

# Nevada State Rehabilitation Council

## Annual Report 2013



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**Ready To Work. Willing To Work. Able To Work.**

# Nevada State Rehabilitation Council

2013

## Annual Report



### Mission

NSRC

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.

"I believe that everybody should have the opportunity to succeed or fail based upon their own merits, without being prejudged either way by someone who has the authority to do so."

Kevin John Hull

"We were once told by our elders that our relatives who have disabilities are close to the Creator because each and every day they suffer. Each and every day, we should be thankful for our health and do the best we can to take care of all of our people especially the ones with disabilities. Because of this, I try to serve to the best of my ability my Native American consumers. As the Director of the Shoshone Paiute Tribes – Vocational Rehabilitation program, it is my honor to be able to take care of my relatives in this manner."

Virginia Howard

"Become an informed participant; understand the challenges that are faced every day from different perspectives, and you will help build the capacity that is necessary to continue to improve employment outcomes and the quality of life of people with disabilities in Nevada."

Scott Youngs

"With the council's support, as we approach 2014, persons with disabilities will need a system that utilizes best practices, provides specialty counselors, flexible supports and integrated employment opportunities."

Robin Kincaid

"The Nevada Department of Education is pleased to work in partnership with other state and non-governmental agencies as a member of the Nevada State Rehabilitation Council to enhance advocating employment opportunities and outcomes for individuals with disabilities in Nevada."

Jennifer Kane

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# NSRC Members

## **Bob Beers**

Workforce Investment Board  
Las Vegas Councilman

## **Lisa Bonie**

Independent Living Council  
Northern Nevada Independent Living Center

## **Steve Chartrand**

Community Rehabilitation Program  
Goodwill of Southern Nevada

## **Maureen Cole**

Vocational Rehabilitation Administrator  
Nevada Dept of Employment, Training and  
Rehabilitation

## **Martin Florshiem**

Disability Advocate  
Deaf & Hard of Hearing Disability Resource Center

## **Jane Gruner**

Disability Advocate  
Nevada Dept of Health and Human Services

## **Ernest Hall**

Community Rehabilitation Program  
Easter Seals Nevada

## **Virginia Howard**

Native American 121 Program  
Vocational Rehabilitation Program – Duck Valley

## **Kevin Hull**

Business, Industry, & Labor  
Vision Rehabilitation Services

# NEVADA STATE COUNCIL



is a citizen advisory  
Governor to serve  
provide guidance to  
Rehabilitation

The council includes  
community rehabilitation  
vocational rehabilitation  
VR customers

The council assists  
by guiding and assisting  
participant-focused  
assessments, customer  
and ongoing

Members engage  
planning, and provide  
increased employment  
disabi



# REHABILITATION (NSRC)

council appointed by the  
both as a partner and  
the state's Vocational  
(VR) Program.

people with disabilities,  
program employees,  
counselors, advocates,  
and business leaders.

in shaping policy,  
in making thoughtful,  
decisions through needs  
satisfaction surveys  
program evaluations.

in strategic  
guidance to promote  
for individuals with  
lities.



## NSRC Members

### **Sheena Kaufman**

Vocational Rehabilitation Counselor  
Nevada Dept of Employment, Training and  
Rehabilitation

### **Mathew Dorangricchia**

Vocational Rehabilitation Counselor  
Nevada Dept of Employment, Training and  
Rehabilitation

### **Jennifer Kane**

Department of Education/ IDEA  
Nevada Dept of Education

### **Robin Kincaid**

Parent Training and Information Center  
Nevada PEP

### **Jack Mayes**

Business, Industry, & Labor  
Nevada Disability Advocacy & Law Center

### **Maxie Miller-Hooks**

Business, Industry, & Labor  
ART Homes

### **Kate Osti**

Client Assistance Program  
Nevada Disability Advocacy & Law Center

### **Brian Patchett**

Community Rehabilitation Program  
Easter Seals Nevada

### **Scott Youngs**

Disability Advocate  
Nevada Center for Excellence in Disabilities





## Letter from Administrator Maureen Cole

The past year has been one of change and growth for the Vocational Rehabilitation program (VR) and while the process was sometimes difficult, the results overall have been positive. In mid-2012, the State mandated Vocational Rehabilitation to expend the federal VR grant and its state match in a twelve month cycle and eliminated the ability to carry over funds to the next federal fiscal year, as had been done in the past. Happily, VR was authorized a one-time opportunity to spend the accumulated carry over funds for additional client services as well as several projects that will have long-range benefits. For example:

- VR implemented a paperless case management and vendor payment system that will realize thousands of dollars in cost savings each year. The system is user friendly, both for staff and outside vendors, has stringent internal controls, and allows immediate authorized access to case files statewide.
- VR purchased an enhancement to the case management software to collect data about the outcomes, costs and comparative performance of the vendors used in the VR program. This “vendor rating” enhancement will provide VR participants with new information with which to make informed choices about the service providers they will use to complete their individualized plans for employment.
- A public relations firm developed a statewide VR brand and media campaign. The “Ready, Willing and Able to Work” logo has received statewide billboard, print and television exposure to increase public awareness of VR services. Public service announcements are broadcast on radio stations statewide and change monthly to reflect seasonal topics related to vocational rehabilitation.

- VR installed fully automated kiosks in its two regional offices to allow prospective participants to work through a series of self-paced and accessible computer screens to determine if VR is the right program for them.
- The VR orientation video was updated to provide potential VR applicants with current information about the program in an informative and engaging manner. Counselors can access the video when working with rural applicants and clients who are unable to come to a VR office.

In addition, VR initiated a number of exciting pilot programs that have gained national recognition and are poised to be replicated in other areas of the state to better serve individuals with the most significant barriers to employment.

- The Division implemented a “provider agreement” process to ensure that service providers working with VR clients are properly licensed, have insurance, have passed a criminal background check, and have agreed to periodic refresher courses in ethics.
- VR developed on-line training courses for job developers to help them incorporate best practices into their service delivery. Additional training modules for other vendors will be added in the coming years.

Yes, the past year has been a time of growth and change but it could not have been so successful without the collaboration, support and advocacy of the NSRC members; our federal, state and community partners; and the Vocational Rehabilitation staff who serve participants and applicants with the professionalism and caring that comes from their rehab hearts. The dedication of all these individuals to the goal of greater independence and self-sufficiency through employment for Nevadans with disabilities is the fuel that propels the VR program to greater achievement every year.





## Letter from Chairman Scott Youngs



As the newly elected Chair of the NSRC I would like to thank everyone who continues to work hard, especially in these difficult times, in order to improve the employment success of people with disabilities in Nevada. The mission and goals may not always be easy to achieve, whether you are providing or receiving services. It takes 'out of the box' thinking, great collaborations, and teamwork in order to be successful.

I take seriously the opportunity as a long time advocate and the Chair of the Nevada State Rehabilitation Council to provide input and feedback regarding vocational rehabilitation services in Nevada. I encourage everyone to play a role in that process in a way that is beneficial to all parties. Too often the feedback service providers receive are many times complaints and rarely do folks come to the table and offer strategies and solutions regarding the issue. We must do better.

Recently NSRC staff and I attended the National State Rehabilitation Council Forum in Washington, D.C. It was an excellent opportunity to learn more about what the Council's purpose is and also hear what other States are struggling with. The number one take away from the two-day conference was the charge to all State Rehabilitation Council Members to be "BOLD". Be diligent in your role, learn what the system is, and be bold in advocating for systems change, best practices, and improving service delivery.

I hope that everyone will take the time to read the information that is disseminated such as this Annual Report, as well as other material like the State Plan and Needs Assessment surveys. Become an informed participant; understand the challenges that are faced every day from different perspectives, and you will help build the capacity that is necessary to continue to improve employment outcomes and the quality of life of people with disabilities in Nevada.

Sincerely,

*Scott Youngs*

Nevada Center for Excellence in Disabilities

Nevada Assistive Technology Resource Center

University of Nevada, Reno

# NSRC State Plan Goals

## 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 Students	Percent of Students
2011	3,785	755	20%
2012	3,134	580	19%
2013	3,047	472	15%

Federal Fiscal Year	Total All Student Closures	Students Closed - Rehabilitated	Percent of Students
2011	649	140	22%
2012	719	165	23%
2013	490	115	23%

Federal Fiscal Year	Total All Students With Authorizations	Students With Post - Secondary Education	Percent of Students
2011	780	125	16%
2012	782	111	14%
2013	633	109	17%

# NSRC State Plan

## Goal # 2

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

Federal Fiscal Year	All Closed Clients	Participants With Mental Health Disabilities	Percent With Disability
2011	3,638	2,132	59%
2012	3,533	2,188	62%
2013	2,966	1,754	59%

Federal Fiscal Year	Autism as Source / Cause of Disability
2011	62
2012	74
2013	84

Federal Fiscal Year	Developmental Disabilities	Cognitive Disabilities	All Other Mental Health Disabilities
2011	192	1,389	1,106
2012	205	1,406	1,125
2013	252	1,098	930

## 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
2011	3,636	1,398	38%
2012	3,533	1,437	41%
2013	2,966	1,196	40%

According to data obtained from DETR's Research and Analysis Division, the percentage of minorities in Nevada's workforce is 29%.

# 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	Closed Rehabilitated	Closed Other	Percent of Closed Rehabilitated
2011	3,638	947	2,691	26%
2012	3,533	852	2,681	24%
2013	2,966	749	2,217	25%

Federal Fiscal Year	Closed Rehabilitated with Assistive Technology	Closed Other with Assistive Technology
2011	88	95
2012	77	73
2013	62	78

## Goal # 5

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

Federal Fiscal Year	All Closed Clients	All Supported Employment Clients	Percent of SE
2011	3,638	82	2%
2012	3,533	84	2%
2013	2,966	106	4%
Federal Fiscal Year	Supported Employment Closed – Rehab	Supported Employment Closed – Other	Total SE Clients
2011	40	42	82
2012	45	39	84
2013	55	51	106



# SATISFACTION

Between 2010 and 2012, the Center for Research Design and Analysis at the University of Nevada, Reno conducted annual mixed-mode telephone and web-based surveys to assess client satisfaction with the vocational rehabilitation services provided by the State of Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division.

## Cooperation Rate 2012: 80%

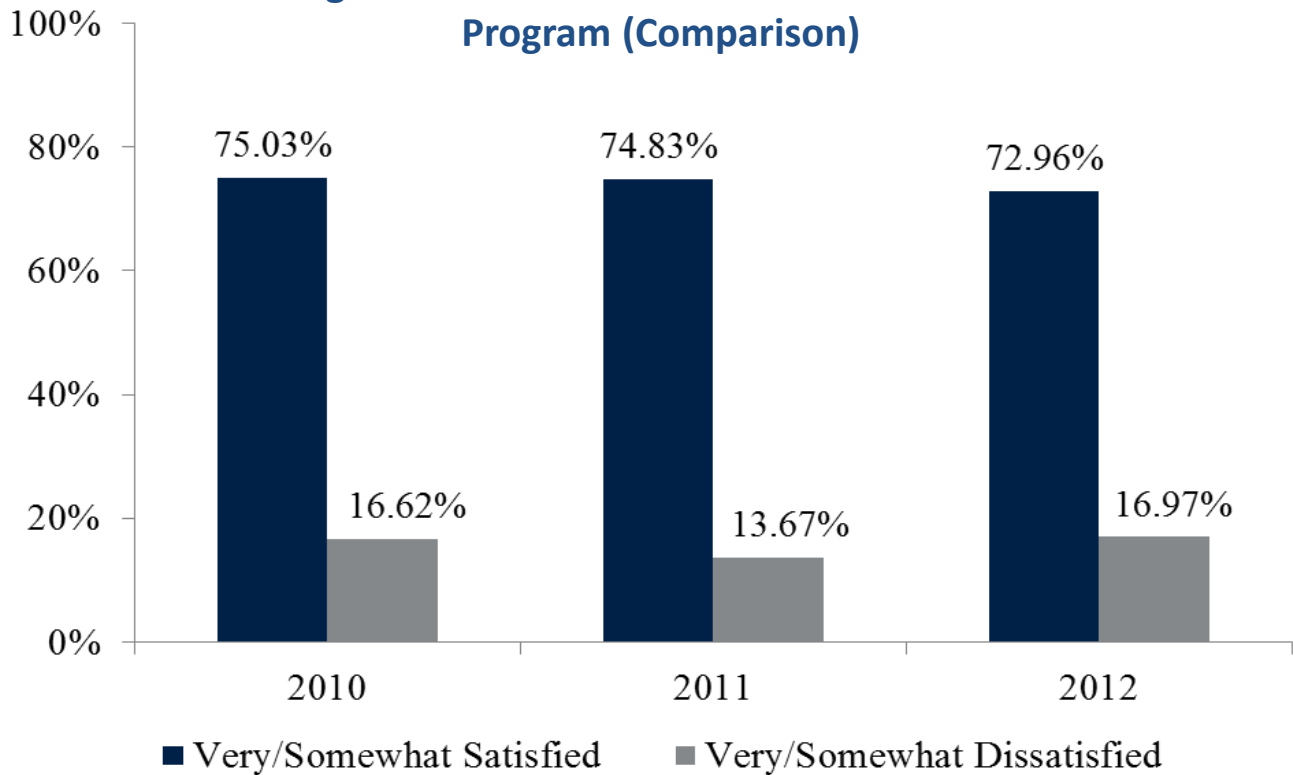
Clients who received services from the Rehabilitation Division between October 2009-September 2010 (Federal Fiscal Year 2010), October 2010-September 2011 (Federal FY 2011), and October 2011-September 2012 (Federal FY 2012) were included in these analyses. Analyses were conducted of all comparable questions from 2010, 2011, and 2012 in the general client surveys. Responses reported on each survey in each respective year were compared statistically by evaluating their confidence intervals to determine if responses significantly differed across the three years.

**Table 1: Vocational Rehabilitation Population and Completed Interviews Distribution by Stratum (Comparison)**

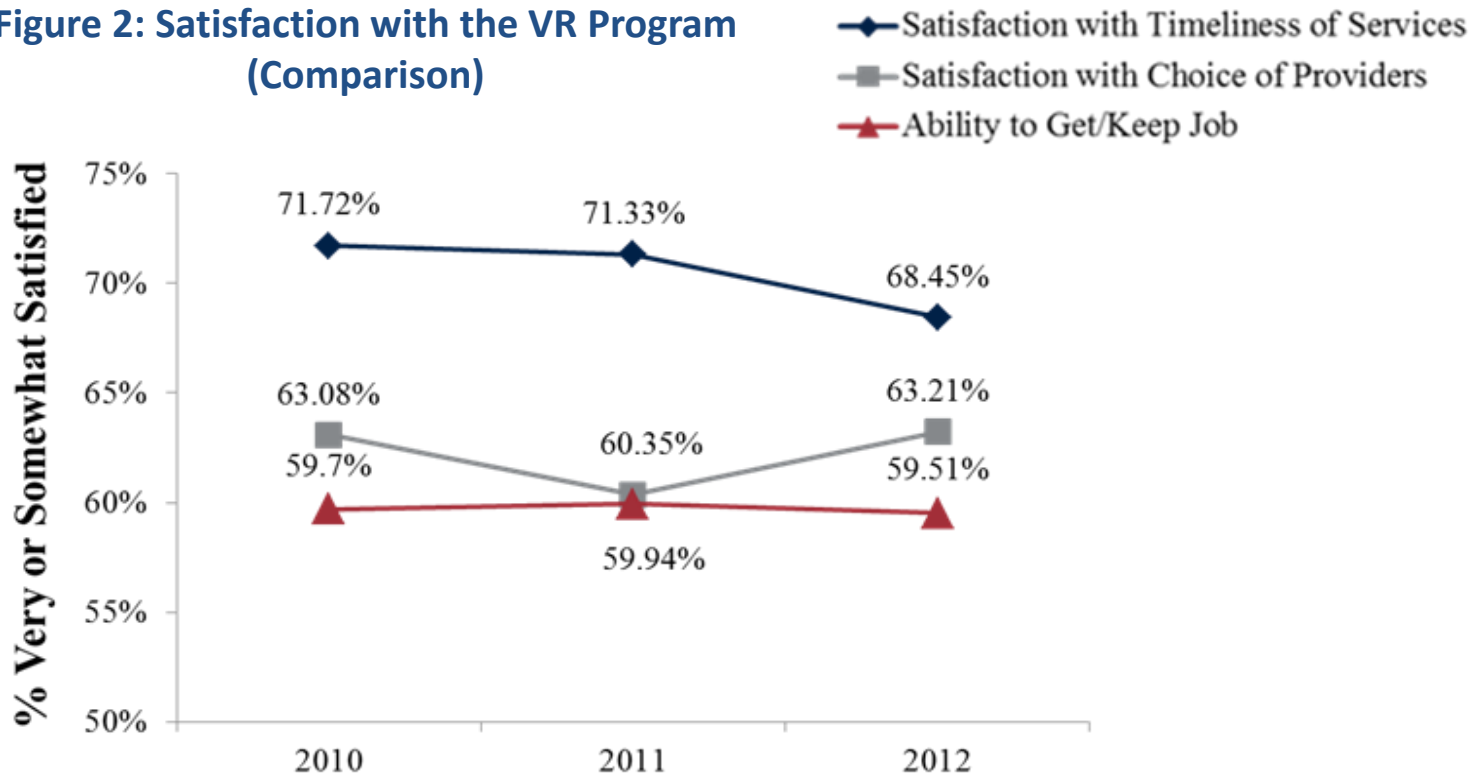
<b>Stratum 2010</b>	<b>Voc. Rehab. Population</b>	<b># of Interviews Completed</b>
Northern Nevada	415 (33%)	178
Southern Nevada	668 (54%)	263
Rural Nevada	158 (13%)	75
<b>Total (2010)</b>	<b>1241 (100%)</b>	<b>516</b>
<b>Stratum 2011</b>	<b>Voc. Rehab. Population</b>	<b># of Interviews Completed</b>
Northern Nevada	384 (31%)	195
Southern Nevada	655 (53%)	322
Rural Nevada	194 (16%)	94
<b>Total (2011)</b>	<b>1233 (100%)</b>	<b>611</b>
<b>Stratum 2012</b>	<b>Voc. Rehab. Population</b>	<b># of Interviews Completed</b>
Northern Nevada	399 (34%)	217
Southern Nevada	569 (49%)	293
Rural Nevada	197 (17%)	108
<b>Total (2012)</b>	<b>1165 (100%)</b>	<b>618</b>

# SURVEY

**Figure 1: Overall Satisfaction with the VR Program (Comparison)**



**Figure 2: Satisfaction with the VR Program (Comparison)**



# READY TO WORK. WILLING



## CLIENT

### GARY MOKUAU



## **“Proud to Serve.”**

Veterans often enter the Veteran Services Office at the University of Nevada, Reno (UNR) feeling lost, overwhelmed, and sometimes on the verge of giving up their dreams of college. Then they meet Gary Mokuau, Vocational Rehabilitation client, recent UNR graduate, and Veteran Services Coordinator. If Gary did it, so can they.

Gary grew up on the beautiful Hawaiian island of Moloka`i and spent his high school years in Kamehameha Schools, a prestigious college preparatory school for students of Native Hawaiian ancestry. Gary went on to serve his country in the United States Marine Corp for 16 years. Then, after a spinal cord injury in 2001, Gary was forced in a new direction. Gary was now a person with quadriplegia.

Gary became a client of the Bureau of Vocational Rehabilitation (BVR) in February 2010 after being referred to the BVR by the Veteran’s Affairs Vocational Rehabilitation Program. Gary received assistive technology assistance to help him achieve a Business Degree in Finance from UNR in June of 2012! With his diploma practically still in hand, UNR offered Gary a position as the Veteran Services Coordinator. The ideal student has now become the ideal employee helping others in their journey toward success.

Gary assists other veterans’ or students receiving veteran education benefits to navigate not only the paperwork but the campus itself. Gary’s experience as a student, a veteran, and a person with a disability gives him the credibility, knowledge, and experience to help, encourage and provide services to the over 450 non-traditional students of Veteran Services.

# TO WORK. ABLE TO WORK.

## SUCCESS

**MARY  
BELL**



## Having a “Grate Thyme” in Fernley.

Mary Bell graduated from Fernley High School in 2012 and has been a client of Vocational Rehabilitation since April of 2012.

Mary volunteered at her school and at the Fernley Senior Center clearing tables. Her volunteer work allowed Mary to discover her talents and to realize that she enjoyed that type of work environment.

Vocational Rehabilitation arranged for Mary to work with job developer, Beverly Marshall, and job coach, Lucy Carnahan. In December of 2012, Mary was hired by Grate Thyme Kitchen in Fernley where she works as a Restaurant Helper. Her duties include spot drying the silverware and rolling it into napkins, clearing tables, filling sugar containers, etc., as well as spot cleaning the restaurant and coffee shop areas.

Beverly Marshall and Lucy Carnahan worked to develop a pictorial task analysis in order to help Mary do her job. Mary is happy at the Grate Thyme Kitchen where she has found successful employment and a supportive atmosphere.



# READY TO WORK. WILLING

## CLIENT



**Happy client becomes happy employee.**



### **SUSAN ALIGHCHI**

Susan applied with the Bureau of Vocational Rehabilitation (VR) after she was referred by a Job Connect office. She was diagnosed with polio at 8 months which has caused paralysis in her right leg. Prior to coming to VR, she underwent multiple surgeries to transplant muscle from her hip to her leg. She still needs to wear a brace and has difficulty with long distance walking and prolonged standing. Due to her limitations from her polio, she resigned from her job at the Mandalay Bay Casino where she worked as a cashier. It entailed an excessive amount of standing which she was unable to perform on a daily basis.

Vocational Rehabilitation conducted vocational testing and a work evaluation to assess her abilities and physical tolerance. After providing career exploration, an Individualized Plan for Employment was developed with the vocational occupation of Medical Billing as her employment goal. Susan and her VR counselor researched potential vocational schools to obtain medical billing training. She selected Kaplan College and applied with the Workforce Investment Act program but funding was not available. Kaplan assisted her to apply for the Pell Grant. She was awarded \$5,000 and VR paid the remaining \$4,500 balance. Susan successfully completed her Medical Billing Training and was very responsible in contacting her counselor immediately after completing her program.

As a result of her diligence, her counselor contacted the VA in Topeka Kansas regarding openings at their new facility. They were accepting applications for medical billing positions and Susan only had a three day window to apply. She was able to independently navigate through the arduous VA application process and was ultimately granted an interview. About three months later, she was contacted by the VA via telephone and offered the position. Susan has expressed tremendous satisfaction with her job, her VR counselor and with Vocational Rehabilitation.

# TO WORK. ABLE TO WORK.

## SUCCESS



### MARK BRINDLEY

Mark came to the Bureau of Vocational Rehabilitation (VR) in November 2003, from a path of self-destruction. Mark attended the Salvation Army Adult Rehab Program (ARP) in July 2010 and graduated in November 2010.



**.... a shining star!**

VR was instrumental in assisting him to go to college to pursue a passionate focus in the Social Sciences, receiving 74 credits with a 3.62 GPA. He was inducted into Phi Theta Kappa and was on the Dean's List.

In November 2011, Mark returned to the ARP as a student intern to gain the needed experience to achieve a counselor's license and give back to the others with whom he shared past experiences.

Mark realized the need for a General Education Development (GED) program. The GED program started in April of 2012 and has expanded to 5 locations in the Clark County area during mornings, afternoons and evenings. The success rate is in the high 90th percentile of those who reach the state certified exam. The United States as a whole is at 72%. Mark states that the success lies in the team of volunteers and Graduate students who are dedicated and loyal to this project of working with the GED students. The program has helped 93 students achieve their GED and helped others file their Pell Grants with the Department of Education, admitting them to a college of their choice, as well as, helping them to choose a Major, and advise them in career paths, according to their passion.

In all, 357 low income adults and/or adults with disabilities are in or are on their way to college because of Mark Brindley. Local and national attention has resulted in his receiving two awards from UNLV and an award from the White House signed by President Obama for "Strengthening the skills of our community."

Mark's relentless dedication and positive attitude make him a VR success story.

# READY TO WORK. WILLING

## CLIENT



**BRANDY GOODSON**

**Enthusiastic and happy.  
True  
“Ingredients for Life.”**



Brandy is a happy young woman who came to Vocational Rehabilitation in the fall of 2009 while she was a senior at Churchill County School District.

After graduation in 2010 Brandy volunteered at Highland Manor Nursing Home, with the Ladies Auxiliary at Banner Churchill Community Hospital and with Club 60 at the Churchill County Senior Center.

Vocational Rehabilitation had much to offer Brandy and she was an enthusiastic participant. She completed a vocational assessment evaluation and worked with her counselor to explore appropriate occupational choices. With the help of Vocational Rehabilitation, Brandy participated in a job readiness workshop covering resume writing, job searching and interviewing skills and completed classes at Western Nevada College for computer training.

Brandy was ready for the next step and received job coaching at a Community Based Assessment site. Brandy did well in this new environment and with continuing help in the way of job coaching and job developing from Beverly Marshall she applied for and obtained a position at Fallon's Safeway as a Courtesy Clerk. Brandy has held that position for a year and enjoys her job.



# TO WORK. ABLE TO WORK.

## SUCCESS

Robert Burns has been diagnosed with Attention Deficit Disorder since the age of ten. Robert reports that he previously consumed Ritalin to overcome the affects of his diagnosis. Along with psychotropic medications, Robert developed strategies to compensate for his cognitive deficiencies (i.e. poor concentration and short-term memory problems.) These strategies included taking notes and writing manuals to develop a step-by- step process to completing a task.

Although Robert developed strategies which he attempted to implement, he still faced issues with implementation as he would forget the location of his notes or procedural manuals. However, the changing point in his life occurred two years ago when he became a client of Vocational Rehabilitation.

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### **His future is so bright, he's gotta wear shades.**

As a client of Vocational Rehabilitation, assistive technology devices were an available service, which he describes as invaluable tools. Scott Youngs recommended an iPhone and iPad that he utilizes on a daily basis. He transcribes notes on his iPad, which he transfers to shared data on his computer. He utilizes Voc-Cal to accomplish daily tasks. He utilizes applications, such as Lumosity to increase his cognitive thought process as well as memorization. In addition, his iPhone has an educational selection, which is relative to his field of study (Chemistry). He can practice performing Metric calculations and scientific conversion since the phone has a component, which calculates mathematic equations and provides information on how to create a chemical solution at a particular density and volume. The phone has a magnifying glass, which enlarges labels and information on products. Robert reported the magnifying glass is very significant as it allows him to read material which he could not regularly read due to his declining vision. Robert has secured two temporary job positions as a Chemical Field Engineer and Assayer at a mineral laboratory. Recently, he has had two interviews with UNR's Chemistry Department for the Staff Associate III position. Assistive technology has enabled him to be prompt for these interviews as his phone provided him vocal reminders. His counselor was instrumental in providing him with the job lead and contacting state recruiters. BVR and assistive technology has been and will continue to be an integral part of his overall success.



# COMPASSION ~ JOY ~ DEDICATION

## EMPLOYEE



**FRANNY  
HARDEN**

**DETR  
REH**

Having worked in the field of rehabilitation during the time of deinstitutionalization of people with developmental disabilities, Frances (Franny) Harden has maintained a passion to work with individuals with significant disabilities and assist them to obtain jobs. "Their barriers may be significant, yet to witness an individual accomplishment of real work for real pay, is overwhelming and drives me to work in this field."

A Master's Degree in Rehabilitation Administration and an Undergraduate Degree in Special Education has provided Franny a foundation for her personal challenge to help individuals with disabilities to achieve their fullest potential in the work world and in life. Franny and her husband worked as a team and helped establish three work centers and have been dedicated to finding employment for individuals with barriers to employment over the years with individuals of all ages.

She is excited to be a part of both the Customized Employment Program and the new Transition Program being established with the Washoe County School District (WCSD) and Bureau of Vocational Rehabilitation. "I want to continue to grow as I continue to assist individuals with disabilities to work to their fullest potential."

Holding the title of Rehabilitation Counselor III, Franny joined the BVR team in January 2012 leading the Transition Team. Prior to this promotion she was the DETR Vocational Rehabilitation Counselor II at the Reno Town Mall office. Franny provides VR services to 25 high schools in the Washoe County School District which also includes the Pyramid Lake area. She is the Rehabilitation Counselor for the Vocational Opportunities for Inclusive Career Education (VOICE) which is a partnership between Washoe County School District and DETR Vocational Rehabilitation to provide vocational transition services for students in special education. Franny was also instrumental in referrals and coordination for the Washoe County School District summer camp.

Franny is also part of the Customized Employment Project which is a collaborative effort between DETR Rehabilitation, DHHS-Developmental Services (SRC), and Nevada Center for Excellence in Disabilities (NCED). This program assists businesses with their specific needs, while diversifying the workforce. Franny's passion, compassion, and drive make her a true Rehabilitation Hero!

# CATION ~ SUCCESS ~ DRIVE

## HIGHLIGHT

R  
AB

### BRENDA GRASKE

Brenda was born in McAllen, Texas and as a daughter of an Air Force Pilot was able to travel throughout the world including attending high school in Italy, England, and Anne Arundel County, Maryland. Brenda eventually moved back to Las Vegas in 1978 after living there as a child.



Brenda first became interested in rehabilitation when she interviewed for the Bureau of Services to the Blind and Visually Impaired. She learned about the origins of rehabilitation rooted in the 1918 Soldier's Rehabilitation Act and what an "awesome" program the Federal Government had created from that act. She enjoyed working with the agency so much and saw the benefits and assistance we provided to individuals with disabilities that she was inspired to obtain a Master's Degree in Rehabilitation Counseling.

"My passion is working with high school students with disabilities and helping teach them how to transition from school to work or from high school to post-secondary education and then on to successful employment."

She believes that if we are able to assist high school students early with learning how to become successful employees, co-workers, and even business owners – then we are helping out our next generation by ensuring they are able to reap the benefits and independence that comes with earning your own income.

Brenda has been a dedicated employee of the Bureau of Vocational Rehabilitation for over 25 years. She currently holds the title of Rehabilitation Supervisor I. She has a Master's Degree in Rehabilitation Counseling from San Diego State University and an undergraduate degree from the University of Nevada, Las Vegas. Brenda's tenure includes working in transition services for over 20 years, serving as Rehabilitation Counselor III covering the Henderson and East Las Vegas area and rehabilitation transition services to the Laughlin and Pahrump areas.

As a counselor, she started an employment fair with the City of Las Vegas and Clark County School District. Many of our students with disabilities are hired through these efforts. Brenda is currently overseeing two contracted programs - ASAP and AARCES. She ensures that appropriate support services are rendered to assist transition students with moving from high school to employment or from high school to post-secondary education and then employment. She was instrumental in helping start the CRAVE summer youth program at UNLV. Brenda is on the committee for Project Search and currently participating in the Certified Public Manager Program. Her tireless efforts led with passion, joy, and dedication make Brenda a Champion of Rehabilitation.

# PARTNERSHIP~SUCCESS~TOGO

## COLLAB



- The 5th annual Careers, Recreation and Vocational Education (CRAVE) Summer Camp took place in June 23-27, 2013 on the 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 the Nevada Governor's Council on Developmental Disabilities, UNLV, UNR Nevada Center for Excellence in Disabilities, Nevada Department of Education, ASAP Services, and AmeriCorps (VISTA) 18 transition youth with disabilities participated in the 5 day residential experience to learn vocational and career planning skills.



One parent said, " Thank you and everyone that makes the camp possible for the students to be able to get the opportunity to learn and experience of being in a university. Because of people like you that have a big heart and care so much about the kids is what makes a HUGE impact in their lives. Thank you for paying it forward I know great things will come to you and all the staff."



# ETHER~COMMUNITY~PEOPLE

## ORATIONS

- The 4th Annual Community Based Career Exploration Camp, a collective of WCSD, BVR (DETR), NGCDD, UNR/NCED, No. NV. Ctr. for Ind. Living was held June 10th-14th 2013. This year 19 transition youth 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 seven different businesses



In Northern Nevada. The work experiences included floral design, automotive, retail, warehousing and assembly. Each year this program grows larger and more kids get to experience work for the first time.

- Pathways to Employment: BVR entered into a Collaborative Arrangement 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 BVR funded pre-voc 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.



- Customized Employment Project: BVR celebrated its 3rd year in collaboration with the UNR/NCED and the Sierra Regional Center (SRC) 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 un-served or working in Jobs in Day Training (JDT) sites are now achieving competitive employment. This model has gone on to be recognized by RSA as an Emerging Practice, been shared at the Pac Rim 2013 Conference in Hawaii, been the topic of an ODEP sponsored webinar enjoyed by 37 states and presented at the CSAVR conference in Washington, D.C.

- STEP (Student Transition Employment Program) is a 3 week residential program at the Marriott Residence Inn. Led by Certified Vision Rehabilitation Therapists, the program teaches independent living skills to blind and visually impaired young adults in their temporary residential homes. It empowers young adults by providing the tools they need to live independently within the community, in their own homes, and includes job seeking skills workshops to assist them in learning to obtain employment.



# LEARNING~ PROJECT~GOAL~



- BSBVI and BVR Southern District staff attended the bi-annual "Students Talking about the Real World" (STAR) conference with Las Vegas area school district special education staff. STAR is a program that is designed to educate families, students and professionals about transition services available in Clark County.

## COLLAB



The BSBVI and BVR 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.

- VOICE (Vocational Opportunities for Inclusive Career Education) is the first ever Third Party Cooperative Arrangement entered into by Nevada BVR. Co-located at the Northern Regional Office for BVR, this collaboration between BVR and the Washoe County School District will provide a hands on vocational exploration and job search based curriculum to 45 co-enrolled high school transition students.



- Independent Living Skills: BVR collaborates and refers individuals seeking independent living services/skills to the Aging and Disability Services Division's Independent Living (IL) Program for supportive services and assistance in acquiring/mastering activities of daily living.



University of Nevada, Reno

- BVR, in collaboration with the University of Nevada Reno (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.

- The Rehabilitation Administrator was a member of the Interagency Transition Advisory Board (ITAB). The Board provided information and research regarding issues relating to transition students in Nevada. This committee sunsetted in June 2013 but gave rise to the Employment First Ad Hoc Subcommittee to ensure ongoing collaboration for the benefit of Nevadan's with disabilities.



# KNOWLEDGE~SOURCES~HELP

## ORATIONS

- Nevada Disabilities Conference: BVR had a booth at the inaugural Nevada Disabilities Conference in March 2013 at the Grand Sierra Resort in Reno. Over 40 statewide agencies, vendors, and resource providers had booths to share information and products relevant to the disability community. Additionally, there were presentations on advocacy, AT, early intervention, education, future planning, health care, independent living, inclusion/transition and more.

The Nevada Disabilities Conference was a collaboration of Family Ties of Nevada, Nevada State Health Division, the Governor's Council on Developmental Disability, and People First of Nevada. The 2014 Conference will be held in Las Vegas.



- This year Bureau of Vocational Rehabilitation management staff participated in and made many presentations to the Commission on Services for Persons with Disabilities. In the coming year, BVR management hopes to increase its participation and service to this Commission. ★



- Town Hall Meetings: In collaboration with the NSRC and the Deaf and Hard of Hearing Advocacy and Resource Center, town hall meetings were hosted in Las Vegas, Reno and Elko spanning from March to May, 2013. The objective was to offer agency consumers, particularly those who are deaf/hard of hearing, an opportunity to express their needs, interest and concerns regarding services provided by the Rehabilitation Division. We hope to repeat this opportunity in 2014.



# BENEFITS ~SHARING ~WORK



A proud partner of the **americanjobcenter** network

## COLLAB

- One Stop Career Center of Southern Nevada: In July 2013, BVR joined other Workforce Connections partners in the new One Stop Career Center of Southern Nevada. This collaboration put together by the Southern Nevada Workforce Investment Board brings together a network of service providers to help those most in need of employment assistance. Services include Core Services such as resume development, job search skills training and interview techniques workshops. There are also Intensive Services such as reference/background checks, computer workshops, and case management. Lastly, there is also industry specific training in adult literacy, computer literacy, occupational skills, job readiness and customized training.



- BVR staff and NSRC members attended the NCSRC - National Coalition of State Rehabilitation Councils and the CSAVR - Council of State Administrators of Vocational Rehabilitation spring and fall conferences. The conferences provide many sessions that inform and energize participants and lend to development of best practices.



# RELATIONSHIPS~ALLIANCE

## ORATIONS



• 6th Annual Nevada Student Leadership Transition Summit: BVR participated in the 6th Annual Nevada Student Leadership Transition Summit on the UNR Campus. This conference gives young adults the opportunity to share their experiences in the transition process and learn from others who have made the transition and can give their guidance and support. There are self advocacy sessions and sessions on transition plan development. Students participate in presentations by multiple providers who give them information to take back with them as they continue their transition process. Partners include UNR/NCED, Nevada State Board of Education, Nevada School Districts, NV PEP, RAGE, ITAB, National Post-School Outcomes Center, National Assoc. of State Directors of Special Education, and the National Secondary Transition Technical Assistance Center.



• In June 2013, the NSRC Chairman and NSRC liaison attended the National State Rehabilitation Council Forum in Washington, D.C. The forum addressed many topics and concerns including: Comprehensive Statewide Needs Assessment; Participation in Policy Development; SRC Membership Issues; State Plan Development; Effective State Goals and Priorities; SRC Roles and Responsibilities; and VR Program Financial Management.



• Community Advisory Council (CAC): The Rehabilitation Administrator is a voting member of the University of Nevada Reno / NCED Community Advisory Council, which helps develop the five year plan for the NCED and works to identify the recipients of the CAC Mini Grant awards in the community.



# MEDIA CAMPAIGN

This year the Rehabilitation Division embarked upon a 6-month media campaign in an effort to increase awareness in the business community about the value of hiring people with disabilities.



The campaign was managed by an outside advertising and public relations agency, Mass Media. The slogan for the campaign Ready to Work, Willing to Work and Able to Work capture the mantra of clients who eagerly seek opportunities to showcase their talents in the workplace. The campaign featured Rehabilitation's very own staff and clients in television commercials, magazine and newspaper ads, billboards, radio spots, a new website and media reports. The campaign was well received by the community and provided much needed support to the business service representatives as they solicit business partners for client job placement.

**READY TO WORK.  
WILLING TO WORK.  
ABLE TO WORK.**

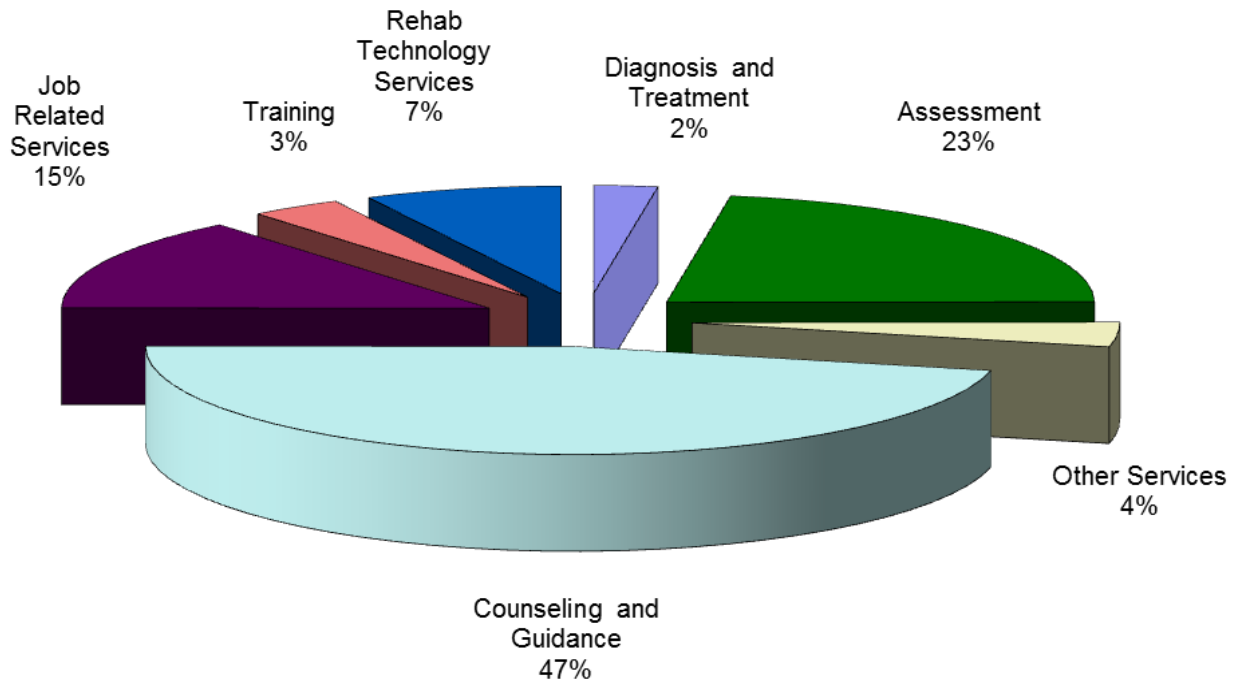


# FEDERAL STANDARDS

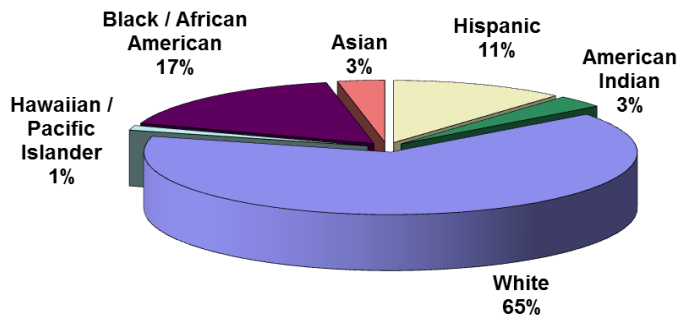
<b>Evaluation Standard 1</b>	<b>Target</b>	<b>Actual</b>	<b>Met / Unmet</b>
<i><b>Indicator 1.1:</b></i>			
The number of individuals achieving employment outcomes during the current performance period compared to the previous performance period.	852	749	<b>Unmet</b>
<i><b>Indicator 1.2:</b></i>			
The percentage of individuals receiving services under an individualized plan for employment who achieve employment outcomes.	55.8%	49.05%	<b>Unmet</b>
<i><b>Indicator 1.3:</b></i>			
Competitive employment outcomes as a percentage of all employment outcomes.	72.6%	99.87%	<b>Met</b>
<i><b>Indicator 1.4:</b></i>			
Competitive employment outcomes for individuals with Significant Disabilities as a percentage of all individuals with employment outcomes.	62.4%	95.59%	<b>Met</b>
<i><b>Indicator 1.5:</b></i>			
The ratio of the Average VR Hourly Wage to the Average State Hourly Wage.	.52	.559	<b>Met</b>
<i><b>Indicator 1.6:</b></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%	69.79%	<b>Met</b>
<i><b>Indicator 2.1:</b></i>			
Access to services for Minorities as measured by the ratio of the Minority Service Rate to the Non-Minority Service Rate.	.80	.934	<b>Met</b>

# FEDERAL FY13

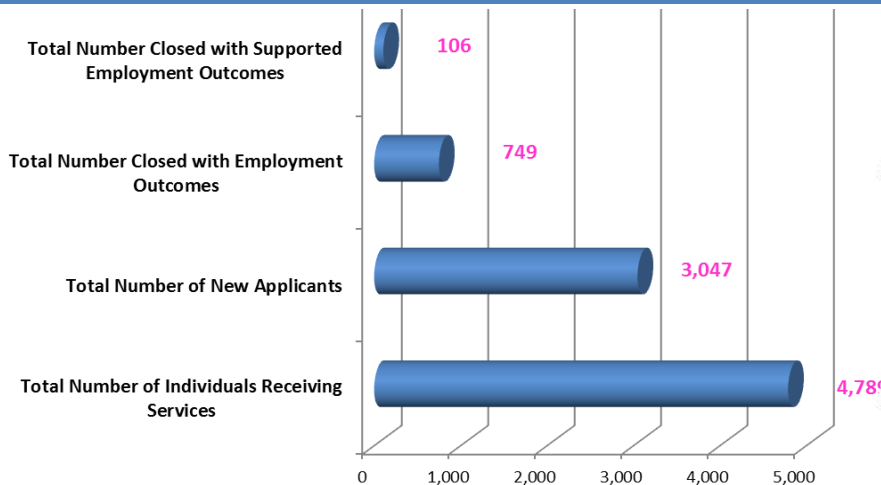
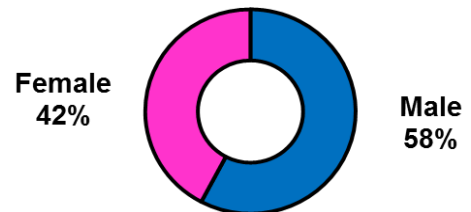
## Services Provided by State Agency / VR Funds



## Ethnicity Breakdown by Closures



## Gender Breakdown by Closures



**4,100**

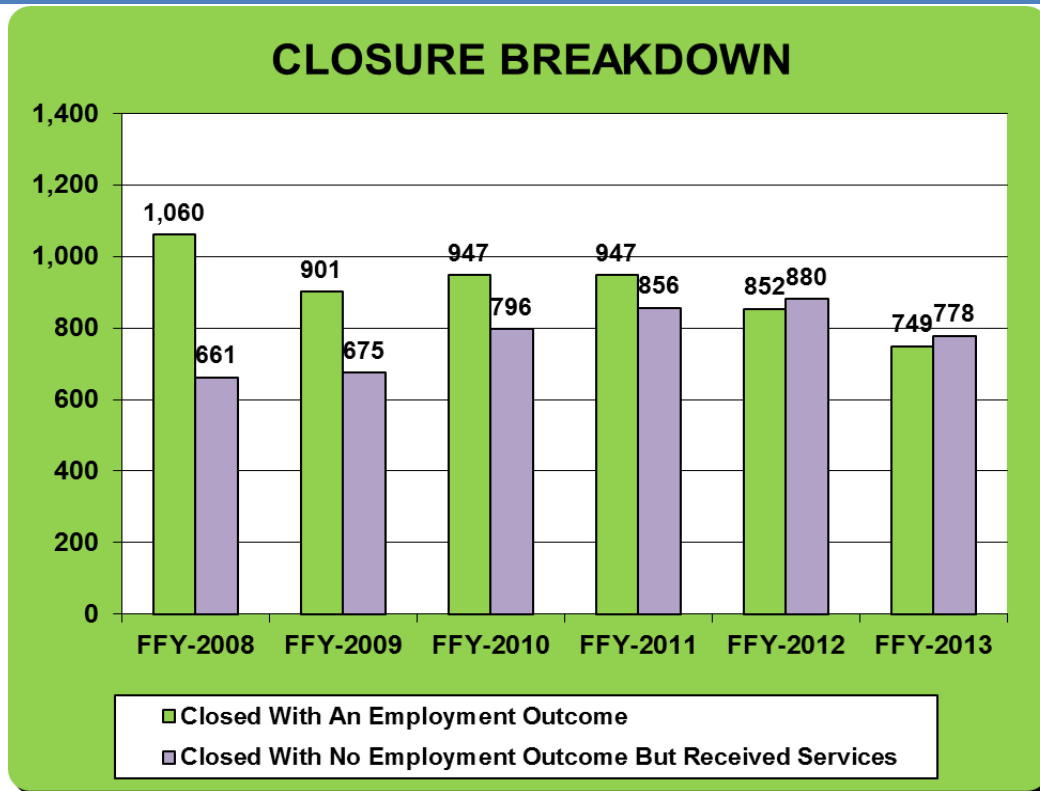
Average Cost Per Closure with an Employment Outcome



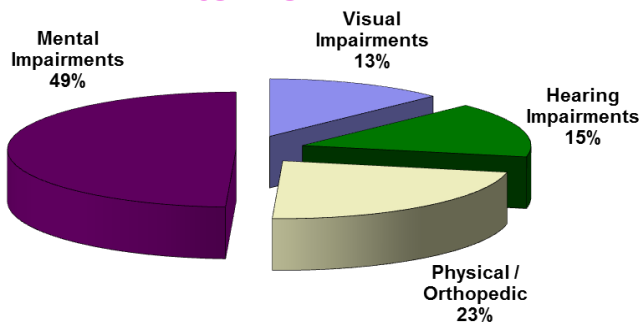
**2,900**

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

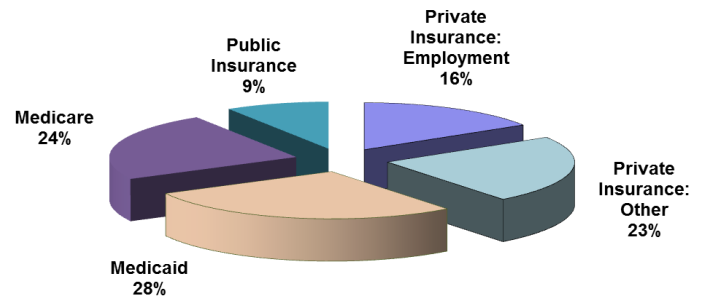
# STATISTICS



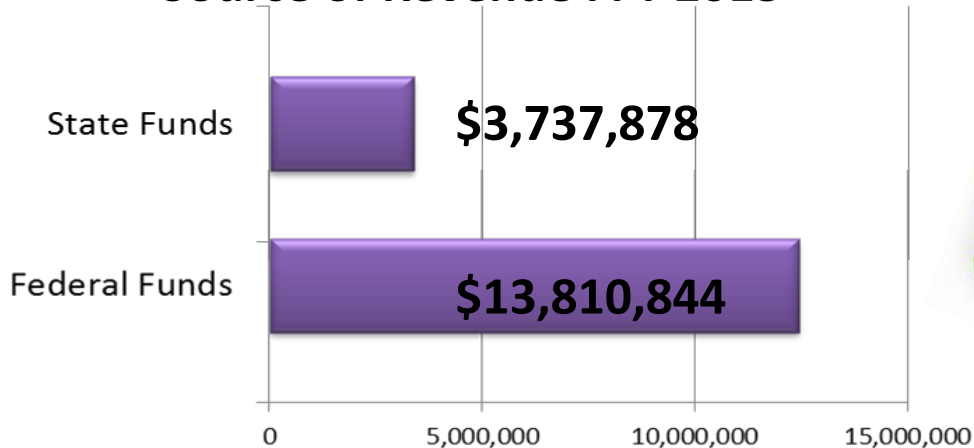
## Primary Disabilities of Those Who Went to Work



## Insurance Breakdown by Closures



## Source of Revenue FFY 2013



The average hourly earnings for competitive employment outcomes Statewide was

**\$ 11.67**



# Rehabilitation Division

## BUREAU OF VOCATIONAL REHABILITATION LOCATIONS

### 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 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

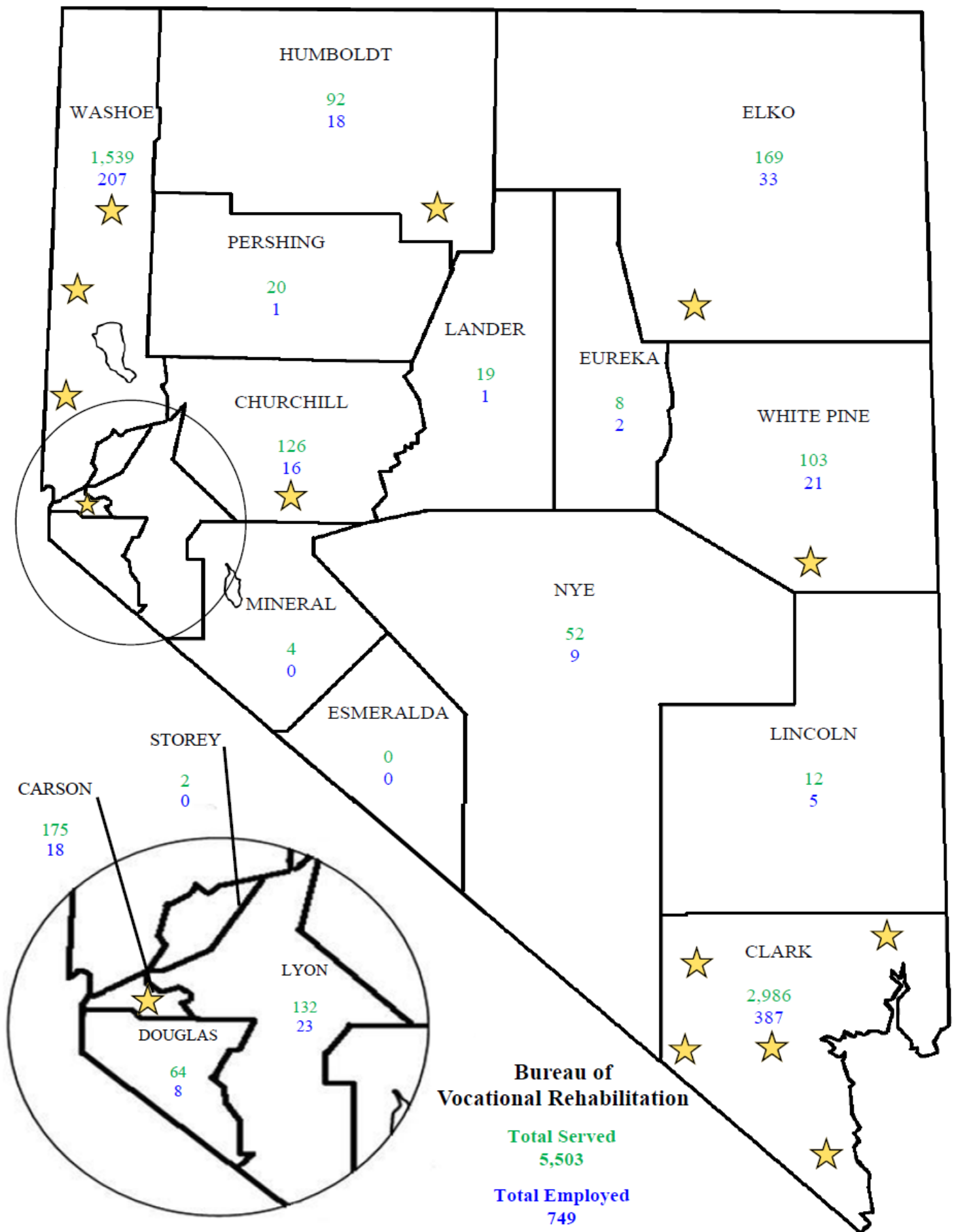
3405 South Maryland Parkway  
Las Vegas, NV 89169 (Clark)  
(702) 486-0100

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

6161 West Charleston Boulevard, Building #2  
North Las Vegas, NV 89146 (Clark)  
(702) 486-6043





## **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.

# **The Nevada Bureau of Vocational Rehabilitation**

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