A photograph of a man with a prosthetic left leg climbing a steep, rocky cliff face. He is wearing a harness and is secured by ropes. The background shows a clear blue sky, a body of water, and snow-capped mountains in the distance.

# NEVADA STATE REHABILITATION COUNCIL

ANNUAL REPORT  
2010

*Photo by: Scott Sady*

"The difference between those who fail and those who succeed is largely perseverance. Never quit."

- Charles Schwab.

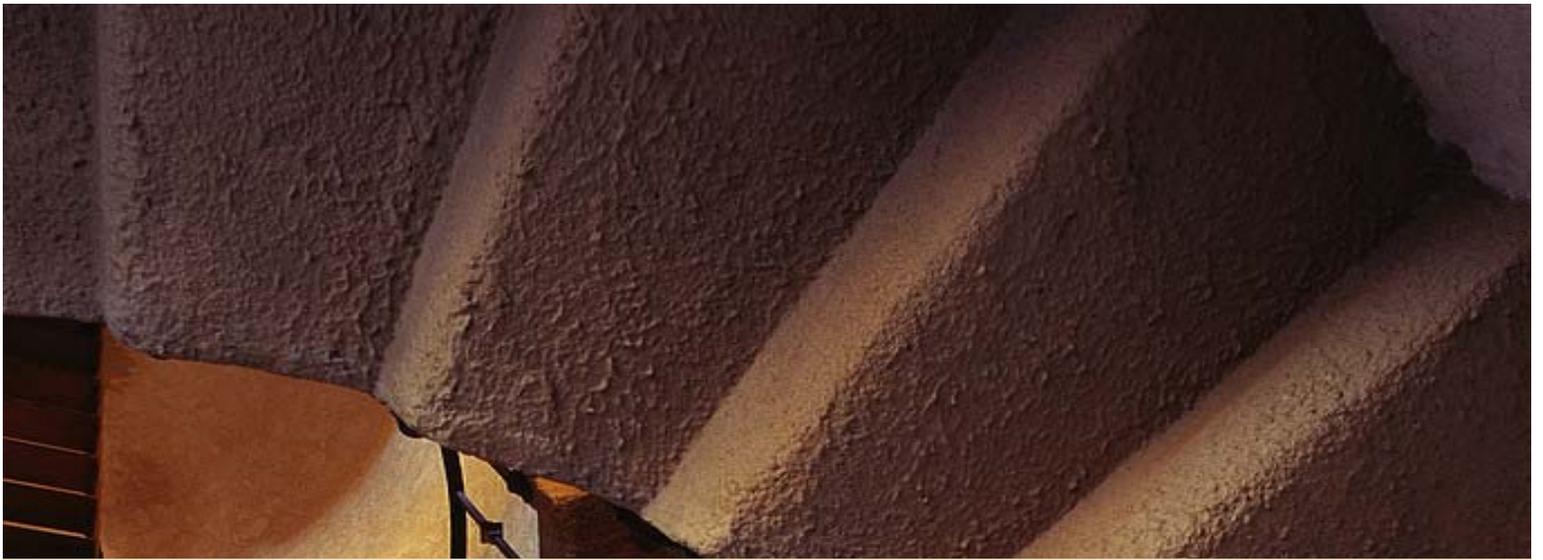


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*Cover photograph by Scott Sady: Climber Brent Kuemmerle who lost his right leg in a car accident in 1995, climbs up the wall of Cave Rock just north of South Lake Tahoe, NV May 12, 2003.*





## Mission Statement

The mission of the Nevada State Rehabilitation Council 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.

## What is Vocational Rehabilitation?

The Rehabilitation Division's Bureau of Vocational Rehabilitation is designed to help people with disabilities become employed and to help those already employed perform more successfully through training, counseling and support methods. After reading this information if you believe we can help place you on the path to employment or help make your current job situation more successful, give us a call. We are here to help.



## Services Provided by Vocational Rehabilitation

Persons with disabilities have a range of services available to them through a statewide network, which includes Nevada JobConnect. These services include:

- Assessment of job-related skills and abilities
- Assistance with job search, placement and job retention
- Determination of eligibility and vocational rehabilitation needs
- Physical and mental restoration services related to vocational rehabilitation goals, such as possible corrective surgery or therapeutic treatment
- Collaboration with employers to provide assistive technology for the workplace
- Collaboration with employers to provide public assistance, such as housing and food stamps
- Transportation in connection with providing a vocational rehabilitation service
- Interpreter services for individuals who are deaf
- Interpreting services for individuals who are deaf-blind
- Career counseling and guidance
- Post-employment services
- Occupational licenses, tools, equipment and supplies
- Rehabilitation technology
- Transition services for high school students with disabilities interested in entering the workforce upon graduation



Photo Provided By: National Industries for the Severely Handicapped

*For those who experience difficulty understanding or working with the Vocational Rehabilitation system, the Client Assistance Program (CAP) can help by explaining services more clearly, investigating concerns and assisting in appeals of a decision made during the process.*

***Vocational Rehabilitation is an Equal Employment Opportunity program/service. Auxiliary aids and services are available upon request during consultations with counselors and service providers.***

# Rehabilitation Council Members



Brian Patchett Community Rehabilitation Program  
Easter Seals Southern Nevada



Christine Syverson  
Council Vice Chair / Business  
City of Sparks, Human Resources



Edina Jambor  
Deaf & Hard of Hearing  
Advocacy Resource Center



Ellen Koivisto  
Legislative / Advocate



Jack Mayes  
Nevada Disability  
Advocacy Law Center



Jane Gruner Business Advocate  
Department of Health and Human  
Services, Sierra Regional Center



Jennifer Kane  
Dept. of Education / Individuals  
with Disabilities Education Act



Jimmy Begay  
Native American Section  
121 Vocational Rehab. Program



Joan Rachmel  
Vocational Rehabilitation  
Counselor, DETR



Kate Osti  
Statewide Independent  
Living Program, Las Vegas



Kathy Treants  
Parent Training Information Center /  
Nevada Parents Educating Parents



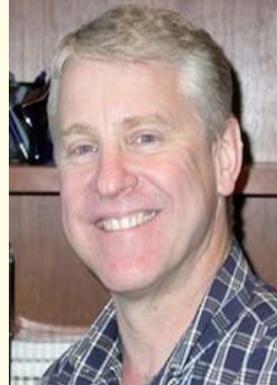
Kevin Hull  
Business Representative



Maureen Cole  
DETR Rehabilitation  
Division Administrator



Robin Hall-Walker  
Council Chair /  
Client Assistance Program,  
Director



Scott Youngs  
Advocate/ University of Nevada  
Reno, Nevada Center  
for Excellence in Disabilities



Steve Chartrand  
Community Rehabilitation  
Program/ Goodwill of Southern  
Nevada, Las Vegas

## Message From

Nevada State Rehabilitation Council Chairwoman

**Robin Hall-Walker**

Every man has his own vocation.

“Every man has his own vocation, talent is the call.”

~ Ralph Waldo Emerson

This year, the Nevada State Rehabilitation Council has continued to experience the impact our economic situation has had on persons with disabilities who desire to work within the state. The council is dedicated to working within the parameters of its mission, while still thinking outside the box, to furthering the needs of those we serve by:

- Developing new state plan goals
- Reviewing assistive technology and other levels of disability employment services across the state of Nevada
- Learning about Ticket to Work, a program to achieve self-sufficiency and employer networks
- Participating in student leadership and employment summits
- Partnering with the Rehabilitation Division to expand employment and independent living opportunities for Nevadans with disabilities

Now, more than ever, we are committed as a Council to provide clarity to issues and answers to problems. We hope our work will culminate in new opportunities for persons with disabilities who rely on us to speak for them. Those we represent desire one thing only...the opportunity to demonstrate their vocational talents.

Sincerely,

*Robin Hall-Walker*



# Letter From the Administrator

“These **SUCCESSES** speak volumes about the caring, commitment, and creativity of the staff of BVR and BSBVI.”

**Maureen Cole**



I am pleased to present the 2010 Annual Report of the Nevada State Rehabilitation Council. It has been a challenging year for the nation and even more so for Nevada as glimmers of economic recovery sometimes seem very distant from our state. Despite the obstacles, the Rehabilitation Division assisted 708 individuals with disabilities to achieve their vocational goals in the first three quarters of federal fiscal year 2010. More than 3,802 others received services that improved quality of life and were provided information and referral to resources, options and choices available for individuals with disabilities. These successes speak volumes about the caring, commitment, and creativity of the staff of the Bureau of Vocational Rehabilitation (BVR) and the Bureau of Services to the Blind and Visually Impaired (BSBVI). However, fulfilling the mission of the Rehabilitation Division depends on partnership, collaboration, and the concerted efforts of many other people and groups: the Nevada State Rehabilitation Council which provides direction and support to the Division as well as advocacy and connection to various segments of the disability community; businesses that have committed to hiring capable and hard working employees regardless of disability; vendors who provide additional resources and services not available internally; and federal, state and local government agencies, boards, commissions, committees and community partners that have combined resources with the division on many levels to serve individuals with disabilities in the best ways possible.

This annual report highlights many of the programs, services and outcomes of the collective work of this dedicated group of professionals. I extend my sincerest appreciation and thanks to each of you.

I am honored and humbled to be a part of this wonderful team as we move into the 2011 fiscal year. We will undoubtedly face difficulties, obstacles, and challenges but I am confident that together we have the resources and resolve to overcome them as we move toward greater self-sufficiency and independence for Nevadans with disabilities.

Thank you!

*Maureen Cole*

# Nevada State Plan Goals

A major issue discussed during NSRC meetings in fiscal year 2010 included state plan revisions. The NSRC State Plan Committee made minor revisions to the current goals and created a new fifth goal with corresponding strategies and measurable indicators. These goals are:

**Goal #1:**

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

**Goal #2:**

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

**Goal #3:**

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

**Goal #4:**

Assist individuals to transition into work by the provision of quality employment outcomes, retention of competitive employment, and self-sufficiency through accessible and equitable services.

**Goal #5:**

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





## Roles and Responsibilities

The Nevada State Rehabilitation Council (NSRC) meets at least four times a year with additional sub-committee meetings. Most of the meetings are held by video-conference between Elko, Carson City and Las Vegas to encourage statewide public input on the delivery of Vocational Rehabilitation (VR) services. The Council works in partnership with the administrator of the Nevada Department of Employment, Training and Rehabilitation (DETR), Rehabilitation Division to establish policies, priorities and goals for the program.

The governor appoints the council members from a cross section of community-based organizations, business representatives, advocates and former VR clients as required under the Rehabilitation Act. During Federal Fiscal Year 2010, the council consisted of 18 members or stakeholders. The NSRC must always be composed of representatives of the Independent Living Council; a Parent Training and Information Center; the Client Assistance Program; the Department of Education; the administrator of the designated state vocational rehabilitation unit; the Governor's Workforce Investment Board; the director of the American Indian Vocational Rehabilitation Program; current or former applicants for, or recipients of, VR services; a representative of a community-based rehabilitation

# 2010 Annual Report

Program; a VR counselor; a variety of advocates; and four representatives of business, industry and labor. Although service provision to all eligible participants is of importance to the NSRC, the primary focus for the past two years has been on the enhancement of services to underserved populations, particularly students in transition from school to employment.



**The responsibilities of the NSRC are defined in Section 105 of the Rehabilitation Act. Essentially, it works in partnership with the division to:**

- Review, analyze and advise on the performance of the VR Program
- Assist in developing state goals and priorities
- Evaluate the effectiveness of the VR Program
- Assist in the preparation of the state plan
- Review consumer satisfaction
- Submit an annual report to the governor and the commissioner on the status of vocational rehabilitation in Nevada

## 2010 General Client Satisfaction Survey

A mixed-mode telephone and web-based survey was conducted between March 2010 and May 2010 to assess the satisfaction of services received by Rehabilitation Division clients of the State of Nevada Department of Employment, Training and Rehabilitation. These clients received services from the division between October 2008 and September 2009. A total of 413 interviews were completed (351 on the telephone, 62 on the internet), for a raw response rate of 38 percent. A cooperation rate of 83 percent (351 completed and partial interviews out of 424 clients reached) was achieved for the telephone interviews.

Client's evaluations of the Rehabilitation Division were generally positive. Aside from the overall quality of services, which was rated as strongly or somewhat satisfied by almost 72 percent of clients, (70 percent) were also happy with the timeliness of services. In general, the majority of clients were also very satisfied with their counselors and other Rehabilitation staff.

- An overwhelming number (82 percent) said they would recommend the Vocational Rehabilitation Program to others.
- The specific utilization of services, 70 percent of clients indicated that they were satisfied with the program's services.
- Almost half of the participants (49 percent) were employed. Of those employed, 34 percent said that they had received their current job as a result of the Vocational Rehabilitation program's services.
- The vast majority of employed clients indicated that they had obtained the kind of job they wanted and that they liked their current jobs.
- An overwhelming number of those currently employed (89 percent) also felt that they had the skills they needed to keep their jobs.
- 54 percent stated that the services were useful in helping to keep their current job.

Survey participants were given the opportunity to comment on the strengths of the program. Typical strengths included: medical assistance, assistive technology devices, and knowledgeable and caring counselors.

## 2010 Older Individuals Who are Blind Program Satisfaction Survey

A mixed-mode telephone and mail-based survey was conducted between March 2010 and May 2010 to assess satisfaction with the Older Individuals Who are Blind program (OIB). A total of 78 interviews were completed (76 on the telephone, 2 via mail), for a raw response rate of 53 percent (78 out of 148), and a cooperation rate for the telephone interviews of 85 percent (76 out of 89).

Representation by region was as follows: 57 percent Southern region, 27 percent Northern region, and 16 percent Rural region. The majority of respondents were female (82 percent), and had either a severe visual impairment (50 percent) or were diagnosed as legally blind (39 percent). Almost 40 percent of clients were

over the age of 85, while the remaining clients were under 74 years old (28 percent) or between 75 and 84 years old (34 percent). Clients reported a high level of satisfaction with the quality of the program's services and timeliness of services, they were also very positive in their ratings of their program counselors in all areas.

Those in the rural region reported higher levels of satisfaction than those in the northern region and southern region with all aspects of the program. About half of the respondents agreed that they were able to receive employment information when they inquired, and an overwhelming number (94 percent) of those surveyed reported that they would recommend the program to others.

## 2010 Transition Student Satisfaction Survey

A mixed-mode telephone and web-based survey was conducted between March 2010 and May 2010 to assess the satisfaction of services received by transition student clients of DETR's Rehabilitation Division. These clients received services from the division between October 2008 and September 2009. There were a total of 65 surveys completed out of 203 clients sampled. A cooperation rate of 70 percent was obtained from those clients actually reached, and a 32 percent raw response rate was obtained.

There were 53 interviews completed over the telephone, and 12 surveys completed via the web. Post-stratification weighting was used to match the obtained responses from the sample to the population of Vocational Rehabilitation transition student clients.

- Most of the transition student clients (76 percent) were very or somewhat satisfied with the overall services of the Rehabilitation Division.
- The same percentage of student clients was very or somewhat satisfied with the timeliness of the services (76 percent).
- Over 58 percent of transition students reported being currently employed. Nearly half of the students reported holding only one or two jobs since high school.

Aside from the high school program, utilized by most respondents in the sample, the on-the job training program was the most frequently used, followed by the Job Corps program, the technical or trade school program, and the two-year college degree program.

- Thirty-eight percent of students who completed high school received a standard diploma and 51 percent received an adjusted diploma.
- Overall satisfaction with their high school program was high, with 75 percent of students being somewhat satisfied to very satisfied.
- A large number of transition student clients (83 percent) were satisfied, either somewhat or strongly, with the support they received from Vocational Rehabilitation staff while in the on-the-job training Program.
- A slightly lower percent (62 percent) of students were very satisfied with the Job Corps Program.
- Approximately 56 percent of the students received job placement services and 79 percent of students received job coaching services.
- Overall satisfaction with both job placement and job coaching services was high, 77 percent for both services.
- Transition student clients reported receiving various assistive technology devices from the division and 91 percent of students rated these devices as good or excellent.
- Overall, transition students were satisfied with the services that they received, and 75 percent of them would recommend those services to others.

# A Picture of Perseverance Bill Boster



Bill Boster believes anyone can overcome just about any obstacle if he or she has a positive mental attitude.

“As the result of having a positive mental attitude some of our clients have overcome great obstacles to become employed,” says Bill, the northern district manager for the Rehabilitation Division.

Bill serves as a Rehabilitation Division manager for the northern and rural district, which encompasses Reno, Sparks, Carson City and the rural offices in Fallon, Winnemucca, Elko and Ely.

Bill said he finds his job to be challenging, interesting and enjoys being in a position to assist individuals in returning to work.

“We are making great strides in providing transition services to high school students with disabilities and in upgrading our assistive technology program as well as returning participants to work,” Bill said. “It is gratifying to me when I see former clients in the community who come up to me and state how successful they are and how Vocational Rehabilitation assisted them.”

Bill is a native of West Virginia, but was reared in Michigan. He came to the state of Nevada in 1988. In 1992, he became a certified rehabilitation counselor. He was promoted to

# *“I love what I do and feel that I have the best job in the world.” - Bill Boster*

rehabilitation counselor III and ran an outreach office at Washoe Medical Center for eight years. He was promoted to Rehabilitation Division supervisor and then in 2004 he promoted to Rehabilitation Division manager.

Bill is uniquely suited for this position because he has received rehabilitation services for his own disabilities to become a productive member of the labor force. Bill was diagnosed with juvenile rheumatoid arthritis at a young age which affected his shoulders and knees. He is also hard of hearing.

Because of his disabilities, Bill met with state vocational rehabilitation counselors when he was a junior and senior in high school. After graduating from high school, Bill worked for a newspaper in the circulation department. At that time he started to experience severe pain and instability in his right knee which made it difficult for him to walk and stand.

Having been familiar with vocational rehabilitation services, he contacted the local office. His counselor helped him qualify for benefits and assisted him with enrolling in college. Bill and his counselor agreed that getting a bachelor's degree would make him more marketable for employment. The program assisted him in getting his Bachelor's degree in correctional criminology from Fresno State University in 1976.

After several years he made the decision to return to school to get his master's degree from Sacramento State University. Bill did his internship with the state of California Vocational Rehabilitation in Sacramento, California and graduated in May 1988, just before joining the state of Nevada. Originally he had planned to get his degree in counseling. One of his professors's urged him to get his degree in rehabilitation counseling as he felt that Bill had good insight and first hand knowledge of what it is like to have a disability as well as the barriers faced by people with disabilities.

“I love what I do and feel that I have the best job in the world,” Bill said. “I enjoy working for Vocational Rehabilitation. I am especially pleased to work with dedicated and hard working employees.”

Bill's office is located at the Corporate Boulevard office in Reno. Bill has been married for more than 12 years and has one step-daughter. He and his wife enjoy traveling, gardening, and spending time at Lake Tahoe.



# Marc Powell

## A Degree of Excellence

Marc Powell's life changed when he found himself seriously injured in a car accident resulting in C-4 quadriplegia. With minimal movement remaining in one arm, Marc still lives in his own apartment and manages through the use of in-home personal care services. He came to Vocational Rehabilitation for services in 2005 with the goal of completing his college degree. Marc reached that goal in 2010. He graduated from University of Nevada, Reno in Education and will complete his student teaching this spring. He has had two offers for employment. He will choose to teach Math and/or History at Reno High School or McQueen High School. Marc has a wonderful upbeat attitude, infinite patience with his process and has not let his limitations keep him from his goals. He has received assistive technology from UNR to help him with teaching and is looking forward to having his own classroom. His Vocational Rehabilitation Counselor, Helen Mitchell, says "He has a pleasant disposition, is always smiling, has a wonderful attitude, and has a great sense of humor. He is pro-active in making his dreams come true."



# Zachary Farnsworth

## Getting the Job Done

Zac, whose disability is Down Syndrome, was referred to the Vocational Rehabilitation (VR) by his special education teacher at White Pine High School during his junior year. Zac had previously worked at a local nursery, watering plants for one hour per day. He also worked during his sophomore year at Subway bagging items. Zac said he enjoyed both of his work experiences and wanted to do more. Zac's mother and his high school aide also said that Zac enjoyed working.



All agreed that while Zac's past work experiences had afforded him the opportunity to explore two community work settings, Zac's general knowledge of the world of work and familiarity with a broad range of community work settings were very limited. To better identify Zac's vocational interests and to facilitate his informed vocational choice, VR arranged for Zac's active participation in a community based vocational exploration where he could observe work tasks and have brief hands-on work experiences within a variety of different community work settings. Work-site observations and hands-on work experiences were arranged at five local businesses.

Following his participation in the Community Based vocational exploration, Zac indicated that his preferred choice of work settings was the Jailhouse Casino and Restaurant. VR arranged a 90-hour community based assessment (CBA) at the Jailhouse Casino for Zac as a maintenance helper. With one-on-one supervision and training provided by a job coach, Zac learned to clean glass doors and windows, wipe tables and straighten chairs. Concurrent with his active participation in the CBA, Zac learned to independently utilize public transportation to get to and from his work site.

During the CBA, Zac's duties were expanded to include customer service, greeting customers and holding the doors open for them. At the close of the CBA, Jailhouse management noted that they had received many

compliments from both customers and staff regarding Zac's consistently positive attitude, and polite and courteous interactions with customers.

VR arranged an on-the-job training where Zac's duties continued to be expanded. Zac's job coach began development of natural co-worker support for Zac within the work setting, training staff and coworkers how best to work with Zac to enable him to continue to be independent in performing all required job tasks to employer expectation. Zac was hired as a permanent employee at the close of the on-the-job training.

Zac continues successful employment. He currently works 15 or more hours per week. The opportunity to expand his work hours and duties increases as the local economy strengthens and business at the Jailhouse Casino and Restaurant increases. Zac is very pleased with his work and his work setting. Jailhouse staff and management continue to compliment Zac on his daily work performance and note that "Zac is a very valued employee."

# Don Morgan

## A Story of Goodwill



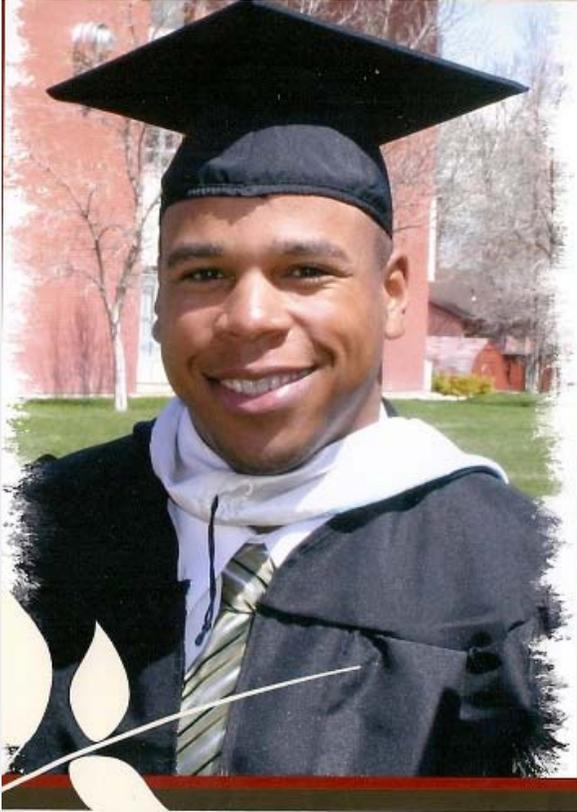
Don was 20 years old when he became a client of Vocational Rehabilitation. He had only worked part-time on a volunteer basis and had not obtained a high school diploma or G.E.D. Don was not sure of how to enter the job market, but was eager to get started. His counselor with Vocational Rehabilitation, Jill Godin, referred him to Goodwill of Southern Nevada for a retail situational assessment as part of a process designed to determine what Don's capabilities were and thereby select an area of employment where he might be successful.

Despite his lack of work experience, Don demonstrated a good work ethic and a desire to constantly improve his job skills. Don was fortunate to be a member of a team of trainees that were all committed to doing their best to help the store and to succeed in their own personal goals of successfully completing the Goodwill of Southern Nevada Workforce Development Retail Training Program. Don said without the skills he learned as a participant of the Goodwill program he's not sure if he would have ever gotten a job.

Don received assistance in developing a resume, how to locate job leads, how to dress for an interview, and to follow up after applying and interviewing for a job. He was also given practical exercises on proper speaking and etiquette.

Don was eventually successful in getting hired part-time at a Savers thrift Store. His positive attitude and desire to constantly improve his job skills were recognized by his supervisors, which led to Don's position going from part-time to full-time. He said

what he enjoys most about his job is that it has increased his confidence in his own abilities. He said he really enjoys the feeling of independence he gets from earning his own money. Don has progressed from his initial position as Ambassador of Donations to a position in Retail Sales as a full-time cashier. He said he wants to eventually become a manager. His next goal, he said, is to earn his G.E.D.



# David Lawson Jr

## A Proud Educator

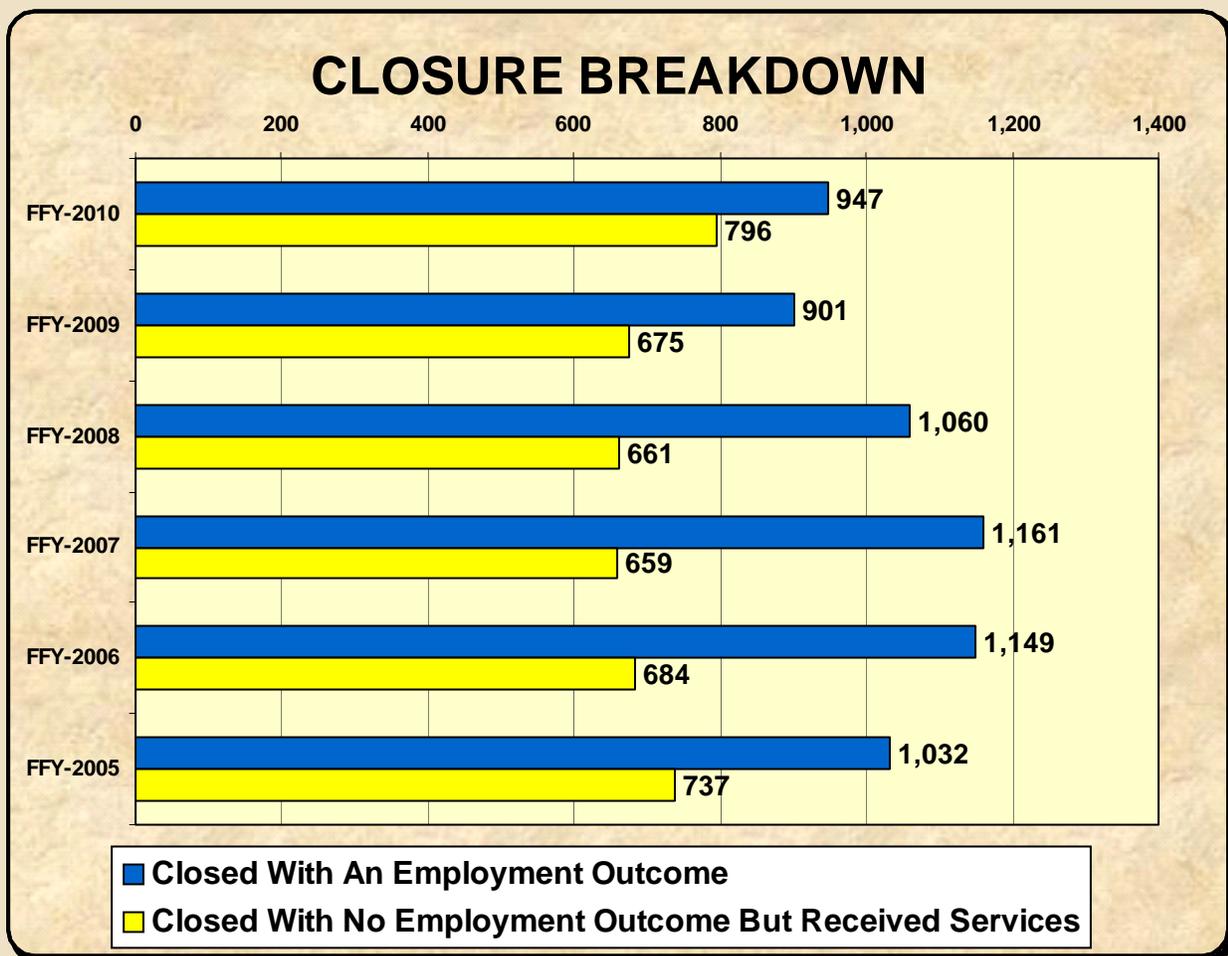
David Lawson Jr. came to Vocational Rehabilitation as a transition student, graduating from Mineral County High School in June 2003. Working closely with his counselor and service coordinator, David was able to succeed in his education and employment goals.

He graduated from the University of Western Montana, May 9, 2009, receiving his Bachelor of Science Degree in Secondary Education. David is currently employed at Wendover High School in Wendover, Utah where he teaches health and remedial reading classes. David is also very active in school sports, coaching the basketball team. David has closed successfully in his chosen field of employment and we are all very proud of him.



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	<b>Closed With An Employment Outcome</b>	<b>Closed With No Employment Outcome But Received Services</b>	<b>Total</b>
<b>FFY-2010</b>	947	796	1,743
<b>FFY-2009</b>	901	675	1,576
<b>FFY-2008</b>	1,060	661	1,721
<b>FFY-2007</b>	1,161	659	1,820
<b>FFY-2006</b>	1,149	684	1,833
<b>FFY-2005</b>	1,032	737	1,769

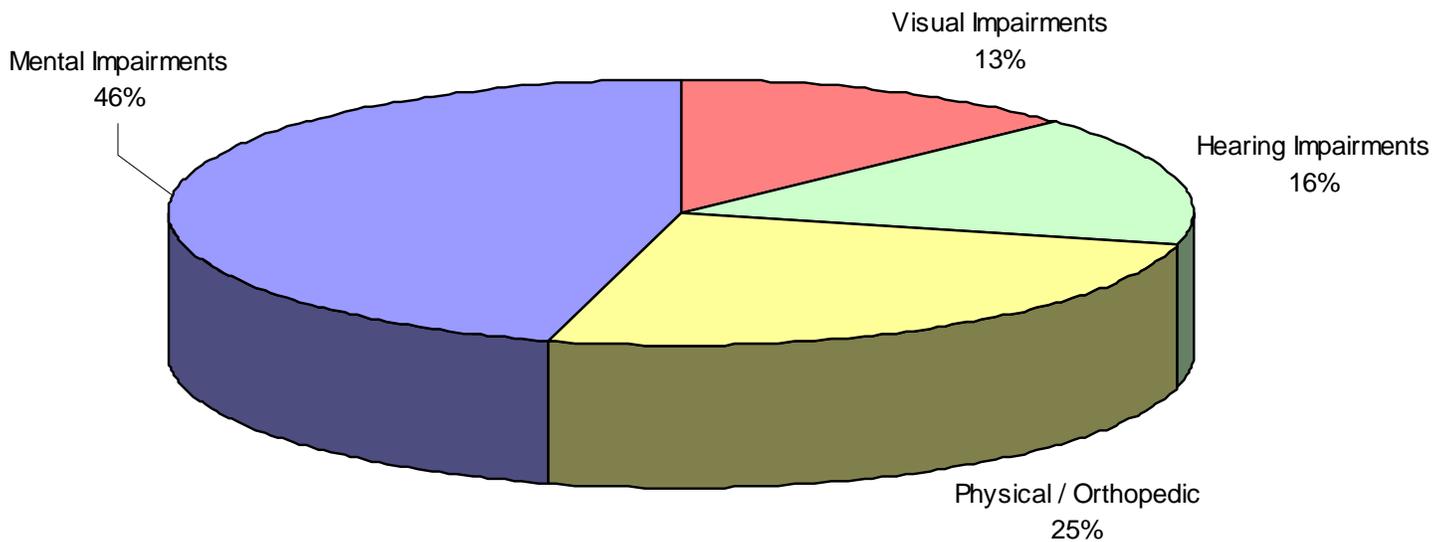


Participants that closed in application or eligibility status are not included in this statistic.

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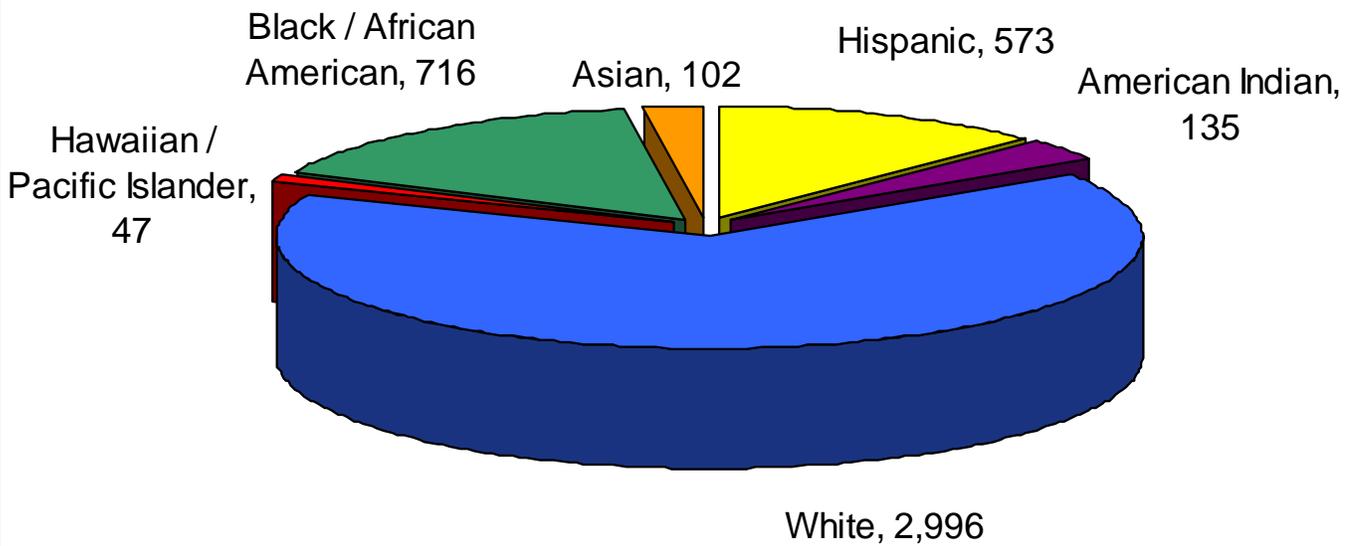
## FFY 2010: Primary Disabilities of Those Who Went To Work

Visual Impairments	124
Hearing Impairments	150
Physical / Orthopedic	239
Mental Impairments	434
<b>TOTAL</b>	<b>947</b>



## FFY 2010: Ethnicity Breakdown by Closures

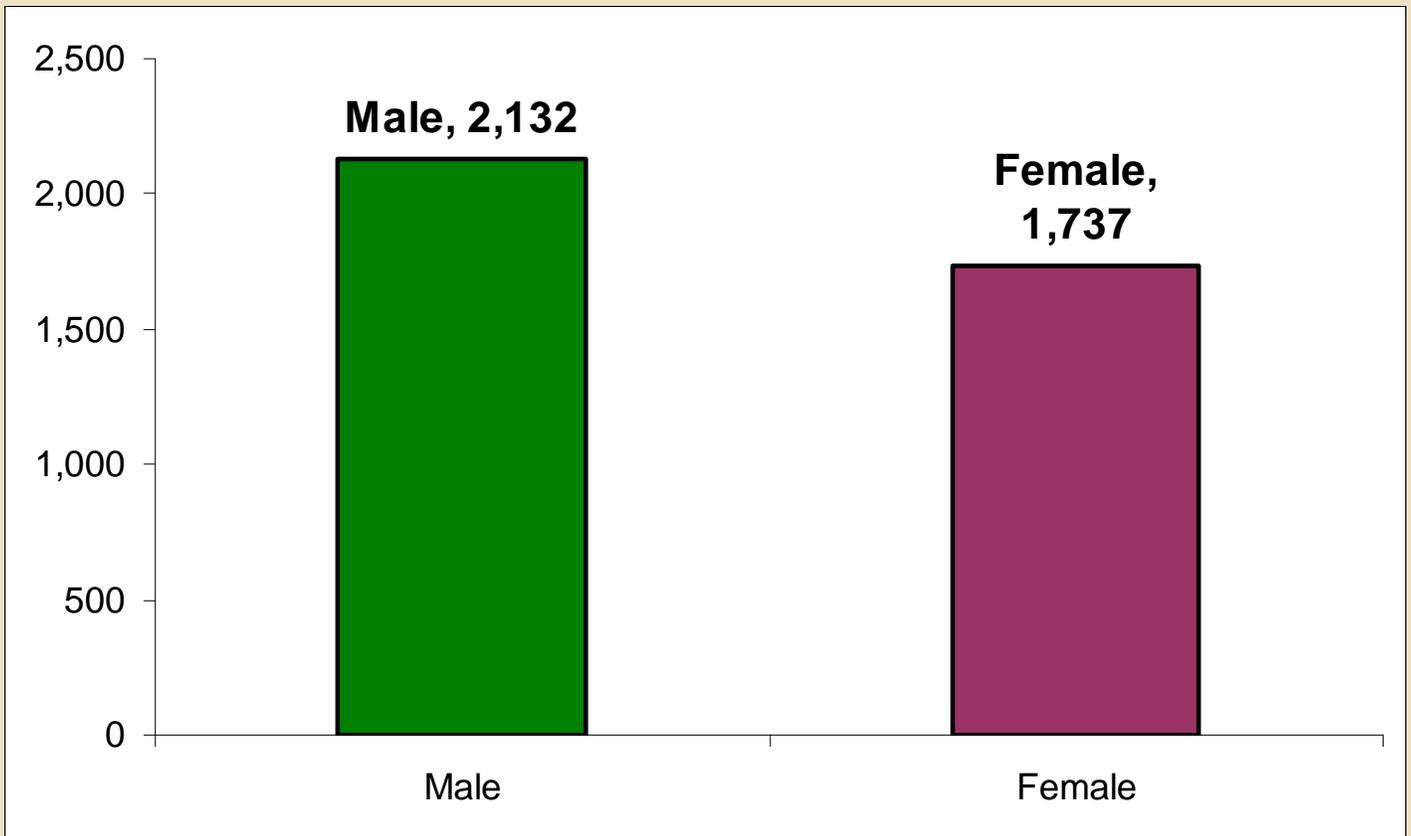
Hispanic	573
American Indian	135
White	2,996
Hawaiian / Pacific Islander	47
Black / African American	716
Asian	102
<b>TOTAL</b>	<b>4,569</b>



In some cases, more than one type of ethnicity is reported per participant.

### FFY 2010 Gender Breakdown By Closures

Male	2,132
Female	1,737
<b>TOTAL</b>	<b>3,869</b>

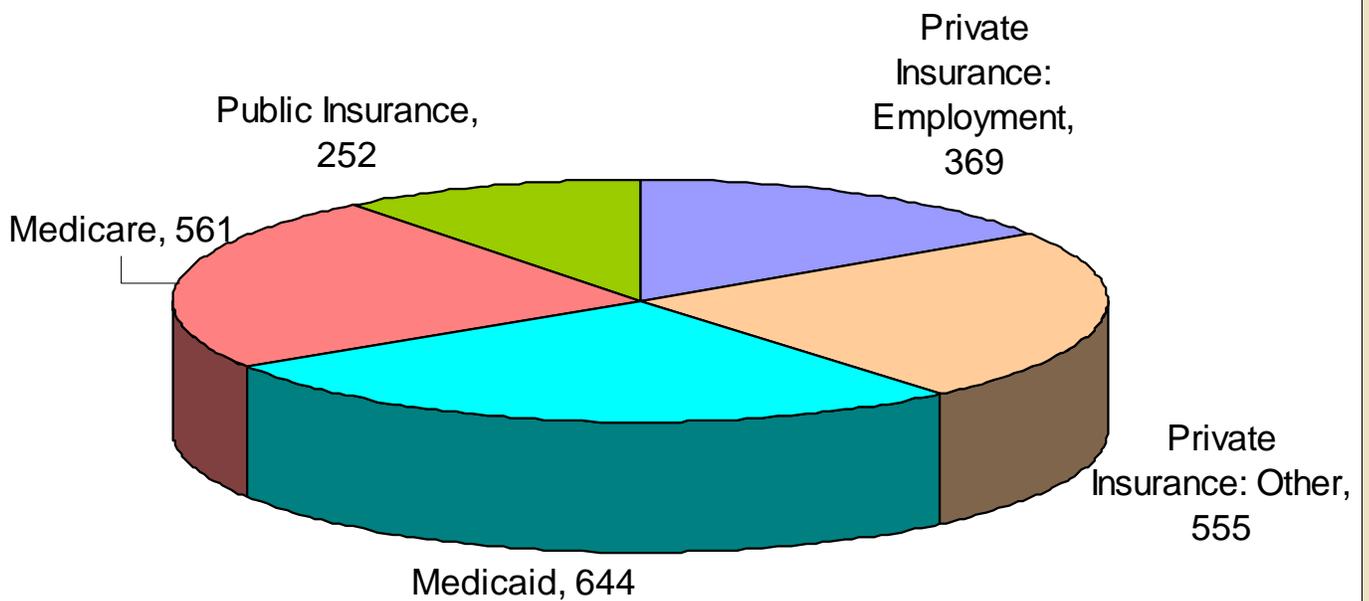


This includes all participant closures, regardless of services provided.

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## FFY 2010: Insurance Breakdown by Closures

Private Insurance: Employment	369
Private Insurance: Other	555
Medicaid	644
Medicare	561
Public Insurance	252
<b>TOTAL</b>	<b>2,381</b>

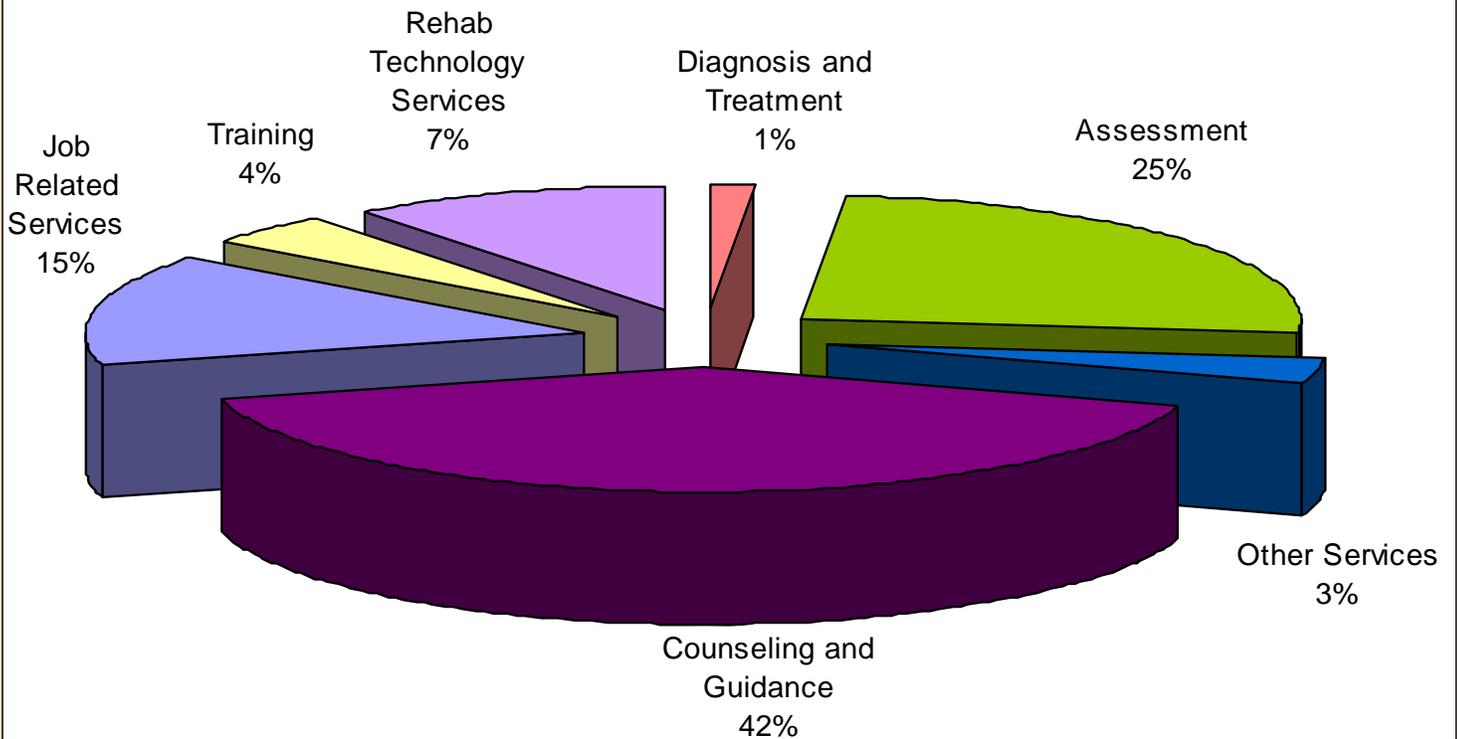


In some cases, more than one type of medical insurance is reported per participant.

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## FFY 2010: Services Provided Directly by State Agency / VR Funds

Diagnosis and Treatment	89
Assessment	1,770
Other Services	244
Counseling and Guidance	2,864
Job Related Services	1,028
Training	284
Rehab Technology Services	725
<b>TOTAL</b>	<b>7,004</b>



# Client-Owned Businesses

1085 SOUTH VIRGINIA STREET, SUITE D - RENO  
 VIRGINIA + VASSAR  
 WWW.THESTUDIORENO.COM  
 THESTUDIORENO@GMAIL.COM  
 775.284.5545



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 Manager

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**Carol Ann Ewing**  
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Washoe County Administration Complex  
 1001 E. 9th Street, Building C, Suite 120  
 Reno, Nevada 89512

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*Craftsman*

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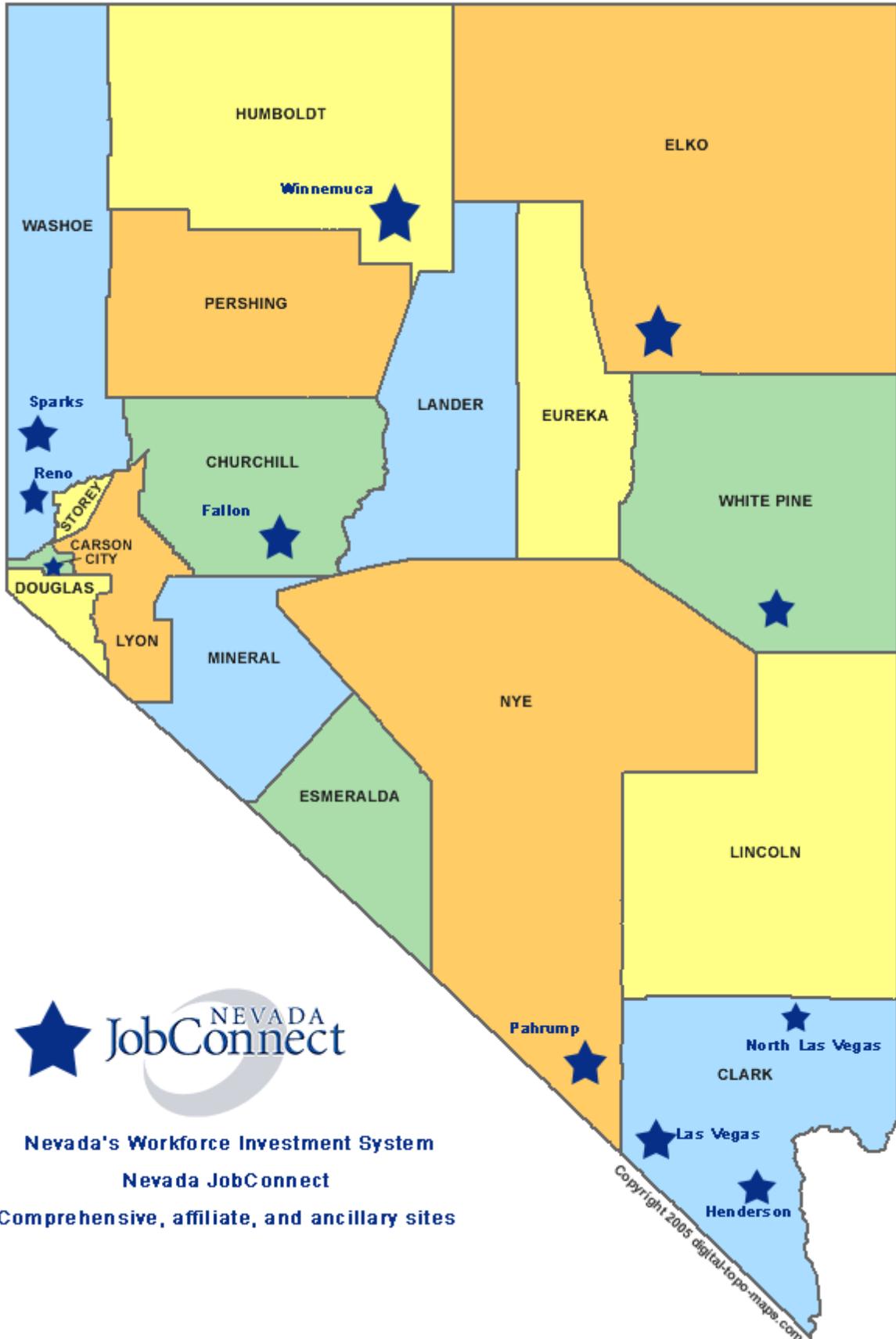
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## The Rehabilitation Division of



Department of Employment, Training and Rehabilitation  
Rehabilitation Division  
Nevada State Rehabilitation Council  
Office of Disability Employment Policy  
1370 South Curry Street  
Carson City, NV 89703-5147  
(775) 684-3200  
[www.nvdetr.org](http://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.