



**NEVADA STATE REHABILITATION COUNCIL
ANNUAL REPORT 2011**

“The best of who we are” surfaces while we engage in what we truly love about life. - Janet Miller

About the Cover:

Janet Miller, Vocational Rehabilitation client, visual engineer and founder of Lifestyle Photographics, makes it her mission to capture her subject’s personal “moment in time” that demonstrates passion, strength and ability.

One of Reno’s great events is the **Reno Rumble Wheelchair Rugby Tournament**, also known as murder ball or quad rugby. In 1988, the United States Quad Rugby Association (USQRA) was formed to help regulate and promote the sport on both a national and international level. In 1993, it became an official sport recognized by the International Stoke Mandeville Wheelchair Sports Federation and in the year 2000, was changed to a full-metal contact sport.

Since its introduction, quad rugby has grown to become a truly international sport, with teams now competing from around the globe. There are more than 45 organized teams in the United States with many others in the developmental stage. In addition to the teams in the U.S., there is estimated to be at least 20 international teams from as far away as Australia. Without question, quad rugby is the fastest growing wheelchair sport in the world today.

The cover features a photograph of an amazing athlete named **David Mengyan**, who lives in Michigan, and traveled to Reno, NV to play in the tournament on the **Sin City Skulls** team of Las Vegas, NV. David travels regularly to South America to teach this sport to quadriplegics. He has also played on the Gold Medal U.S. Team at the first Maximus Tournament in Bogota, Columbia.

This photograph captures David in his “*moment in time.*” His image serves as testimony *that we are truly limitless...*

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MISSION STATEMENT

The Mission of the Nevada State Rehabilitation Council (NSRC) is to help ensure the Vocational Rehabilitation Programs (Bureau of Vocational Rehabilitation and Bureau of Services to the Blind and Visually Impaired) are consumer oriented, consumer driven and that the programs' services and resources result in employment outcomes for Nevadans with disabilities.

Jimmy Begay
Native American Section 121
Vocational Rehabilitation Program

Kate Osti
Statewide Independent
Living Program

Kathy Treants
Parent Training Information Center
Nevada PEP

Kevin Hull
Business Advocate

Maureen Cole
Administrator
DETR Rehabilitation Division

Robin Hall-Walker
Council Chair
Client Assistance Program, Director

Scott Youngs
Council Vice Chair
Business Advocate
University of Nevada, Reno
Nevada Center for Excellence in Disabilities

Sheena Kaufman
Vocational Rehabilitation Counselor

Steve Chartrand
Community Rehabilitation Program
Goodwill of Southern Nevada

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Services, Sierra Regional Center

Jennifer Kane
Department of Education
Individuals with Disabilities Education Act

The Nevada State Rehabilitation Council (NSRC) is a citizen advisory council appointed by the Governor to provide guidance to the state's Vocational Rehabilitation (VR) Program. Its members help to shape policy, engage in strategic planning, and provide guidance to promote increased employment for individuals with disabilities.

Message from the Administrator



It is my pleasure to present the 2011 Annual Report of the Nevada State Rehabilitation Council. I extend my sincerest appreciation and thanks to each of you for the work over the last year. The lingering economic recession in our state and the nation has taken its toll on state agencies' ability to deliver services. Reduced state funding impacts Vocational Rehabilitation's (VR) ability to access federal VR funds and of course, jobs are few and far between for all Nevadans. Despite the difficulties, the Division believes the role of the public VR system does not end when participants find a job. We must offer opportunities to obtain training and education that may eventually result in higher quality employment outcomes while participants earn money at an entry-level job.

The Division has partnered with other agencies in statewide initiatives such as Silver State Works which promises to serve VR customers and businesses more effectively through shared resources and a "no wrong door" philosophy. Service to transition students is a primary focus, as directed by the Nevada State Rehabilitation Council through the State Plan. We are confident that those efforts will produce long-term benefits as more students move into training and post secondary education that lead to careers. The tireless work of the VR staff; the support and direction of the Council; partnerships with other state and local agencies; a renewed relationship with the federal Rehabilitation Services Administration (RSA) and Region IX Technical Assistance & Continuing Education (TACE) group; and wide ranging collaborations with employers, vendors, advocates, and community groups combine to lend unity of purpose to the efforts of all toward the shared goals of greater self-sufficiency and independence for Nevadans with disabilities.

This year's Annual Report highlights many of the Division's activities over the past year and updates the progress toward our goals. The work of Vocational Rehabilitation has probably never been more challenging, but the Department of Employment, Training and Rehabilitation (DETR) and the Rehabilitation Division are committed to finding ways to meet and overcome obstacles and barriers during the coming year. With the continued involvement of partners and stakeholders, I am confident of our success.

Thank you!

Maureen Cole

Message from the Chair



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

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

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

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

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

Sincerely,

Robin Hall-Walker

STRATEGIC GOALS

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

The *Comprehensive Statewide Needs Assessment* is conducted every three years. During the Spring of 2007, the Bureau of Vocational Rehabilitation (BVR), in conjunction with the Nevada State Rehabilitation Council (NSRC) entered into a contract with the San Diego State University (SDSU) Interwork Institute to perform a Statewide Needs Assessment.

The Needs Assessment was comprised of focus groups consisting of current and past program participants, program services staff, vocational counselors, service providers, advocacy groups and other programs and agencies that interact with the BVR's vocational rehabilitation programs.

A thorough analysis of the BVR's program electronic case file data was conducted as part of the Needs Assessment in order to determine trends and recommendations.

A comparative analysis was also performed to reflect Nevada's demographics against states with similar size and population (Colorado, Arizona, Idaho, Wyoming, and New Mexico), as well as national trends. The Needs Assessment prompted the BVR and NSRC to develop a Strategic Plan focused on four major areas that indicated potential unserved and underserved populations.

Annual Customer Satisfaction Survey: The review and analysis of consumer satisfaction described in Section 105(c)(4) of the Rehabilitation Act and 34 CFR 361.17(h)(4), was conducted by the University of Nevada, Reno (UNR), Center for Research Design and Analysis and Nevada Center for Health Statistics and Informatics.

Three consumer satisfaction survey instruments were utilized: the general participant, transition student, and older individuals who are blind (OIB). The three survey instruments captured general vocational rehabilitation and transition student consumer satisfaction through a mixed-mode telephone and web-based survey. The OIB survey was conducted via large font text as requested by OIB participants.

The BVR and NSRC jointly requested UNR to begin a multiple year, longitudinal study of Consumer Satisfaction Survey results in order to determine if significant statistical trends develop.

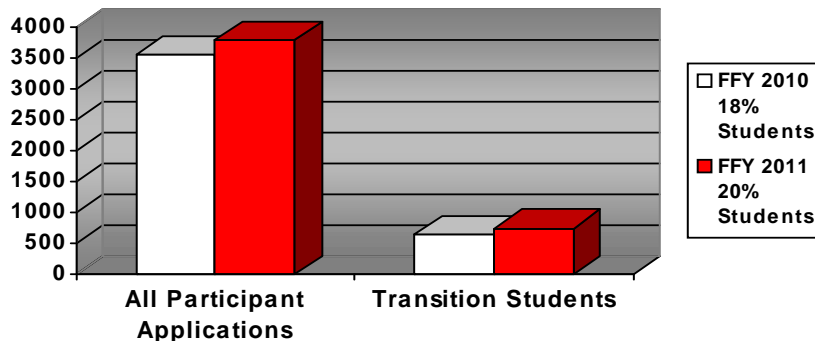
The Federal Fiscal Year (FFY) 2011 State Plan Goals and progression toward achievement are:

GOAL #1

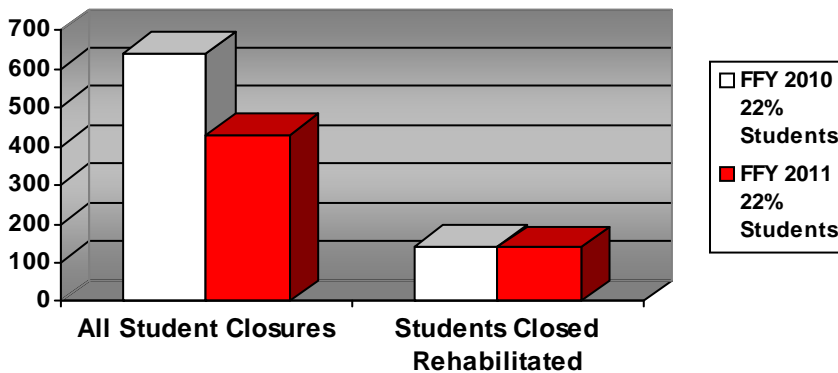
Emphasize the employment potential of students with disabilities, and improve transition from school to work and school to post-secondary education.

Indicators:

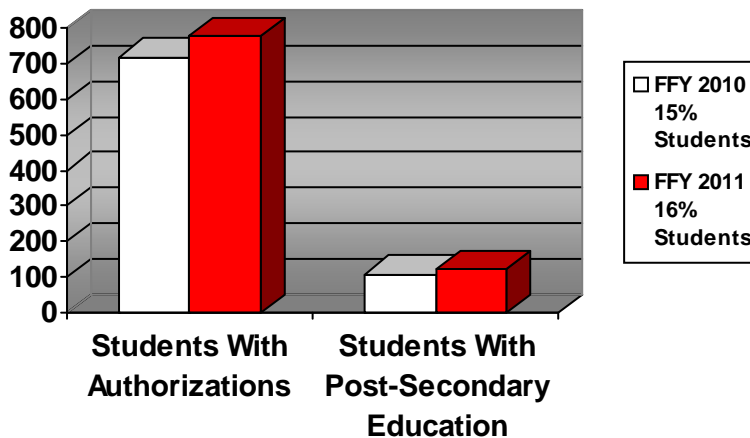
■ Increase enrollment by transition students in the Program Services Division. The Division's performance regarding increased enrollment in FFY 2011 will equal or exceed FFY 2010 performance levels.



■ Increase competitive employment outcomes for transition students. The Division's performance regarding increased competitive employment outcomes in FFY 2011 will equal or exceed FFY 2010 performance levels.



■ Increase post-secondary educational services for transition students. The Division's performance regarding increased post-secondary educational services in FFY 2011 will equal or exceed FFY 2010 performance levels.

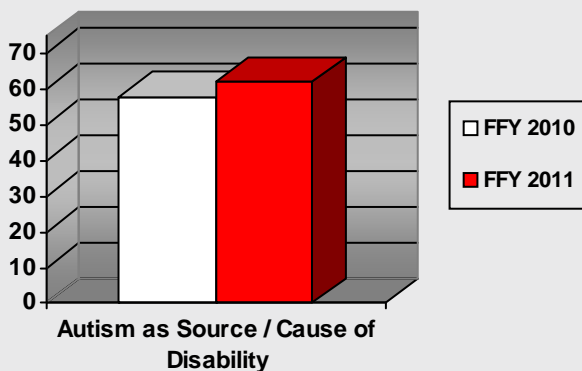
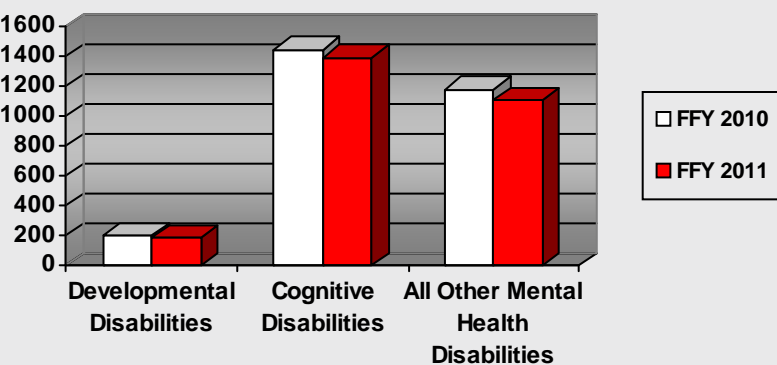
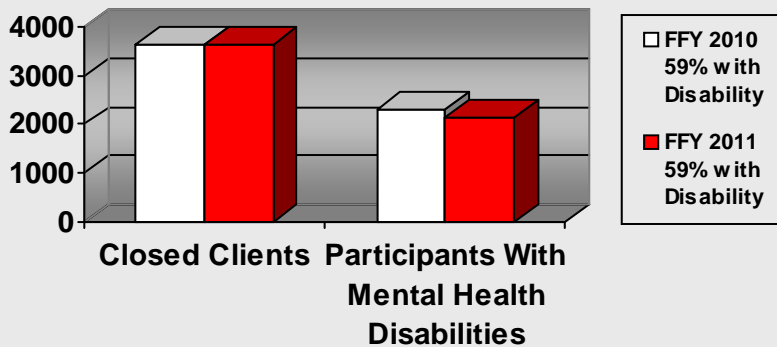


GOAL #2

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

Indicators:

■ Increase enrollment by eligible individuals with autism, developmental, cognitive and mental health disabilities. The Division's performance to increase enrollment by eligible individuals with autism and mental health disabilities in FFY 2011 will equal or exceed FFY 2010 performance levels.



GOAL #3

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

Indicators:

■ Increase enrollment by minority populations representative of Nevada's minority workforce. The Division's performance regarding increased enrollment by minority populations in FFY 2011 will equal or exceed FFY 2010 performance levels.

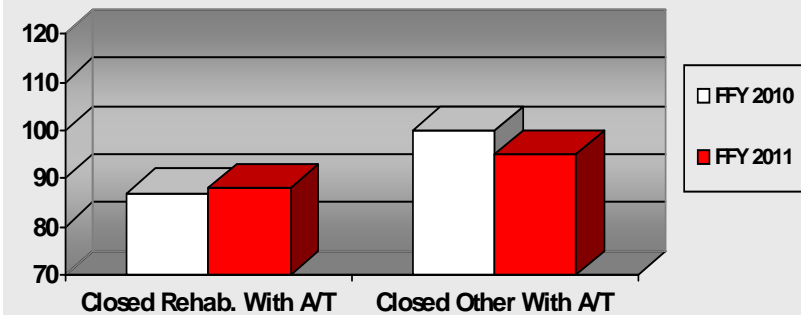
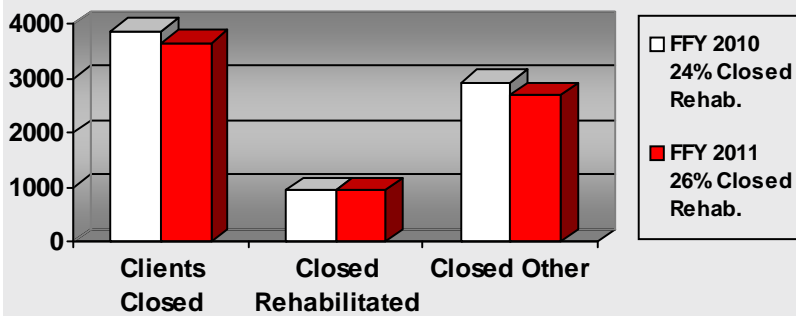


GOAL #4

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

Indicators:

- The Division's performance regarding the numbers of individuals rehabilitated who achieve competitive employment in FFY 2011 will equal or exceed FFY 2010 performance levels.

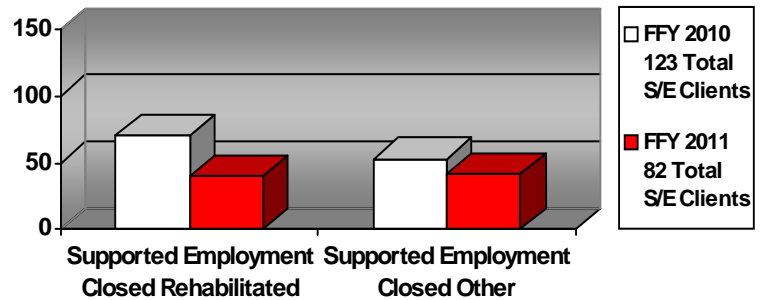
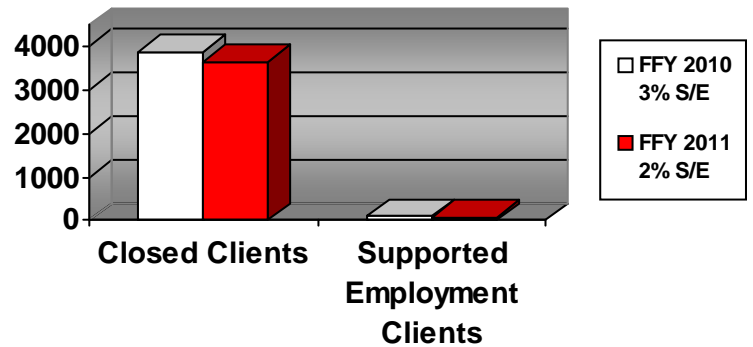


GOAL #5

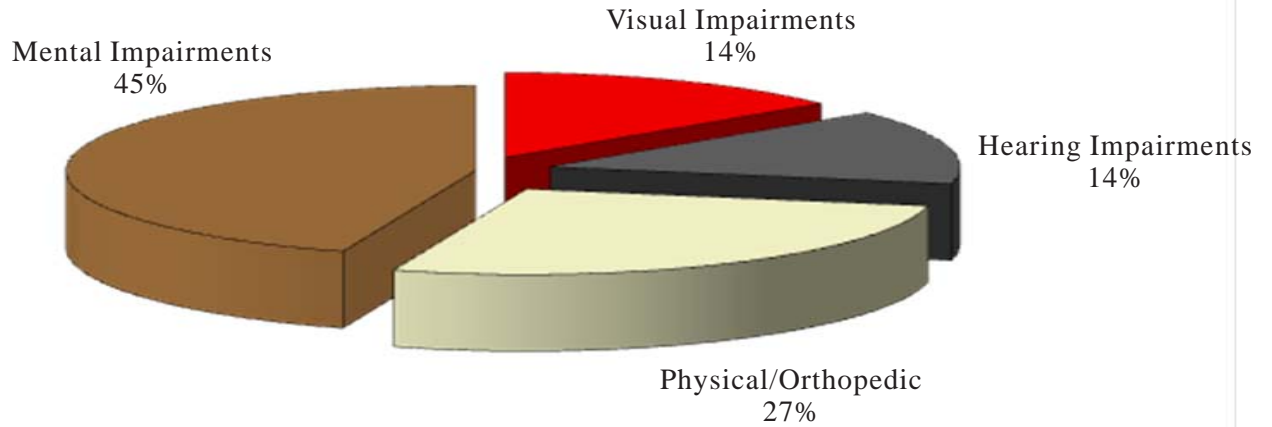
Emphasize the employment potential of applicants and eligible persons receiving services and supported employment.

Indicators:

- Increase the number of supported employment consumers that close successfully, earning at least the federal minimum wage. The Division's performance regarding an increase in the number of supported employment consumers that close successfully in FFY 2011 will equal or exceed FFY 2010 performance levels.

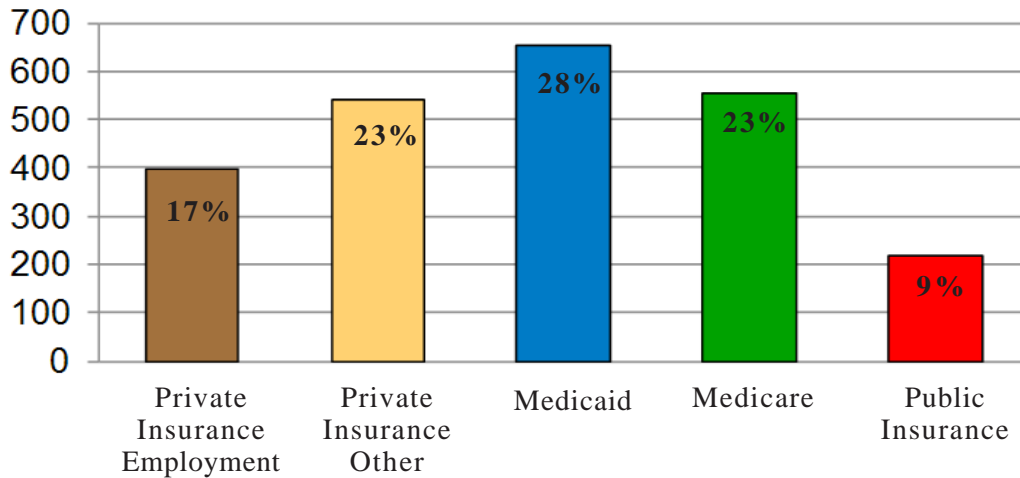


Primary Disabilities of Those Who Went to Work

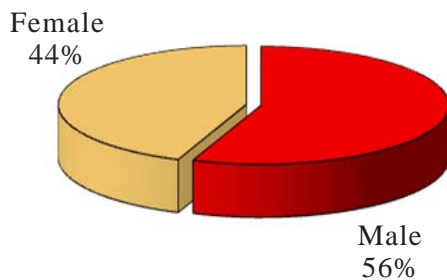


The Average Hourly Earnings for Competitive Employment Outcomes Statewide is **\$11.53**.

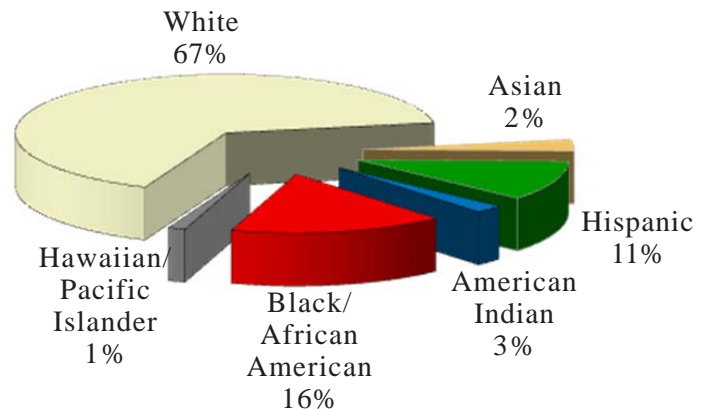
Health Insurance Breakdown by Closures



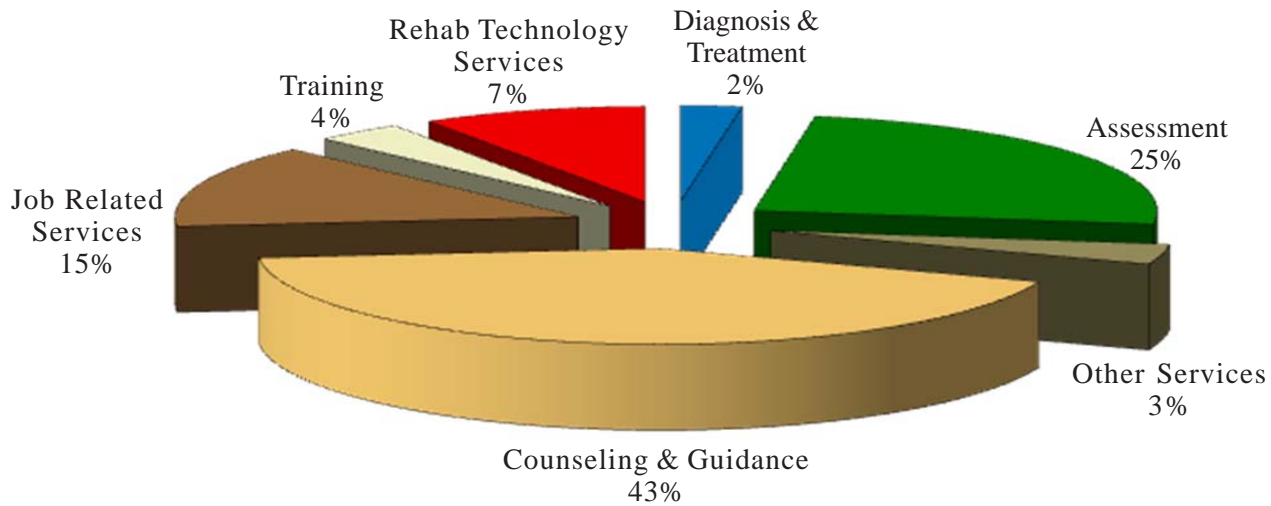
Gender Breakdown by Closures



Ethnicity Breakdown by Closures



Services Provided Directly by State Agency / VR Funds



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

Total number of individuals receiving services	6,427
Total number of new applicants	3,785
Total number closed with employment outcomes	947
Total number that were closed with supported employment outcomes	40

Sources of Revenue (Federal Fiscal Year 2011)



State Funds
\$3,587,224



Federal Funds
\$18,893,787

Federal Funds include those received in FFY 11 through the American Recovery and Reinvestment Act (ARRA)

Average Cost Per Closure with an Employment Outcome	\$3,272
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Average Cost Per Closure without an Employment Outcome (after receiving services)	\$2,847
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2011 HIGHLIGHTS

RSA Commissioner Visits Nevada



In February 2011, Rehabilitation Services Administration (RSA) Commissioner, Lynnae Rutledge gave the keynote address in Las Vegas, Nevada at the Sagebrush Conference for the Randolph Sheppard Vendors of America. At the Department of Employment, Training and Rehabilitation's invitation, Commissioner Rutledge then traveled to Reno Nevada and met several

Nevada State Rehabilitation Council members, representatives of non-profits and community training centers as well as Rehabilitation Division staff.

A lively conversation with good questions from the attendees was followed by a luncheon and then a tour to show the Commissioner a JobConnect office in Reno, a Rehabilitation office located on Corporate Blvd. in Reno, and the Blind Enterprises of Nevada site at the Washoe County complex.



Vocational Rehabilitation Staff Spotlight

Southern District Manager, Sylvia Milburn



“Several years ago I read a book by Jim Collins called, From Good to Great. This book changed my life. I think we settle for being good but it's ok to strive for greatness. It takes a different kind of skill set to think that way. I have been the District Manager for a short time and I am really enjoying this position because I am in a position to learn a lot of things and I can use my problem solving skills.”

Sylvia Milburn was born and raised in Opelousas, Louisiana. She came to Nevada in 1986 shortly after graduating from college. She has a Master's in Special Education and a second Master's Degree in Rehabilitation Counseling. She also completed the Post Employment Training: Rehabilitation Administration (PET-RA) through San Diego State University. She joined the Rehabilitation team in December 1991. Throughout her tenure with the Rehabilitation Division, she has worked as a Rehabilitation Counselor II, III and a Rehabilitation Supervisor. In 2002, she became a certified rehabilitation counselor.

While working as a counselor, Sylvia served the rural communities, opened the first one-stop and was instrumental in assisting the Las Vegas Paiutes with getting their first 121 Tribal Vocational Rehabilitation Project. She was a committee member of Work Enhancement Employment Team (WEET). She was part of a newly founded team – The Employment Team. This was a team that was designed to assist job-ready clients with obtaining employment. She was promoted to Rehabilitation Supervisor where she supervised Transition Services and Bureau of Services to the Blind and Visually Impaired. She was instrumental in starting CRAVE – summer youth program at UNLV. Her hope was to increase transition student enrollment in college. She worked with Clark County School District to develop Project Search, a program designed to give transition students on-the-job-training. She was also a committee member of the Nevada Transition Advisory Committee (N-TAC). While working with Services to the Blind and Visually Impaired, she served as a committee member for the Vision Forum, a yearly event for blind and visually impaired clients to learn about resources in the community. In addition, Sylvia is currently a member of the State of Nevada Council for the Blind.

COLLABORATIONS

- ◆ For several years, the Bureau of Vocational Rehabilitation (BVR), in collaboration with the University of Nevada Las Vegas (UNLV), Accessing Services and Programs for Individuals With Disabilities (ASAP Services), AmeriCorps Volunteers In Service To America (VISTA) and the Clark County School District (CCSD), provides a week long College and Employment Preparatory Summer Camp for 10 to 20 11th and 12th grade transition students at the UNLV campus. During the Careers, Recreation and Vocational Education (CRAVE) Summer Camp BVR presents the CCSD's Youth Educational Success (YES) Program to the students interested in going to college and provides job seeking and readiness training to students interested in employment. The program's short-term goal is to help participants break down barriers to consider college as a choice with the long-term goal of increasing the percentage of students going to college. BVR, in collaboration with Rebuilding All Goals Efficiently (RAGE), and the University of Nevada, Reno (UNR) Center for Excellence in Disabilities (NCED) held the third annual CRAVE Summer Camp in June 2011. For the first time, the program was extended to students in northern and rural Nevada with the help of funds made available through a new partnership with the Nevada Department of Education (NDE).
- ◆ In June 2011, BVR entered into an inter-local agreement with UNR/NCED and Sierra Regional Center (SRC). The intent is to identify those individuals at SRC who are best prepared for competitive employment. Collaboratively, a team of the SRC case manager, the BVR counselor and the NCED job developer will work to develop customized employment opportunities. Service highlights include unique, interest-based workplace assessment, a video resume, job carving and identification of long term supports. These services will be more individualized and intensive than the traditional model.
- ◆ Bureau of Services to the Blind and Visually Impaired (BSBVI) collaborated with the CCSD in the assessment of assistive technologies specific to the needs of visually impaired students. BSBVI staff participate in transition workshops to provide group and individual training of students with visual impairments. BSBVI staff provides ongoing assistive technology training statewide for special education teachers so they can provide this training to students who are blind or visually impaired.
- ◆ BVR and the NDE, Office of Special Education, Elementary and Secondary Education and School Improvement Programs have a cooperative agreement, which contains provisions for the joint training of VR staff and special education personnel.
- ◆ BVR is currently working with the school districts to provide for joint in-service training coordinated by local BVR offices. The local offices work with special education departments and technical and career education programs for the establishment of pre-vocational coordinated activities. Future plans include an increased effort for outreach to all students with disabilities, including students with disabilities who are not enrolled in special education.
- ◆ Statewide, BVR and BSBVI staff attend transition team meetings with local schools and school districts to provide ongoing orientation and education regarding BVR services, as well as having co-located offices with school district personnel in Washoe and Clark Counties.
- ◆ BSBVI and BVR Southern District office staff attend bi-annual "Students Talking about the Real World" (STAR) conferences with Las Vegas area school district special education staff. STAR is a program that is designed to educate families, students and professionals about transition services available in Clark County. Our transition counselors offer BVR facility tours and provide orientation about our services. Students are given the opportunity to meet with agencies, vendors, and colleges to see what services are available to assist them in meeting their goals.
- ◆ The BVR Administrator is a member of the Interagency Transition Advisory Board (ITAB). The Board provides information and research regarding issues relating to transition students in Nevada.
- ◆ A BVR Rehabilitation Counselor is a member of the NDE's Nevada Transition Advisory Committee (NTAC) Core Team. Members of the NTAC Core Team are experts in the field of transition and provide ongoing training and recommendations around best practice/compliance in transition services. The team's mission is to implement a systematic approach to increasing graduation rates and improving postsecondary outcomes for students with disabilities through a greater focus on postsecondary preparation. The team has created the first ever Nevada Statewide Transition Network, developed in the Nevada Student Leadership Transition Summit (the 5th annual event took place in November, 2011) and recently presented at the 16th International Division on Career Development and Transition (DCDT) Conference in Kansas City, Missouri.

MAKING A DIFFERENCE

Claude Church and his wife scrambled to the nearest Emergency Room (ER) in Minden, Nevada after Claude was jolted awake in the middle of the night gasping for air. He was disoriented and confused, and was seeing double. After a variety of tests and an endless battery of MRI's, CAT scans and X-Rays, it was eventually revealed that Claude had experienced a strong trauma to the third cranial optic nerve as he slept. He was diagnosed in 2005.

Several years later, Claude still suffered from double vision which led to a long relay of surgeries. He made every effort to continue to adjust to his changing vision. By the time he signed up for services at the Bureau of Services to the Blind and Visually Impaired (BSBVI), he was eager to get back to being a productive part of the work force, even though he was still set to undergo a few more medical interventions before his condition would stabilize.

During this time, he and his wife would occasionally stop by a local coffee roaster that they had read about to buy fresh roasted coffee. Claude had, in the past, worked for some major coffee roasters in the packaging departments, and he and his wife appreciated the aroma and taste of quality coffee. Over the years, the staff at Alpen Sierra grew to know Claude and would chat with him during his visits.

The staff at BSBVI worked with Claude as he took stock of his work history and helped him to better appreciate how his own unique skills, interests and preferences could apply to his next line of work. They also provided counseling and guidance, discussing his strengths, as he built up his self-esteem and again developed confidence in his abilities. While compiling his work history for his resume, they noted that he had worked as a machine repairman at several firms. They then helped him to develop an introduction "pitch" which would sum up his contributions as an employee.

With all this preparation, Claude set out on his job search. He plowed the internet and made phone calls. Most importantly, he got in his car and drove to local industrial parks and went door to door. He would confidently enter the business and professionally introduce himself to any staff member that was there, learning more about their business. In this process, he was also able to discuss the On the Job Training (OJT) program.

In one of the industrial parks which Claude prospected through was the local coffee roaster he and his wife had been visiting over the years. He met with the founder and owner of Alpen Sierra Coffee Roasters, Christian Waskiewicz, and they discussed the needs of the business.

During their talk, Claude mentioned his experience with machine repair, working with coffee roasters; he knew coffee and how to talk the language of the industry. Mr. Waskiewicz told him that he did, indeed, have a need for a person to service his coffee brewing equipment. Claude had experience and it was a perfect match. *"I guess I don't need to interview the other 62 people!"* Upon hearing those words, Claude knew that he had finally landed the job that he had worked so hard for. It had been six long years since that night that his journey had begun.

Mr. Waskiewicz appreciated the value of BSBVI's OJT program, and was pleased to participate. By being proactive in his job search and building relationships, Claude happened to have the right conversation, with the right person, at the right time. Alpen Sierra now has the employee that they needed, and Claude Church has the exact job that suits his skills, experience and interests.



(Left:Christian Waskiewicz; Right: Claude Church)

MAKING A DIFFERENCE

Allen Seals was diagnosed with paraplegia in 1979. In 2002, Allen was hired at Sparks High School as a special education teacher and football coach. He had a partial foot amputation in July, 2010 which resulted in the inability to balance properly. This led to new challenges. Allen found it difficult to transfer from his chair into his vehicle, and he had difficulty moving around in the bathroom.

Allen applied for Bureau of Vocational Rehabilitation (BVR) services on August 4, 2010. After meeting with a Rehabilitation Counselor it was determined that Allen would need to have his van modified so that he could drive his power wheelchair into the van and drive from the wheelchair.

His bathroom also needed modifications. When Allen had applied for services, a physical therapist was sent to inspect his bathroom and found that the set up

involved a hole in the wall which Allen would drive his wheelchair through, into a closet and then into the bathroom. It was a very unsafe situation and Allen reported that he had fallen several times. The modifications involved the removal of a step into the bathroom, which then allowed Allen to drive his wheelchair into the shower stall directly. His toilet was repositioned to allow greater ease of transfer and the hole in the wall was covered and tiled.

The BVR services improved Allen's daily living abilities and assisted him in retaining his employment. He is now able to take a shower everyday, unassisted, prior to driving to work.



Marnie Macrillo was diagnosed with a brain tumor at the age of 27. She had surgery to remove the tumor followed by radiation treatments. The surgery and treatments were successful.

One morning, 11 years after the surgery, Marnie awoke to find she had completely lost her hearing. The medical community indicates the hearing loss was a direct result of the radiation treatment.

Marnie applied for Bureau of Vocational Rehabilitation (BVR) services as she was now at risk of losing her employment as a Pilates Instructor.

After meeting with a Rehabilitation Counselor, an assistive technology assessment was requested. Easter Seals of Southern Nevada completed the assessment and made recommendations to enable Marnie to use her telephone and computer. As a result of the recommendations BVR was able to assist Marnie in obtaining hearing aids and other assistive technology devices.

Marnie has been able to maintain her employment and uses her hearing aids, telephone and computer to perform the essential duties of her job as well as daily life activities.

"Between the hearing aids and the phone I feel so much more connected to the movement of the day, the world. What would I have ever done without technology? It has made it a lot easier to deal with my hearing loss."

MAKING A DIFFERENCE

Turner N. Thompson was born in 1983 and was fortunate to be alive after a very difficult labor that almost took his and his mother's life. At the age of 4, he was diagnosed as having gross motor skill delay, speech impediment and a severe learning disability. A medical professional bluntly described him as borderline mentally retarded, and told his mother that there wasn't much hope for his mental, physical or social development beyond the borderline. Professional after professional, therapist after therapist, and teacher after teacher all agreed with the diagnosis. In 1989, before Turner had completed his first unsuccessful year of kindergarten, his mother made one of the most heartfelt and significant decisions of her life, to end her successful 14-year military career. From that day forward she devoted the next 22 years in an effort to take him beyond the borderline.

Always emphasizing the importance of education, his mother worked diligently along with his special education teachers. In May 2004, Turner left high school with a certificate of completion at the age of 21. The few who thought he would never accomplish much would be fascinated to know he has learned to read and write on a third grade level and understand basic Algebra and math. He later took up amateur boxing which helped develop his coordination, core strength, and stamina. He even earned a couple of first place trophies for boxing matches. Still in his early 20s, Turner yearned to accomplish more. Having spent a lot of time in the kitchen with his mother learning how to cook different recipes and being allowed to participate in a home economics class in high school, he soon developed the desire to become a chef, but was concerned about his educational challenges at any institution of higher learning. During 2008 and 2009, Turner



traveled and trained with a few notable amateur and professional boxing coaches across the country. In early 2009, his amateur boxing aspirations and training brought him to Las Vegas, NV. After being in the area several weeks, his mother decided to stay in Las Vegas. After they settled into a home, she scheduled an appointment for him with the Bureau of Vocational Rehabilitation. There they met Ofelia Gentscheff, M.A., MRC, Certified Rehabilitation Counselor. After Turner entered the Vocational Rehabilitation (VR) program, Turner was provided with the counseling services necessary to devise an Individualized Plan of Employment (IPE) allowing him to effectively train in the profession of his choice, as well as provide him with the additional resources necessary to assist with his success. This included the opportunity to attend the Las Vegas Culinary Training Academy (Academy) to become a professional cook.

Turner's Orientation Supervisor and Employment Services Specialist, Sheila Smalling, was advised of his learning disability and shared that information with other Academy Administrators. It was recommended that he attend the Steward Program and, if, upon successful completion of that program he would be allowed to enter the Professional Cook Program. A few were apprehensive of Turner's ability to complete the requirements of such a demanding course, even with the additional resources provided by VR. Having become accustomed to people doubting his abilities, only added fuel to Turner's desire to succeed. After being accepted and enrolled for training at the Academy, he was provided with Regional Transit Authority Bus Passes by VR, and in July 2009 he embarked upon his new life adventure diligently and happily.

MAKING A DIFFERENCE

With the steadfast encouragement and support of Mrs. Gentscheff from VR, Ms. Smalling at the Academy, and his mother at home, Turner completed the Academy's Steward program in September 2009, where he was certified on how to clean and maintain kitchen areas and equipment, including deep fryers, broilers, grills, stoves and conventional ovens; washing dishes; handling chemicals properly, as well as assisting with banquet preparation and clean-up. He became knowledgeable in basic cooking principles and mid-level skills for the fry cook and pantry cook and was able to achieve performance of all entry level duties as well as more advanced skills such as preparing sauces, soups and stocks.

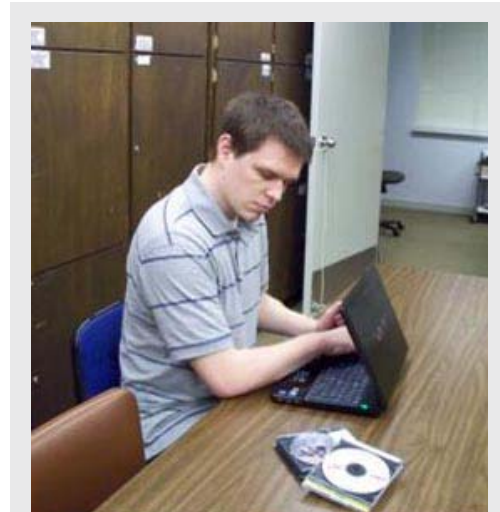
The Associate Director of Instruction and others at the Academy began to take notice of Turner's determination and potential with the necessary resources in place, allowing him to start the Professional Cook Program in November 2009. He completed the program and graduated on March 5, 2010, where he was certified as having gained knowledge of kitchen equipment, Serve Safe, line mechanics, plate and food presentation, hot and cold food production, assisting with banquet events and developing knife skills in the operations of a professional kitchen.

Turner secured employment as a steward as well as prep and fry cook at the Cadillac Ranch in Las Vegas, NV. Turner's professional education is ongoing with a hands-on approach. Cadillac Ranch General Manager, Mr. Donnie Frazier, states, *"In the past year, Turner's exceptional attitude, desire to accept additional responsibilities coupled with his customer friendly demeanor, dependability, eagerness to learn every facet of the restaurant business and work ethic have made him a valuable asset to our organization."*

Benjamin Dalin was born blind. At the age of 16 he became a Vocational Rehabilitation Client. Ben is currently in his third year at Great Basin College in Elko, NV where he is studying Social Sciences with an emphasis in History. In May, 2011 Ben told his counselor, Ron Pavelko, that he wanted to locate summer employment that aligned with his interests. During the previous summer, Ben had worked at Papa Murphy's Pizza, where he began by taking phone orders. After his supervisor saw his capabilities and potential, he was moved to a cashier position where he performed multiple assignments.

After researching available opportunities, Ben's counselor, Ron, found that Northeastern Nevada Museum in Elko, NV had accepted students for summer employment in the past. Ron immediately contacted the Museum Director, Claudia Wines. An appointment was scheduled for Ron and Ben to meet with Ms. Wines and her coordinator, Toni Mendive.

When Ron and Ben arrived at the Museum, Ron was really struggling trying to figure out what tasks a blind transition student might be able to perform here. He was concerned that this might be a courtesy meeting. Toni and Ben hit it off right away. About two minutes into the meeting, Toni looked at Ben and said "oral histories." One of the functions of the Museum was to seek out local persons who have some responsibility in regards to the history of the local area. These historical persons would then need to be interviewed and the transcription would be recorded for future use. Ben was the perfect fit for the Orator position. An excited Director Wines asked him "when can you start?" Ben really enjoys the work that he is doing. He feels it has a real benefit for the local community, and the Museum staff is extremely pleased with his professionalism and advanced computer skills.



"I am glad and appreciative of all the opportunities I have had. Disabilities do not have to stop you from reaching your goals."

Rehabilitation Division

★ BUREAU OF VOCATIONAL REHABILITATION LOCATIONS ★

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

Northern Nevada Locations

1933 N. Carson Street
Carson City, NV 89701 (Carson)
(775) 684-0400 TTY (775) 684-0360

4001 S. Virginia Street
Reno, NV 89502 (Washoe)
(775) 834-1970

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

1675 E. 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 W. Haskell Street, Suite 2
Winnemucca, NV 89445 (Humboldt)
(775) 623-6544

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

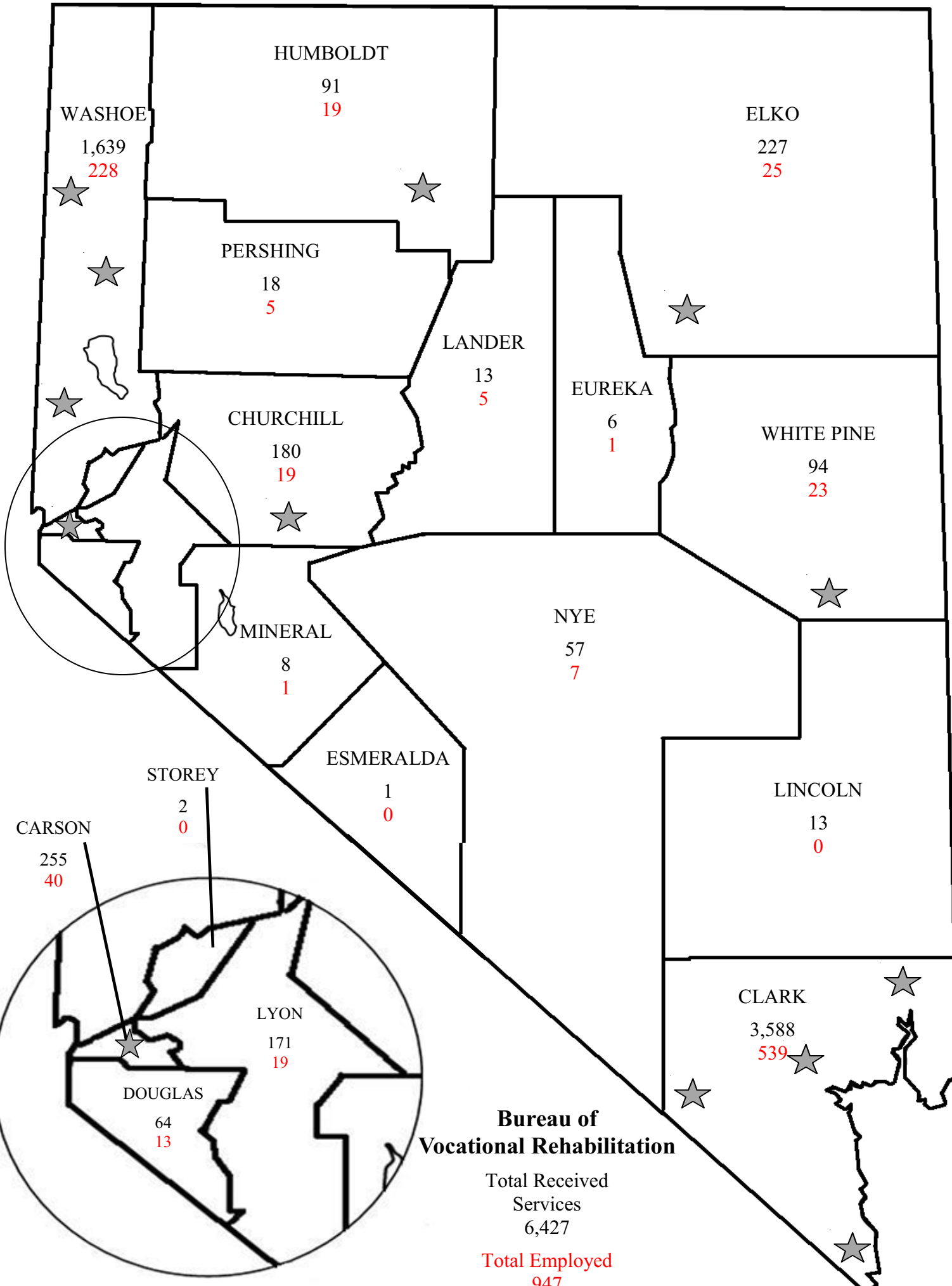
Southern Nevada Locations

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

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

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

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



Bureau of Vocational Rehabilitation

Total Received Services
6,427

Total Employed
947

The Rehabilitation Division of



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

The Rehabilitation Division's vision is that of a barrier-free future where every individual in Nevada has equal vocational and independent living opportunities.