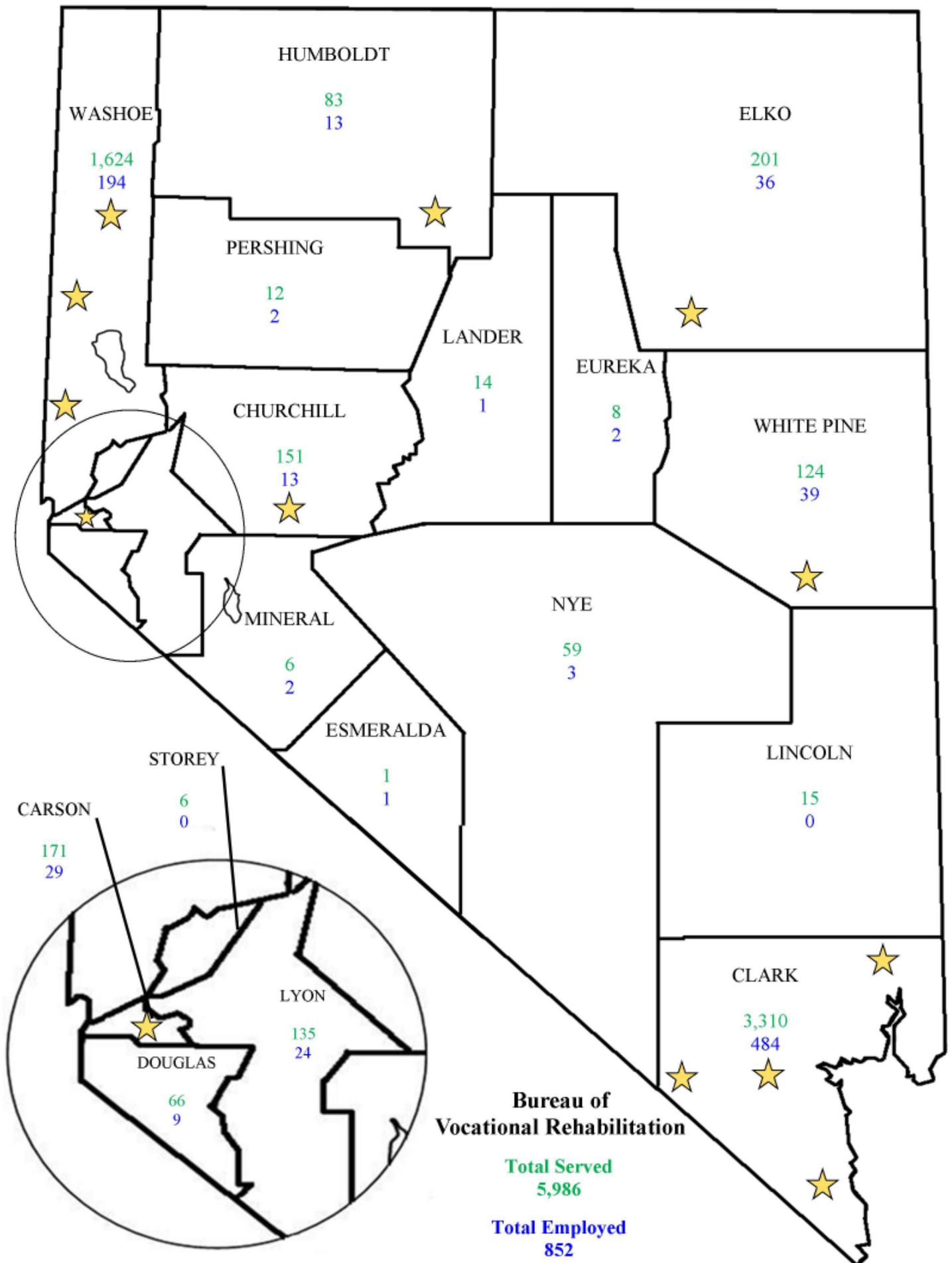
Southern Nevada Locations

3405 South Maryland Parkway
Las Vegas, NV 89169 (Clark)
(702) 486-0100

119 Water Street
Henderson, NV 89015 (Clark)
(702) 486-0300 TTY (702) 486-6830

3016 West Charleston, Suite 200
Las Vegas, NV 89102 (Clark)
(702) 486-5230 TTY (702) 486-5217

2827 Las Vegas Boulevard North
North Las Vegas, NV 89030 (Clark)
(702) 486-0200



The Nevada Bureau of Vocational Rehabilitation

VISION

To bridge the gap between disability and self sufficiency.

MSSION

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

VALUES

- ◆ Strive for meaningful quality outcomes
- ◆ Value teamwork and partnerships
- ◆ Adhere to ethical and professional standards
- ◆ Honor the dignity of every individual
- ◆ Utilize limited resources with unlimited potential



Department of Employment, Training and Rehabilitation
Rehabilitation Division
Nevada State Rehabilitation Council
1370 South Curry Street
Carson City, NV 89703-5147
(775) 684-3200
www.nvdetr.org