

**State of Nevada  
Nevada Department Of Employment, Training And Rehabilitation**

**REHABILITATION DIVISION**

**STRATEGIC PLAN REVISION  
Year 2003 to 2010**

**VISION**

A barrier-free future in which every individual in Nevada will have equal vocational and independent living opportunity.

**MISSION STATEMENT**

Provide needed services for people with disabilities to work and live independently and to provide quality disability determinations to individuals who claim benefits under the Social Security Disability program.

**PHILOSOPHY**

The Division fosters a leadership philosophy that encourages staff to respond to the needs of its customers without delay. The Division will be open, accessible and flexible in serving people with disabilities. The Division will continue to promote an atmosphere of cooperation and coordination among its Bureaus and programs. The Division will provide a safe and healthy work place environment, encourage professional development, and promote integrity and pride in its work.

**EXTERNAL/INTERNAL ASSESSMENT**

There will be a continued increase of job seekers as a result of population growth and business expansion in Nevada. The numbers of older workers, youth, and those in minority populations will also continue to expand rapidly. There will be an even greater increase in the need of vocational and independent living services for people with disabilities because of population growth, increased survival rates, self-identification, and new treatment options.

Services may be improved through use of technological innovations, application techniques such as Internet access, One-Stop services and streamlining concepts such as continuing a process of organizational analysis to ensure maximum integration and expansion of services.

National and State initiatives, such as reauthorization of the Workforce Investment Act, Welfare Reform, and the Rehabilitation Act of 1973 as amended, as well as the Social Security Administration initiatives (e.g., Ticket-to-Work) will continue to influence levels of service.

The Rehabilitation Division will support the development and adaptation of the Alliance “Aware” automated client information system to the Nevada program and of the Nevada One Stop Operating System for vocational rehabilitation reporting and management needs. We will also continue to seek new methodologies and collaborative partnerships to reduce costs and improve service delivery.

## GOALS, OBJECTIVES, AND PERFORMANCE MEASUREMENTS

**State Goal #2:** Develop incentives that encourage economic development.

**DETR Goal #2:** Maximize DETR’s resources to support and encourage economic development.

**Rehabilitation** *Support and encourage economic development by helping more*

**Division Goal #1:** *individuals with disabilities become taxpayers and customers of business and industry or to otherwise live more independently of public support.*

**Objective:** The economic benefits to the State and the community through successful competitive employment of individuals with disabilities or through achievement of independent living goals by increasing the incomes of such individuals achieving employment or reducing the amount of public support needed by those individuals achieving greater independent living.

### **Outcomes:**

- 1. Greater participation of individuals with disabilities in the community and in the workforce.*
- 2. Reduce state institutional costs by providing community based services. (CBS PI #1) (CBS PI2)*
- 3. Provide accurate and timely disability determinations. (BDA PI #1) (BDA PI #2) (BDA PI #3) (BDA PI #4)*

### **Strategies:**

1. Increase the number of successful competitive employment outcomes over the previous year by strengthening relationships with JobConnect partners and businesses.
2. Increase staff’s understanding and skills in the development of business plans.
3. Pursue matching resources & alternative resources for Community Based Services.

**State Goal # 6:** Maintain lean but appropriate state staffing levels and provide employees with a good working environment and a competitive

wage.

**DETR Goal #4:** Maintain DETR staffing at levels necessary to perform required functions and ensure effectiveness by providing good working environment and paying competitive wages.

**Rehabilitation  
required**

**Division Goal #2:**

*Maintain Division staffing levels necessary to perform functions and ensure effectiveness by providing good working environment, and by filling authorized positions becoming vacant as quickly as possible with qualified staff.*

**Objectives:**

1. Field offices will submit through Bureau to Division Administration all request-to-hire documents within 2 weeks of employee notice of termination, and the Division will submit all request-to-hire documents to DETR HR within 1 week of receipt from Bureau/field office.
2. Provide a working environment with sufficient, accessible space and safety for staff.

**Outcomes:**

1. *All authorized positions within the Division for which funding is not compromised and which become vacant will be filled with qualified individuals within 60 days of vacancy. (ADM PI #2)*
2. *Employee evaluations completed and processed within the established timeframes. (ADM PI #3)*

**Strategies:**

1. Improve tracking and coordinating personnel actions to facilitate timely filling of vacant positions.
2. Update and maintain accurate work performance standards documents on all employees and vacant positions to ensure employees are aware of their job expectations.
3. Support needed technology investments to improve productivity in the work environment.
4. Offer training to Division staff on innovations, best practices or current issues in the field of rehabilitation to ensure effectiveness.
5. Recognize and value employee efforts through timely and accurate performance evaluations, commendations and feedback.
6. Maintain on-going, clear and consistent two-way communication with staff.
7. Encourage employee input on ways to save time, effort & money.

**State Goal # 7:**

Maximize the use of the Internet and other technology to make government more accessible and more economical.

**DETR Goal # 5:** Provide faster, more efficient services through the use of technology.

**Rehabilitation Division Goal #3:** Provide faster, more efficient and accessible services through the use of the Internet and other technology.

**Objectives:** Minimize paperwork demands of staff through utilization of technology (e.g., resource rooms, Internet and new client system, in development) to shorten access timelines for service delivery.

**Outcome:** *Use of the Internet as a method of completing the application for services will increase, as well as Internet communication between customers and Rehabilitation personnel.*

**Strategies:**

1. Promote use of the Internet as a method of accessing Services.
2. Maintain web site to reflect current application information and standardization in accordance with the Governor's directive.
3. Provide vigorous support to DETR/IDP in the development of the new electronic case management system to minimize paperwork demands and increase accessibility of staff to customers.

**State Goal # 9:** Foster government services at the level closest to the people.

**DETR Goal # 7:** Provide convenient, accessible and equitable services and opportunities to all customers.

**Rehabilitation Division Goal #4:** Provide convenient, accessible and equitable services and opportunities to all businesses and job seekers.

**Objective:** Increase partnering opportunities to bring services to convenient and accessible locations in the community and expand outreach activity to diverse groups at the community level.

**Outcomes:**

1. *Percent of clients served will represent the State's diverse population. (BSBVI PI #4) (BVR PI #4)*
2. *Increase number of transition students served. (BSBVI PI #5) (BVR PI #5)*

**3. Permanent Rehab personnel will be located at 10 JobConnect offices. (ADM PI #4)**

**Strategies:**

1. Re-evaluate and monitor Division office locations to ensure accessibility and community needs are being met.
2. Division services and resources that can be accessed by Internet, telephone, and self-service locations will be maintained or increased.
3. Recruitment of multi-lingual staff will become a priority.
4. Reach out to serve more minorities & graduating high school students

**State Goal # 12:** Increase the percentage of Nevadan's with health insurance.

**DETR Goal #9:** Support the availability of health insurance for DETR customers with disabilities through employment and innovation.

**Rehabilitation Division Goal #5:** *Promote the availability of health insurance for Division customers with disabilities through employment and innovation.*

**Objective:** Individuals with disabilities will become competitively employed with health insurance benefits provided by their employer.

**Outcome:** *The number of successful closures in competitive employment with health insurance benefits will equal or exceed 80% of all competitive employment closures. (BSBVI PI #2) (BVR PI #2)*

**Strategies:**

1. Employers who offer medical benefits will be targeted for marketing to promote the hiring of VR clients.
2. Identify and promote the development and implementation of mechanisms for access to affordable long-term health care, such as Medicaid Buy-in.

**State Goal # 13** Provide a social service system that enables, motivates, and rewards self-sufficiency.

**DETR Goal #10:** Provide a service system that enables, motivates and rewards self-sufficiency and independence.

**Rehabilitation disabilities** *Provide quality rehabilitation services for people with disabilities*

***Division Goal # 6:***                    *to work and live independently.*

**Objective:**                    Increase the number of successful outcomes of all Division programs and customer satisfaction with services.

### Outcomes:

1. *Increase the number of operators and new vending facilities. (BEP PI #1) (BEP PI #3)*
2. *Increased vocational rehabilitation competitive employment closures (BSBVI PI #1) (BVR PI #1)*
3. *Increased hourly earnings at closure for clients with competitive employment closures. (BSBVI PI #3) (BVR PI #3)*
4. *Ninety-eight percent of opened client assistance advocacy cases will be resolved without going to fair hearing. (CAP PI #2)*

### Strategies:

1. Maintain or increase collaborative efforts with businesses and JobConnect partners.
2. Facilitate effective family and community support systems
3. Increase number & types of blind enterprise sites, including private businesses
4. Increase numbers of persons served by independent living and personal assistance programs.

**State Goal #15:** Develop an accessible, flexible, cost efficient and responsive government.

**DETR Goal 11:** Develop an accessible, flexible, cost efficient, and responsive government.

**Rehabilitation Division Goal #7:** Eliminate duplication of services and effort in Division bureaus, programs and agencies.

**Objective:** Positive client service outcomes will be enhanced by increasing the utilization of existing service providers, public or private, prior to establishing or maintaining more costly service provision internally.

### Outcomes:

1. *Ninety percent of individuals receiving rehabilitation Division services will be satisfied. (ADM PI #1)*
2. *Ninety-five percent of clients receiving client assistance services will be satisfied. (CAP PI #1)*
3. *Increased leverage funding ratio to state funding provided to Community Based Services. (DD PI #3)*

**Strategies:**

1. Examine for consistency, the missions and practices of intra-Division programs and all other applicable agencies, as well as those of applicable local or nonprofit entities.
2. Identify unnecessary duplications and examine variances for appropriate action.