

NEVADA STATE REHABILITATION COUNCIL

ANNUAL REPORT

2014

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 employment outcomes for Nevadans with disabilities.

Table of Contents

Council Members	1
Roles and Responsibilities	2
Letter from Administrator	3-4
Letter from Vice Chair	5-6
NSRC State Plan Goals	7-9
Federal Standards and Statistics	10-12
Satisfaction Survey	13-14
Employee Highlight	15-16
Client Success	17-28
Collaboration and Outreach	19-36
Vocational Rehabilitation Locations	37

NEVADA STATE REHABILITATION COUNCIL (NSRC) MEMBERS

Bob Beers
Workforce Investment Board
Las Vegas Councilman

Lisa Bonie
Independent Living Council Chair
No. NV Independent Living Center

Mathew Dorangricchia
Vocational Rehabilitation Counselor
Dept. of Employment, Training and
Rehabilitation

Jane Gruner
Disability Advocate
Dept. of Health and Human Services

Ernest Hall
Community Rehabilitation Program
Easter Seals Nevada

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

Mark Hinson
Department of Education/IDEA
NV Dept. of Education

Virginia Howard
Native American Section121
Vocational Rehabilitation Program
Duck Valley

Kevin Hull
Business, Industry, & Labor
Vision Rehabilitation Services

Jennifer Kane
Department of Education/IDEA
NV Dept. of Education

Robin Kincaid
Parent Training and Information Center
Nevada PEP

Jack Mayes
Business, Industry, & Labor
NV Disability Advocacy & Law Center

Maxie Miller-Hooks
Business, Industry, & Labor
ART Homes

Katie Osti
Client Assistance Program
NV Disability Advocacy & Law Center

Jean Peyton
Past Vocational Rehabilitation Client

Sherry Ramsey
Community Rehabilitation Program
Goodwill Industries

Scott Youngs
Disability Advocate
NV Center for Excellence in Disabilities

MAKING A
DIFFERENCE

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 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.

LETTER FROM THE ADMINISTRATOR

“YEAR OF COLLABORATION AND COMMITMENT”

The year began with Administrator Maureen Cole’s retirement. We wished her well with mixed emotions, as the Vocational Rehabilitation (VR) program blossomed under her leadership. Since my arrival in October, I have been diligently striving to maintain VR’s forward momentum, which was fueled by Ms. Cole and her extremely talented team (which I fortunately inherited).

Ms. Cole characterized 2013 as a year of “change and growth.” I would characterize 2014 as a year of “collaboration and commitment.” VR strengthened its relationships across agencies, with advocates and with employers. We hired our first Business Services Representative, Gina Martin, who reports to our Business Development Manager, Ken Pierson. This team establishes and maintains relationships with employers throughout Nevada, encouraging them to hire individuals with disabilities. They educate and provide information to employers on the benefits in doing so. Ken, who is a member of the Northern Nevada Workforce Board, “NevadaWorks,” was responsible for creating partnerships in 2014 between VR and OfficeMax, Pepsi and the Starbucks Roasting Plant in Minden, to hire VR clients and to pilot workreadiness training programs at their work sites. Gina has contributed to placing 102 VR clients into employment in the last year, and she has conducted outreach to 24 companies.

OfficeMax, in partnership with the Association of People Supporting Employment First (APSE), was awarded a two-year grant from the Kessler Foundation to expand its employment program for individuals with disabilities. To that end, Nevada became the first state to collaborate with them in creating a work readiness training program, called “Maxing Out Diversity.” The program provides eight weeks of pre-training, with on-site curriculum and hands-on work experience in OfficeMax’s Distribution Center and its retail store in Las Vegas. To date, three classes have been held and 15 clients have graduated. OfficeMax has hired 10 of the 15 graduates directly. This is just one example of the many collaborative and creative partnerships that have been established in 2014, and are featured later in this report.

SHELLEY HENDREN



In July 2014, Governor Sandoval issued Executive Order 2014-16, which creates a Task Force that will develop a strategic plan “creating a more integrated workforce and expanding competitive employment opportunities for individuals with intellectual/developmental disabilities.”

The Governor’s Council on Developmental Disabilities (“DD Council”) is mentioned in the Executive Order. Our own Bureau Chief, Mechelle Merrill, was a member of the Employment First subcommittee established by the DD Council to explore competitive, integrated employment. It was this subcommittee that wrote a Position Statement on the subject, which is also noted in the Executive Order.

Department of Employment, Training and Rehabilitation and VR leadership had been meeting with the Governor’s office on this matter, as did Health and Human Services management. Both are represented on the Task Force, and have already been laying the groundwork for integrated employment systems and programs in Nevada. This is a very important first step toward *fully integrated*, competitive employment for *all* Nevadans. Then, on July 22, 2014, the President of the United States signed into law HR 803, the bicameral, bipartisan bill that reauthorizes the Workforce Investment Act (WIA) of 1998, and the Rehabilitation Act of 1973, as amended, now called the Workforce Innovation and Opportunity Act (WIOA). The Rehabilitation Act was 10 years overdue for reauthorization. With the historic adoption of WIOA, together with Governor Sandoval’s insightful Executive Order, powerful changes are coming to Nevada. I suspect next year will be the year of “integration and equality.” We’ve much to do to get ready!

INTERGRATION

AND EQUALITY

LETTER FROM THE VICE CHAIR

“A goal without a plan is just a wish.” - Author Unknown

The Nevada State Rehab Council began the year with an aggressive review of the State Needs Assessment and a revision of the State Plan for 2015. Throughout the planning process, the emphasis consistently turned to measurable performance outcomes that result in more jobs for Nevadan’s with disabilities. The council approved the revised plan to lay out the roadmap for continuing progress of our State Rehabilitation Program. While the resulting goals do not cover everything that needs to be done – it’s important to remember that one does not climb Mount Everest in a day. The State Plan is a living document that is reviewed and revised in partnership with the stakeholders in the Vocational Rehabilitation process. Each revision is an opportunity to measure our successes and challenges – and continue to improve our plan to obtain “more jobs for more people.”

“Actions express priorities.” - Mahatma Gandhi, India

“The mission of the Nevada State Rehabilitation Council (NSRC) is to help ensure that 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.”

One very tangible example of the commitment to this mission is the revision to the VR policy and procedure manual this year. The Quality Assurance team presented a series of changes to the council, and the extensive care and effort put into them was apparent. After extensive review they were approved by the council. The revised policies are being implemented by the program staff to improve the performance outcomes and the quality of services received by clients of vocational rehabilitation.

ERNEST HALL



“The greatest single challenge facing our globalised world is to combat and eradicate its disparities.” - Nelson Mandela, South Africa

Vocational Rehabilitation is about more than finding jobs and employment is more than a means to self-sufficiency. We are working to fulfill the promise of “life, liberty and the pursuit of happiness.” In this pursuit, the means and the ends are inextricably intertwined. We must remove barriers that cause disparity and create communities where everyone has an opportunity to fully participate. The greatest success will come when everyone participates in the process.

Get involved in big and small ways. Engage your elected officials and advocate for equality and protections from discrimination. When you know someone who is hiring, ask them if they are actively considering hiring an individual with a disability. Encourage everyone you know to focus on a person’s abilities when hiring. Lastly, continue to encourage each other along the way – although we may not always agree on the best rope to use – we’re all climbing the same mountain.

I am humbled and grateful to be a part of this committed group of individuals and I am optimistic for the work ahead.

Respectfully yours,

Ernest J. Hall

Ernest J Hall II, MA
Vice-Chair

NSRC STATE

Goal #1 Emphasize the employment potential of students with disabilities and improve transition from school to work and school to post-secondary education.

Federal Fiscal Year	Total All Participant Applications	Total Transition Student Applications	Percent of Transition Student Applications
2012	3,134	580	19%
2013	3,047	472	15%
2014	2,933	500	17%

Federal Fiscal Year	Total All Transition Student Closures	Transition Students Closed - Rehabilitated	Percent of Students Closed - Rehabilitated
2012	719	165	23%
2013	490	115	23%
2014	523	156	30%

Federal Fiscal Year	Total All Students With Authos	Students With Post - Secondary Ed Authos	Percent of Students With PS Ed Authos
2012	782	111	14%
2013	633	109	17%
2014	624	100	16%

PLAN GOALS

Goal #2 Extend outreach efforts toward diverse populations of Nevadans with disabilities.

Federal Fiscal Year	All Closed Clients	Participants With Mental Health Disabilities	Percent With Mental Health Disability
2012	3,533	2,188	62%
2013	2,966	1,754	59%
2014	3,131	1,894	60%
Federal Fiscal Year	Developmental Disabilities	Cognitive Disabilities	All Other Mental Health Disabilities
2012	205	1,406	1,125
2013	252	1,098	930
2014	273	1,186	956

Federal Fiscal Year	Autism as Source / Cause of Disability
2012	74
2013	84
2014	121

Goal #3 Extend outreach efforts toward ethnically diverse populations, specifically minority populations with disabilities represented in Nevada's workforce.

Federal Fiscal Year	All Closed Clients	Non – White (Minority) Closures	Percent of Minorities That Closed
2012	3,533	1,437	41%
2013	2,966	1,196	40%
2014	3,131	1,221	39%

NSRC State Plan Goals

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.

Federal Fiscal Year	All Closed Clients	All Clients Closed - Rehabilitated	Percent of Closed – Rehabilitated
2012	3,533	852	24%
2013	2,966	749	25%
2014	3,131	938	30%

Federal Year	Closed Rehab (All Clients)	Closed Rehab With A/T	Closed Other (All Clients)	Closed Other With A/T	Total Closures
2012	852	77	2,681	73	3,533
2013	749	62	2,217	78	2,966
2014	938	61	2,193	70	3,131

Goal #5 Emphasize the employment potential of applicants and eligible persons receiving Supported Employment services.

Federal Fiscal Year	All Closed Clients	All Supported Employment Clients That Closed	Percent of Supported Employment Closures
2012	3,533	84	2%
2013	2,966	106	4%
2014	3,131	178	6%

Federal Fiscal Year	Supported Employment Closed – Rehab	Supported Employment Closed – Other	Total Supported Employment Closures
2012	45	39	84
2013	55	51	106
2014	103	75	178

FEDERAL STANDARDS

Evaluation Standard 1	Target	Actual	Met / Unmet
Indicator 1.1:			
The number of individuals achieving employment outcomes during the current performance period compared to the previous performance period.	749	938	Met
Indicator 1.2:			
The percentage of individuals receiving services under an individualized plan for employment who achieve employment outcomes.	55.8%	56.24%	Met
Indicator 1.3:			
Competitive employment outcomes as a percentage of all employment outcomes.	72.6%	98.61%	Met
Indicator 1.4:			
Competitive employment outcomes for individuals with Significant Disabilities as a percentage of all individuals with employment outcomes.	62.4%	92.97%	Met
Indicator 1.5:			
The ratio of the Average VR Hourly Wage to the Average State Hourly Wage.	.52	.55	Met
Indicator 1.6:			
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%	68.44%	Met
Indicator 2.1:			
Access to services for Minorities as measured by the ratio of the Minority Service Rate to the Non-Minority Service Rate.	.80	.90	Met

STATISTICS



3,934

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



4,480

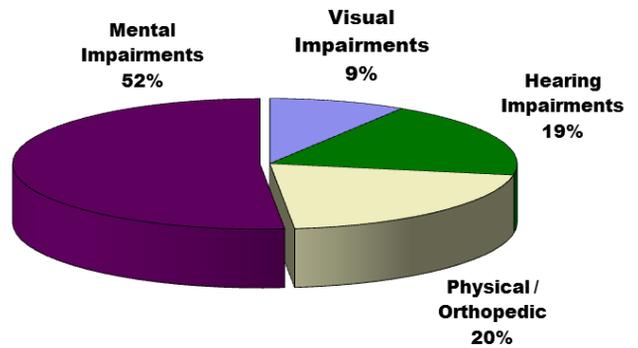
Average Cost Per Closure with an Employment Outcome



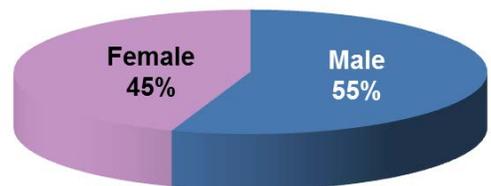
11.66

The average hourly earnings for competitive employment outcomes.

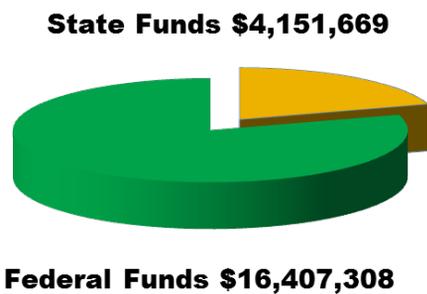
Primary Disabilities of Those Who Went to Work



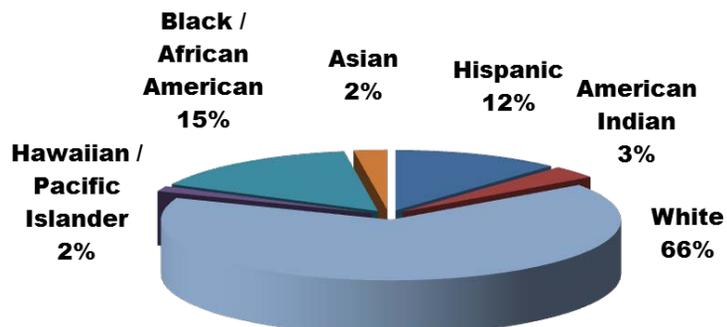
Gender Breakdown by Closures



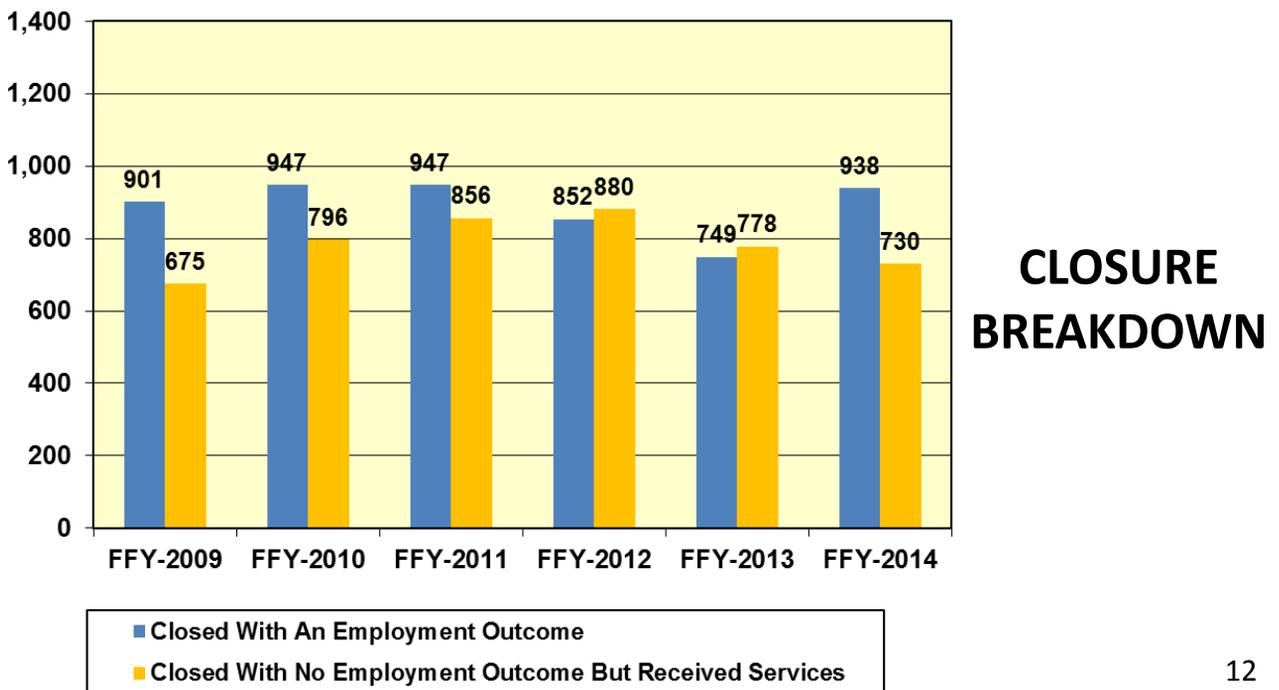
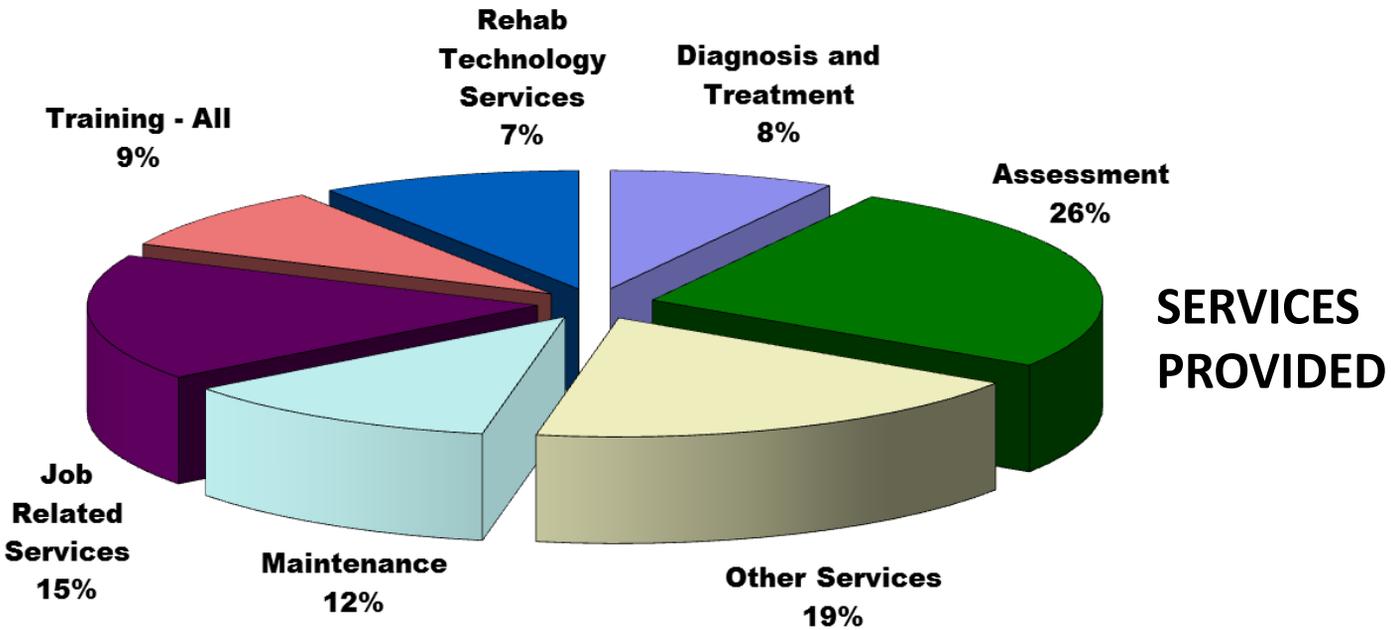
FFY 2014 Source of Revenue



Ethnicity Breakdown by Closures



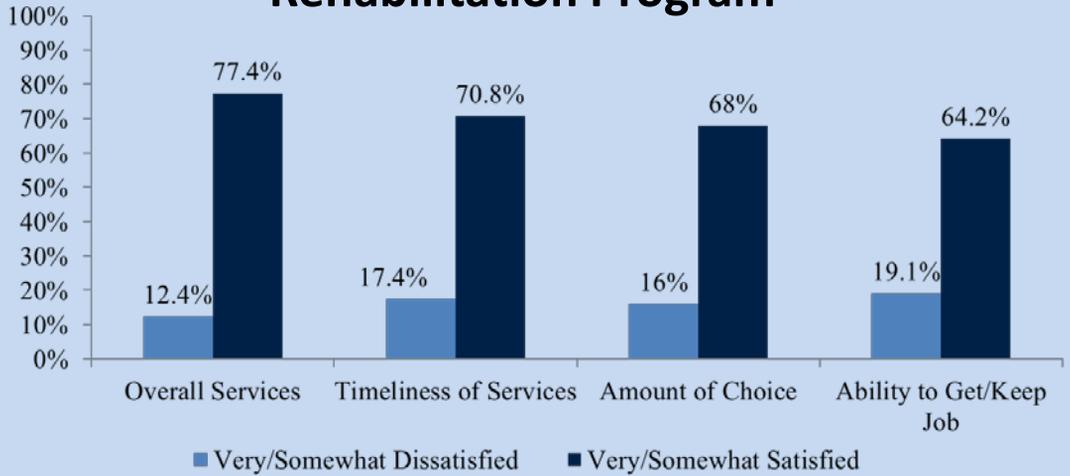
FEDERAL FY 14



SATISFACTION

8
1
%
C
o
o
p
e
r
a
t
i
o
n
R
a
t
e

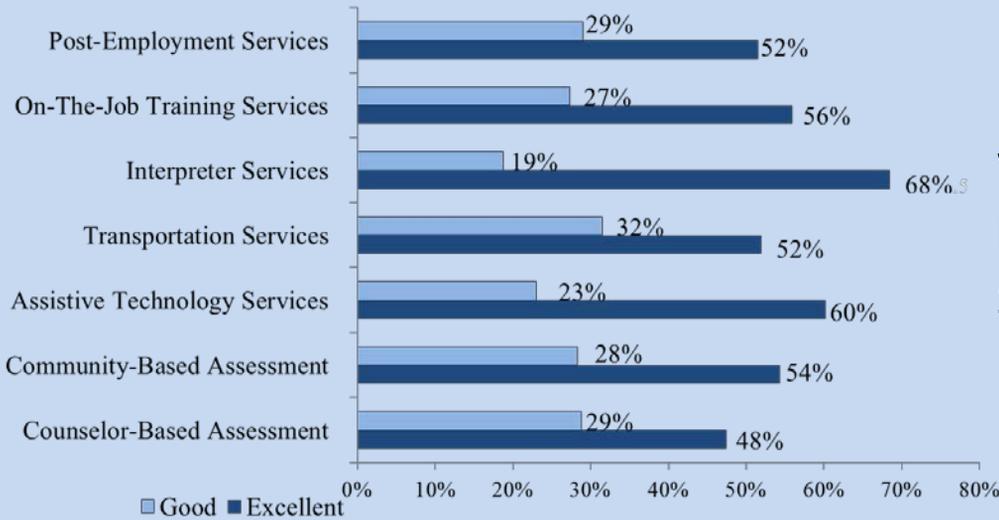
Satisfaction with the Vocational Rehabilitation Program



Vocational Rehabilitation Population and Completed Interviews by Stratum

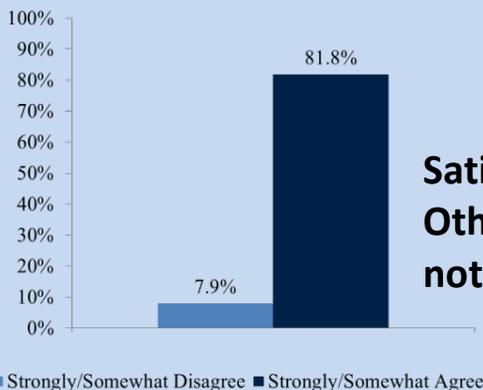
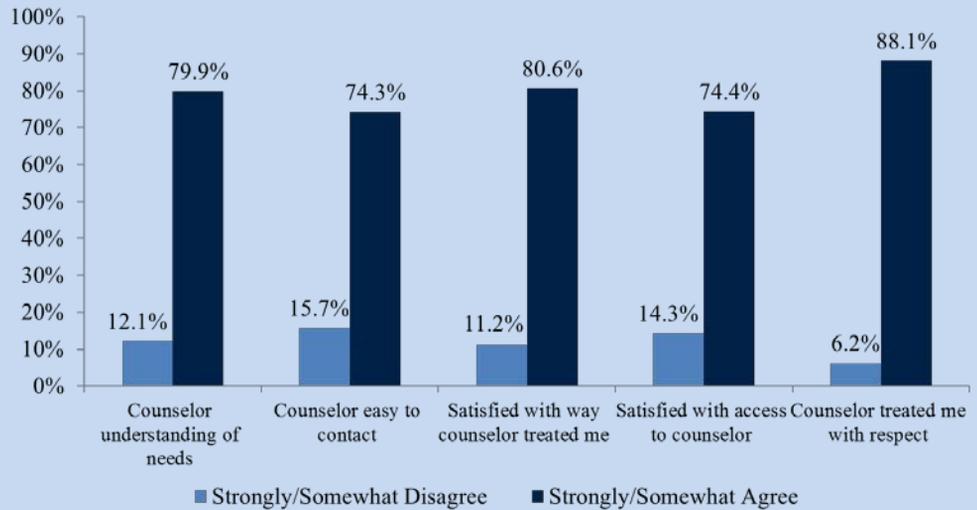
Client	Voc. Rehab. Population	# of Interviews Completed
Southern Nevada	518 (48.7%)	255 (45.9%)
Northern Nevada	377 (35.4%)	202 (36.3%)
Rural Nevada	169 (15.9%)	99 (17.8%)
Total	1064 (100%)	556 (100%)
Student	Voc. Rehab. Population	# of Interviews Completed
Southern Nevada	197 (72.4%)	74 (67.9%)
Northern Nevada	41 (15.1%)	19 (17.4%)
Rural Nevada	34 (12.5%)	16 (14.7%)
Total	272 (100%)	109 (100%)
OIB	Voc. Rehab. Population	# of Interviews Completed
Southern Nevada	76 (53.9%)	41 (55.4%)
Northern Nevada	40 (28.4%)	24 (32.4%)
Rural Nevada	25 (17.7%)	9 (12.2%)
Total	141 (100%)	74 (100%)

SURVEY



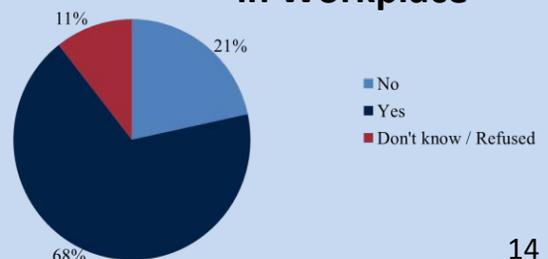
Vocational Rehabilitation Services Used

Satisfaction with Counselors



Satisfaction with Other VR Staff – not Counselor

Integrated Setting in Workplace



Kim Cantiero

Employee Highlight

Kim is really a native Nevadan; she was born in Las Vegas, and her grandfather came here from Italy in 1912. She's always had a deep desire to help others in some way: to use her experiences and challenges to improve the lives of others. She received her bachelor's degree in psychology and her master's degree in counseling and educational psychology from the University of Nevada, Las Vegas. While in her Master's program, Kim, who is a huge classic movie fan, was watching the Birdman of Alcatraz with Burt Lancaster.

This movie depicts the true story of Robert Stroud, who was sentenced to solitary confinement at Leavenworth, at a time when there was no such thing as prison rehabilitation. In fact, he created his own kind of "rehab" as he started raising birds and eventually became a respected ornithologist. At one point, he was stripped of his birds by a warden who didn't believe in his self-created rehabilitation. At that point, Burt Lancaster, Stroud, asks the Warden, Karl Malden, if he knows the meaning of the word "rehabilitation." Burt then proceeds to tell him that it comes from a Greek word that means "to reinvest man with dignity." That was it; Kim was sold: what could be more noble work, she thought. Since then she has worked in many different rehabilitation settings and has learned a great deal from each of them, especially from each of the clients she has worked with and for.

**"to reinvest man
with dignity"**

Alone we can do so little; together we can do so much.

Helen Keller



She started with the Bureau of Vocational Rehabilitation in 2008 as a Supervisor, after working in collaboration with VR for about 13 years as the Supervisor of the Psychosocial Rehabilitation Program at Southern Nevada Adult Mental Health Services. This collaboration included advocating on behalf of her clients and trying to make the best use of VR's resources on their behalf. In all the years she worked with VR, it was only when she worked for VR that she truly understood the challenges the agency faces in meeting the needs of its many and varied stakeholders.

As a new District Manager, and after working in the field for 20 years, she still sees her purpose as working hard to improve the lives of others, including those of her staff, many of whom have their own disabilities, and loved ones with disabilities that they care for. Kim believes that the healthier our organization is internally, the better we will be able to handle the demands of our clients and other stakeholders. She is grateful for the opportunity to serve and wants to offer her best wishes to the Nevada State Rehabilitation Council, that 2014 would bring a spirit of unity and productivity previously unmatched.

Dedicated

Raymond Fletcher



Raymond came to Vocational Rehabilitation (VR) in September 2013. He was born and raised in Indiana, where he achieved a bachelor of arts in political science. He was a substitute teacher, a radio show host, politically active in his community, and ran for public office.

When he moved to Las Vegas, he knew no one, but was willing to start over and make a new life for himself. After 8 months of looking for a job that would fit his skills, interests, aptitudes, and capabilities, he felt like giving up. He received no callbacks and/or interviews for job opportunities.

Being born with an obvious birth defect, Pseudothalidamide Syndrome, Raymond has had a difficult time being accepted by his peers. He uses an electric wheelchair for mobility and has limited use of both arms, as well as his legs. However, his positive approach to life and determination seemed to put people at ease, and once they get to know him, they realize what an outstanding person and inspiration he is.

VR played an important role in assisting Raymond in the job search and placement activities, as well as in guidance and counseling. He persevered and is now doing what he is passionate about: teaching for the Clark County School District. Congratulations, Raymond.

**Man never made any material
as resilient as the human spirit.**

Bernard Williams

Marie Krueger



Marie applied to Vocational Rehabilitation (VR) for assistance with job search and possible retraining. She reported mood and substance use disorders as disabilities and indicated she had lost at least two jobs because of these conditions.

Marie was actively engaged in treatment and had good self-awareness and a strong motivation to work. She started working as a volunteer at her residential treatment facility and VR agreed to explore the possibility of expanding this into a paid position. This was in line with her interests, abilities, and work experience.

Marie had a strong set of transferable skills, and VR was able to collaborate with the program director to provide on-the-job training so that she could become a paid management assistant at the facility, continue her recovery, and help others to access treatment. Marie continues her employment to this day and has not required additional services from VR.



Alberto Gonzales

Alberto came to Vocational Rehabilitation (VR) in January 2014. He was receiving Social Security Disability Insurance (SSDI) but dreamed of becoming more self-sufficient. Mr. Gonzales desired to go back to the security field, work he had excelled at in the past. VR assisted him in completing several assessments to help him make his dream a reality.

Mr. Gonzales was provided with a job developer to help him obtain a job. VR helped him purchase interview clothes to help him look his best for every interview. Mr. Gonzales was very excited to return to work; however, he was apprehensive about the possibility of losing his SSDI benefits.

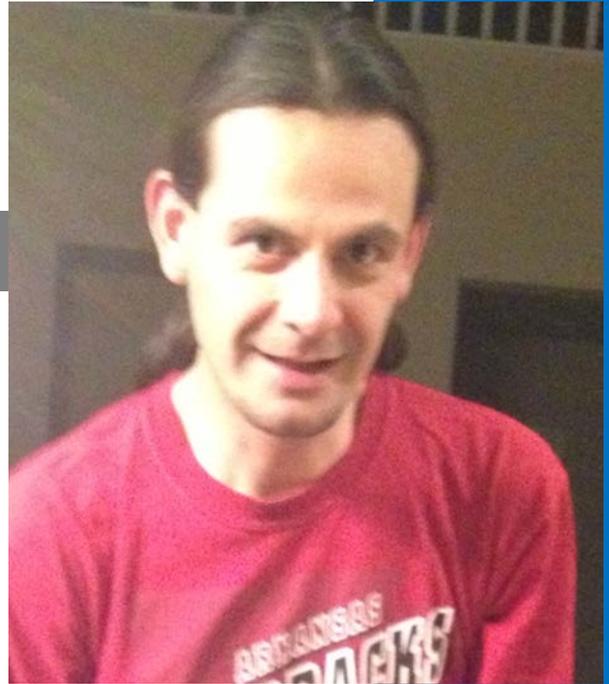
VR and Southern Nevada Center for Independent Living provided benefits counseling to show Mr. Gonzales that he could still work at his chosen profession without fear of losing his SSDI benefits and insurance. This built his confidence and helped give him the ability to do his best on the job each day without worry. Mr. Gonzales reports that he is very happy with his employment. VR is still following Mr. Gonzales to ensure that he continues to enjoy his work and enjoy living his dream each and every day.

Martin Cruz

When Martin applied to Vocational Rehabilitation in February 2014, he worked part time at a movie theatre. He felt uncomfortable around people. He struggled to understand written language. He felt uncertain of his ability to better his situation. Martin came to VR feeling scared, frustrated, and hopeless. But he also came with the most important thing: a dream.

Growing up in rural Nevada, he helped his father work the fields. He learned to operate farm equipment and enjoyed the sense of accomplishment that came from his skillfulness with heavy machinery. When he obtained a driver's license, he had an idea. Why not drive commercial trucks for a living? He felt comfortable with hard, physical work and heavy machinery. He enjoyed driving. He was captivated with the idea of long periods of solitude as he drove a truck across the U.S. highways. Truck driving would be the perfect job.

Unfortunately, Martin did not have the resources to realize this dream. Years passed, and he worked as a laborer, warehouse worker, janitor, and finally as a movie theatre usher. He came to VR and learned about the possibilities, and he felt a sense of hope. However, he did not receive good news at first. His counselor sent him to see a psychologist for a better understanding of his reading troubles and anxiety around people. The report stated that Martin had autism. He was not suitable for competitive employment, and especially not for driving commercial trucks.



However, his counselor decided that Martin, like any client, deserved a real chance to try his dream. The owner of a local driving school graciously allowed Martin to sit in on classes and have a chance to practice his driving skills on the school's trucks.

It turned out that Martin possessed true mechanical ability. He had the aptitude for operating the trucks. However, Martin struggled with the written materials. Would he be able pass the written driving test? The outcome looked bleak, and at one point the owner of the school felt that the endeavor would not come to fruition. However, Martin possessed a trait that ultimately ensured his success.

Martin had tenacity. He pleaded his case with his counselor, and with the truck school. He convinced everyone with his sincerity and with his grit to give him another chance. Martin studied at the school every day. There were five tests. One by one, Martin passed each one. He managed to obtain his CDL and passed his practical exams at the school.

It was only a matter of weeks before Martin received a job offer. He interviewed with Werner Transportation and was hired right away. His counselor provided funding for training, for interview clothing, and some moral support, but all the credit goes to Martin. He had a dream, and with help from VR, he realized his ambition of becoming a licensed commercial truck driver.

Roberto Nerey

Roberto applied for Vocational Rehabilitation (VR) services January 2013. Roberto, 42 years old and divorced, was referred by Parole and Probation. He had several mental health conditions which had resulted in him having poor personal relationships. He had entered a gang lifestyle and ended up in prison for gang-related felonies. Roberto was referred to a newly created innovative collaborative program between Truckee Meadows Community College (TMCC), Department of Employment, Training and Rehabilitation (DETR), and funded partly by the Department of Labor: a four-month, hands-on and study-based Computer Numerical Control Operator job training program developed by TMCC and DETR.

Roberto tested at a 4th grade math ability, which is not normally high enough to complete this training program. It was likely he would not be considered. However, he was interviewed and was accepted into the program. His VR counselor wrote a plan to pay for the training, as there appeared to be openings and great collaboration between the employers and TMCC. During the training program, VR received mixed reports regarding his progress. He did succeed far enough to attend an internship with an employer. The employer thought so much of him that they offered him a job midway through his internship. After conferring with TMCC and VR, it was decided he should finish the program at TMCC prior to accepting employment. He was not expected to graduate in the class portion of the program at the time.

Roberto was dedicated and determined. Not only did he graduate, he was offered a job at his internship employer. He studied very hard and received much support from teachers, tutors, and other students to pass the certification exam.



Both of his parents were in attendance for the graduation and were very proud. Roberto was noticeably emotional about his triumph in graduating and obtaining employment. He reported that he was the first in his family to complete a formal education and was inspiring others in his family with the ability to overcome barriers to complete an educational/ vocational program.

Roberto Nerey is a success story through and through. He credits his success with hard work, trust in his VR counselor, and faith.

Perseverance

Nick Tieken

Seven years ago, Nick was 25 years old, married, and he was earning good money working as a lead programmer for a local sheet metal fabricator. He was also attending the University of Nevada, Reno (UNR), and had only 6 credits to go before finishing his bachelor of arts (BA) in psychology. Things were looking pretty good for Nick, but that was about to change.

In January of 2007, he was diagnosed with a pineal brain tumor, located deep in the base of his skull. Following years of medical treatment that included eight surgeries, radiation therapy and a great deal of medication, the cancer is currently in remission.

However, Nick was left with serious residual symptoms. He suffered from chronic head and neck pain from all of the surgeries. He experienced double vision due to the existence of the tumor and fluid in his brain. He noticed slowing of his cognitive functioning and a general weakening of his condition. There were limitations to the physical activity he could do. He couldn't sit or stand too long, and needed to limit bending and lifting of objects. In addition to all those problems, Nick was saddled with massive medical bills resulting from his extensive medical treatment.

During his treatment, Nick realized that he didn't like the way all the pain medications made him feel. He knew the medications dulled his senses and prevented him from doing many of the things he wanted to do. He felt he was missing out on life. He sought alternative, non-medical ways to overcome his severely disabling conditions.



Nick celebrating his graduation.

He began doing optokinetic exercises and poking his forehead with toothpicks to relieve head and neck pain, among other measures. To address his double vision, Nick only uses one eye at a time, switching his black eye patch periodically from eye to eye to avoid strain.

When he was in school, Nick minored in substance abuse treatment and prevention. He came to Vocational Rehabilitation (VR) with the goal of finishing up his BA in psychology and becoming certified to do Substance Abuse Counseling. He believed he might be able to help others who were missing out on life due to substance use.

VR was able to help Nick achieve his goal by providing tuition, books, certification fees and testing fees. VR also provided transportation assistance and some help with clothing for school and job interviews. Some specific substance abuse counseling training was included as part of his plan. When he began to experience hearing loss in his right ear from the residual side effects of his brain tumor, VR was able to assist him with a hearing aid.

Nick picked up where he left off and graduated from UNR with his BA in psychology. He is currently employed as a counselor working with young people who have substance abuse and mental health issues, ages 7-17. Returning to work has been tremendously beneficial for Nick. He believes his brain is getting its necessary exercise, and he is feeling stronger, physically and mentally, every day. And he says the kids think his eye patch is cool. Way to go, Nick!

Jessica Estores-Arroyo

In 1998, Jessica started to notice something wasn't right with her vision. In 1999, she stated she was misdiagnosed with macular degeneration by a retina specialist. In 2004, while employed in the parts department of a car dealership and working on the computer doing data entry, she noticed a distortion in her vision. She was told she had a wrinkle in the retina of her right eye. She had a procedure done to remove the wrinkle in the retina. This procedure did not improve her vision.

In 2005, she went to an eye institute in Florida for intensive vision evaluations and was diagnosed with retinitis pigmentosa. In addition to the vision impairment, she said she always had hearing problems.

She moved to Las Vegas in July 2009 and initially went to the Blind Center of Nevada; she was referred to Vocational Rehabilitation (VR) because she stated she wanted to return to work. Her work experience in Florida included having worked for an exposition management company, Sheperd Exposition Services, with offices in Las Vegas.

She first applied for VR in 2009 and opened a case to receive assistance in finding a job. She contacted the exposition services company and obtained a job there in September 2009.

The position at the exposition services company was a temporary work assignment that lasted almost five years, but Jessica was laid off in February 2014.



When her case was opened, her VR Counselor prepared a 700 hour letter and sent it to State of Nevada Human Resources. She was interviewed by a panel in March 2014 and told the interviewers she had a disability. A short time later she was hired by the Department of Employment, Training, and Rehabilitation – Vocational Rehabilitation. Her front desk position at VR entails answering phones, directing clients to their appointments, scheduling orientation appointments and assisting with scheduling intake appointments. To accommodate her for the position, she was provided a new hearing aid and a wireless headset that functions in conjunction with her hearing aids.

Jessica likes what she's doing, as she finds the job gratifying. She never thought she'd like reception work but she does, especially in light of the disability she has and in understanding the clients with disabilities who come to VR for services. Since she is bilingual, she is a great asset to clients who don't speak English or have limited English. Keep up the good work, Jessica!

Joseph Miller

Joseph is a shy young man who had worked three jobs without success before coming to VR in August 2013. Joseph completed a work assessment with Goodwill and was not recommended for community employment due to high anxiety, which caused him to have difficulty following through with tasks assigned, even with one-on-one assistance. Joseph had the skills and desire to work but his high anxiety would interfere with his ability to maintain employment.

Joseph and his mother worked with his counselor and brainstormed on types of jobs he could be successful in maintaining. Joseph attended the Supported Employment Team to choose a job developer, and he again experienced such anxiety that he was not able to talk during the meeting but made gestures and communicated through writing notes. Joseph chose to work with job developer Barbie Lauver. Barbie and Joseph worked together to prepare Joseph for interviewing with employers. Joseph identified that he would like to work as a stock person because he enjoyed this type of work and it required minimal contact with the public. Barbie was able to assist Joseph with obtaining an interview with Levi Strauss for a stocking position.

The concern regarding this interview was that it was a group interview. Barbie worked with Joseph to help him to feel comfortable speaking in a group setting for an interview. Barbie also met with the employer and explained Joseph's strengths and abilities for the job, but that he may exhibit severe shy behavior during the interview.



She requested that she be allowed to attend the interview with him for support. Levi Strauss was very supportive and accommodating with this request. Joseph attended the interview and followed the suggestions he received from Barbie and with her support. Joseph was granted a second interview and was offered an overnight position in the retail store restocking and preparing the store for business the next day.

The work hours were good except that when Joseph worked to the end of his scheduled shift he would come in contact with customers. This caused anxiety for Joseph. His Job Developer requested another accommodation for Joseph to end his work shift one hour early to reduce the incidence of stress and allow him to feel comfortable with coming and going to work. Levi Strauss provided this accommodation along with allowing a job coach for the first two weeks of employment, and Joseph continues to be successfully employed by Levi Strauss.

Collaboration



- The 6th annual Careers, Recreation and Vocational Education (CRAVE) Summer Camp took place in June 22-26, 2014 on the University of Nevada, Las Vegas (UNLV) Campus in Las Vegas. Transition youth from across the state participated in one of two career paths:

1. The employment path, which included job seeking skills, travel training, job readiness and work experience.
2. The college path, which included learning to register for classes, assessing the Disability Resource Center and looking for financial assistance.

In conjunction with UNLV, the Nevada Department of Education, Clark County School District, Goodwill Industries of Southern Nevada and the City of Las Vegas Adaptive Recreation - 18 transition youth with disabilities participated in a five day residential experience to learn vocational and career planning skills. Thirteen students traveled from the north and rural areas of Nevada, and 5 students came from the south.



Success

- The 5th Annual Community-Based Career Exploration Camp, a collective of Washoe County School District; Vocational Rehabilitation ; Nevada Governor's Council on Developmental Disabilities; University of Nevada, Reno – Nevada Center for Excellence in Disabilities; and the Northern Nevada Center for Independent Living was held June 23rd-27th, 2014. This year, 18 transition youth clients of Vocational Rehabilitation from Northern Nevada participated in travel-training instruction, learned to prepare meals, had classroom-based independent living instruction and experienced hands-on learning at over 12 different businesses in Northern Nevada. The work experiences included floral design, automotive, retail, warehousing and assembly. Each year this program grows larger and more kids get to experience work for the first time.

- The Career Development Academy, formerly the Pathways to Employment: Vocational Rehabilitation continues its relationship with High Sierra Industries (HSI) and the Sierra Regional Center (SRC) to provide an intensive prevocational program for supported employment-eligible clients who are interested in competitive employment. HSI provides the VR-funded, pre-vocational training and job development, and then the Regional Center provides ongoing (past 90 days) support via use of their Jobs in Day Training funds. This collaborative has been very successful, with over an 85% successful placement rate.



Collaboration



• Vocational Rehabilitation Southern District staff attended the bi-annual "Students Talking about the Real World" (STAR) conference with Clark County School District special education staff. The STAR program is designed to educate families, students and professionals about transition services available in Clark County.

The VR Transition Counselors provide orientation and information about BVR/BSBVI 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 vocational goals.

• Customized Employment Project: VR continues the trend of working to help individuals who want to leave sheltered settings find competitive employment through the 4th year collaboration with the University of Nevada, Reno – Nevada Center for Excellence in Disabilities (UNR-NCED) and the Sierra Regional Center (SRC). Through this collaboration, we work to identify and serve those individuals with intellectual disabilities who seek competitive employment. Through intensive, interest-based career exploration, video resumes, job carving, and solid identification of long-term supports, individuals who had been unserved, or working in Jobs in Day Training (JDT) sites are now achieving competitive employment. Beginning September 1, 2014, this collaboration will transition to the Northern Nevada Center for Independent Living (NNCIL) to expand and serve a larger population based on the teachings of the NCED and Dr. Scott Harrington.

Success

- VR, in collaboration with UNR-NCED, receive grant funding from the Department of Health and Human Services (DHHS) to provide collaborative assistive technology (AT) services. This is the only collaborative AT grant of its kind, providing much needed AT services to Northern and Rural Nevada.
- Independent Living Skills: VR collaborates and refers individuals seeking independent living services/ skills to the Aging and Disability Services Division's (ADSD) Independent Living (IL) Program for supportive services and assistance in acquiring/mastering activities of daily living. Many of these cases are a financial collaboration between IL and VR, allowing for greater outcomes through collaboration. To further the agencies' commitment to the ADSD and IL, the Deputy Administrator of Operations is a member of the State Independent Living Council.
- VOICE (Vocational Opportunities for Inclusive Career Education) was the first ever Third Party Cooperative Arrangement entered into by Nevada Vocational Rehabilitation (VR). Co-located at the Northern Regional Office for VR, this collaboration between VR and the Washoe County School District provides hands-on vocational exploration and job-search-based curriculum to 35 co-enrolled high school transition students. To date, this program has helped 19 students achieve integrated and competitive employment.



Collaboration

WORKING

- The Rehabilitation Division has a seat on the Nevada Commission on Services for Persons with Disabilities (CSPD), an Aging and Disabilities Services Division (ADSD) legislatively mandated commission. Shelley Hendren, Rehabilitation Division Administrator, has been a CSPD member since February 2014. Most recently, CSPD members voted to support the Rehabilitation Division in its endeavors to collaborate on Third Party Cooperative Arrangements (TPCAs), to participate on the Governor’s Taskforce for Integrated Employment, and to request 7 new positions in the next legislative session to create an internal job development team. The CSPD’s recommendations were submitted to the Legislative Committee on Veterans, Senior Citizens and Adults with Special Needs, which adopted all the recommendations. The Legislative Committee will compose and send letters of support to Governor Sandoval and to the chairpersons of the Senate Finance Committee and the Assembly Ways & Means Committee on all three Rehabilitation Division initiatives.

- In July, Governor Sandoval issued Executive Order 2014-16, which establishes the Taskforce on Integrated Employment. The Taskforce is charged with examining and evaluating current employment programs, resources and funding for individuals with developmental disabilities in order to create a three-five- and ten-year strategic plan for Nevada to achieve competitive, integrated employment for all. Shelley Hendren, Rehabilitation Division Administrator, was instrumental in these efforts, and will represent DETR on the 17-person Taskforce. The Rehabilitation Division is collaborating with the Aging and Disabilities Services Division (ADSD) and the Governor’s Council on Developmental Disabilities (“DD” Council) to facilitate the Taskforce. Members will additionally include representatives from the DD community, community rehabilitation centers, education, transportation, and the Nevada Disability Advocacy and Law Center (NDALC).

Success

- During the week of March 31, 2014, through April 4, 2014, the Department of Employment, Training and Rehabilitation (DETR), in association with the Nevada Broadcasters Association (NBA), held our first Rural Town Hall Tour. Starting in 2010, the administrative team of Bureau of Vocational Rehabilitation began a tour of the four rural rehab field offices to meet with the field staff and ensure that rural needs were being accounted for in statewide planning efforts. As time went on, it was realized that not only did we need to hear the needs of field staff, but those of the community at large.

Through strong partnership with the Nevada Broadcasters Association, we were able to secure meeting facilities at convention centers or hotels in each community to conduct the town hall meetings. Senator Debbie Smith, Chairperson of the Interim Finance Committee, joined the tour. Representing DETR were Frank Woodbeck, former Director; Dennis Perea, Deputy Director; Shelley Hendren, Administrator, Rehabilitation Division; Janice John, Deputy Administrator, Rehabilitation Division; Mechelle Merrill, Bureau Chief II, Rehabilitation Division; Kristine Nelson, Assistant to the Director and State Board Liaison; and Rene Cantu, Ph.D., Jobs for America's Graduates. Also present were Constance Brooks, Ph.D., Vice Chancellor of the Nevada System of Higher Education; Laura Valentine, Chief of Disability Services; Bob Fisher, CEO of NBA; and Clay Griffin, Financial Manager at NBA. Each morning of the week, this panel of professionals made themselves available to take the questions, comments and concerns of each community to try to find remedies and responses to the issues raised such as improving transportation service and lack of job developers in rural communities.

DETR and other agencies will continue to work with rural leaders and communities in addressing these ongoing needs.

T
O
G
E
T
H
E
R



Collaboration

**S
T
A
R
B
U
C
K
S**

The Rehabilitation Division's Business Development Manager, Ken Pierson, has been busy creating professional relationships with Nevada business and industry. Some of the collaborations include Reno/ Sparks Chamber of Commerce, No. NV Human Resource Association, Nevada Works, Sherri Hill Radio Show, Governors PTAC Procurement Outreach Program, The Nevada 8 Association, NV Energy, Las Vegas Chamber of Commerce, Winnemucca Futures, AT&T, Kessler Foundation, and The National Employment Team (NET).



OfficeMax[®]
WORK WITH US[™]

Outreach

Success



Success

These efforts have grown into the development of 3 unique work-readiness training programs with large retail partners. Starting with Office Max and PepsiCo in SFY 14 and expanding to Starbucks in SFY15, selected Vocational Rehabilitation clients are given the opportunity to join a customized pre-employment training in one of these large companies. Clients learn in a classroom setting and in a hands-on internship. If possible, they are offered positions; if not, they “graduate” with a certificate of completion and bona fide training from one of these large/recognized industry leaders.

PEPSICO



In July 2014, the Bureau of Vocational Rehabilitation/ Services to the Blind and Visually Impaired “wrapped” eight state cars with graphic designs to represent and advertise the work of the Rehabilitation Division. These wrapped cars are “automotive billboards” advertising the work of the Rehabilitation Division with prospective businesses and clients alike. This advertising has already generated interest from businesses seeking employees and individuals seeking rehabilitation services.



Rehabilitation Division

BUREAU OF VOCATIONAL REHABILITATION LOCATIONS

Northern Nevada Locations

1933 North Carson Street
Carson City, NV 89701 (Carson)
(775) 684-0400 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) 284-9600

1675 East Prater Way, Suite 103
Sparks, NV 89434 (Washoe)
(775) 336-5400

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 West Haskell Street, Suite 2
Winnemucca, NV 89445 (Humboldt)
(775) 623-6544

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

Southern Nevada Locations

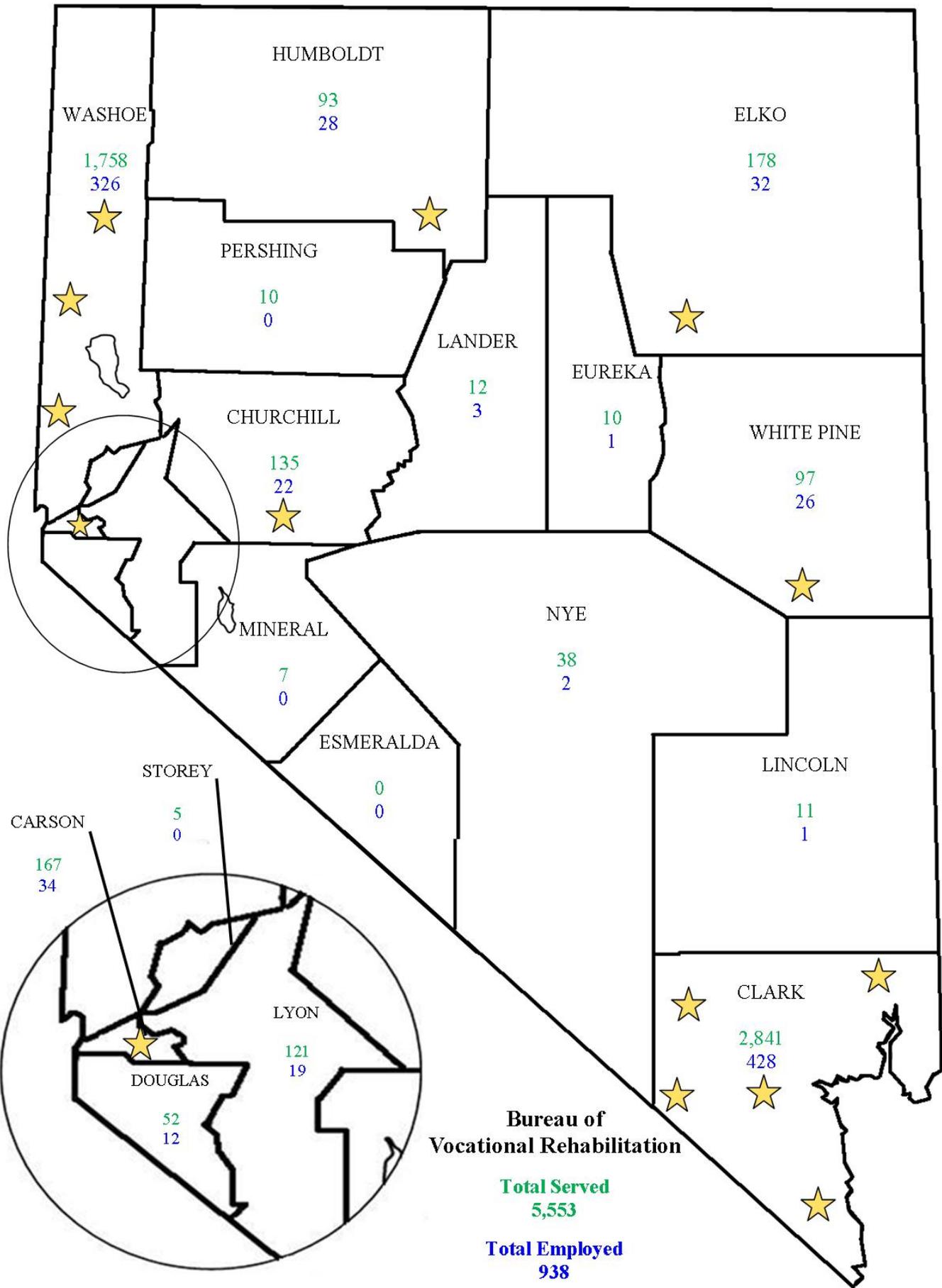
3405 South Maryland Parkway
Las Vegas, NV 89169 (Clark)
(702) 486-0100

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

6330 West Charleston Boulevard, Suite 190
North Las Vegas, NV 89146 (Clark)
(702) 822-4214



The Nevada Bureau of Vocational Rehabilitation

1370 South Curry Street, Carson City, Nevada 89703-5147
(775) 684-4040



**DETR
REHAB**

Vision

To bridge the gap between disability and self-sufficiency.

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.