

**REHABILITATION DIVISION: BVR / BSBVI**  
**Participant Services Policy Manual**  
**Section 1, Title: Authority, Mission, Equal Rights and**  
**Residency**

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**Background**

The Bureau of Services to the Blind and Visually Impaired (BSBVI) and the Bureau of Vocational Rehabilitation (BVR) are agencies of the Rehabilitation Division (Division) which are primarily concerned with vocational and other rehabilitation needs of individuals with disabilities. The Division functions under the Department of Employment, Training and Rehabilitation (DETR). Each Bureau employs rehabilitation counselors and technicians who assist program participants in understanding the rehabilitation process and accessing the Bureaus' programs. The Division also employs staff who administer, evaluate, provide clerical and administrative support, or perform other functions in order to carry out the Division's programs. Division staff must comply with State of Nevada personnel ethical requirements. Counseling staff also follow the CRCC (Commission on Rehabilitation Counselor Certification) professional code of ethics found at [CRC Code of Ethics](#).

*Note: The Division's interpretation of advocacy and advocate on behalf of individuals with disabilities as described in the CRC Code of Ethics is to provide support, service coordination and empowerment. The Division's interpretation does not obligate the Division to represent individuals with disabilities in their relationships or dealings with third parties, whether the relationship or dealings are legal or otherwise.*

**Laws, Regulations and Authorities**

This manual relies on the following Federal and State laws and regulations and other authorities:

- The Rehabilitation Act Amendments of 1973, as amended
  - [Rehabilitation Act of 1973, as amended](#)
- Public Law (PL) 113-128 The Workforce Innovation and Opportunity Act (WIOA)
  - [PL 113-128 WIOA](#)

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- Title 34 – Education, Code of Federal Regulations (CFR) Parts 361, 363 and 367
  - [34 CFR 361 State of Vocational Rehabilitation Services Program](#)
  - [34 CFR 363 The State Supported Employment Services Program](#)
  - [34 CFR 367 Independent Living Services for Older Individuals Who Are Blind](#)
- Nevada Revised Statutes (NRS) chapters 232.900-960, 426 and 615
  - [NRS 232 State Departments](#)
  - [NRS 426 Persons with Disabilities](#)
  - [NRS 615 Vocational Rehabilitation](#)
- Nevada Administrative Code (NAC) Chapters 232.210-330, 426 and 615
  - [NAC 232 State Departments](#)
  - [NAC 426 Persons with Disabilities- Establishment and Operation of Vending Facilities on Public Property](#)
  - [NAC 615 Vocational Rehabilitation](#)

### **Federal Common Performance Measures**

The Division's performance is measured as required by Section 116 of Workforce Innovation and Opportunity Act (WIOA). The following are the six primary indicators of performance:

- Employment Rate – 2nd Quarter After Exit
- Employment Rate – Fourth Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Credential Attainment
- Measurable Skill Gains
- Effectiveness in serving employers

The Division utilizes an electronic case management system to collect, validate, and report on the above performance measures. The Division reports these measures to the Rehabilitation Services Administration quarterly and annually.

### **Duties of the Administrator**

The Administrator of the Division is responsible for:

- The administration of the BSBVI, the BVR and any other program administered by the Division which the Administrator considers appropriate to incorporate into the State Plan before submission to the federal government.
- The administration, through the Bureaus of the Division, of the provisions of NRS 426.518 to 426.720, inclusive, chapter 615, NRS 232.900 to 232.960, inclusive,

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and all other provisions of law relating to the functions of the Division and its Bureaus.

- The preparation of a State Plan, which serves as the basis for Nevada's operation and administration of the vocational rehabilitation program; and
- Upon receiving federal approval of the State Plan, for the distribution of copies of the approved State Plan to every field office operated by either Bureau and other appropriate entities.

The State Plan will be developed and updated annually or when there is a significant and relevant change in the information or the assurances contained in the Plan, the administration or operation of the Plan or in the organization, policies or operation of DETR or the Division. In developing and revising the State Plan, the Administrator shall consider, among other things, the amount of funding available from the federal government for the programs of the Division, the conditions under which such funds are accepted and the limitations of Nevada legislative appropriations for the programs.

#### **Mission, Vision, and Core Values**

**Mission:** Actively engaging with Nevada businesses to understand their employment needs; and creating innovative programs that develop the strengths, priorities, and talents of individuals with disabilities; ensuring that Nevada works for everyone.

**Vision:** A skilled and inclusive Nevada workforce.

**Core Values:**

- |                  |  |
|------------------|--|
| • Integrity      | Be fearless to do the right thing          |
| • Respect        | Treat others with dignity                  |
| • Commitment     | Show up with intention every day           |
| • Accountability | Do your best in your actions and decisions |
| • Transparency   | Be open, ethical and trustworthy           |
| • Optimism       | Believe you can.                           |

#### **Equal Rights**

##### **Compliance With Anti-Discrimination and Anti-Retaliation Provisions of the Rehabilitation Act and All Other Federal and State Statutes Pertaining to Discrimination:**

It is the agency's policy to be in full compliance with all federal and state statutes prohibiting discrimination based on the nature or severity of your disability, age, race, color, ethnicity, natural origin, gender/ sex, gender identity, sexual orientation, religion, or political affiliation or belief as provided for by the Rehabilitation Act of 1973, as

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amended; the Americans with Disabilities Act of 1990, as amended found at [ada.gov](http://ada.gov); the Equal Employment Opportunity Act of 1964, as amended found at [EEOC.gov](http://EEOC.gov); and Nevada Revised Statutes 613 and 651 found at [NRS 613 Employment Practices](#) and [NRS 651 Public Accommodations](#). The agency will not intimidate, threaten, coerce or discriminate against any individual for the purpose of interfering with any right or privilege secured by statute, and will provide reasonable accommodation, including auxiliary aids and services, for individuals with disabilities upon their request. Furthermore, retaliation, intimidation, threats, coercion, or discrimination against any individual because they complained, testified, assisted or participated in any manner in an investigation, proceeding or hearing is prohibited.

#### **Residency**

There are no residency requirements for eligibility purposes. However, to receive services, an individual must be legally authorized to work in the United States, must physically be present in the state and available to participate in services in Nevada. The Division will pay costs associated with traveling to Nevada for assessment and service provision only in cases where Nevada has agreed with a bordering state to provide services to a specific community within that state that, which by nature of its location, is more accessible to Nevada's VR program than it is to the VR program of the State in which the community is situated.

In the case of *Tarango v. State Industrial Insurance System* (117 Nev. 444), the Supreme Court of Nevada ruled that unauthorized workers are prohibited from receiving vocational rehabilitation benefits. ([Tarango v. SIIS](#))

#### **Outreach to Underserved Populations**

The agency is committed to ensuring equitable access to its services, programs, and resources for all residents, including underserved populations. The agency is dedicated to proactive outreach efforts aimed at reducing disparities and improving access to services among historically marginalized communities.

The primary objective is to establish a framework for conducting outreach to underserved populations to promote inclusivity, diversity, and equal access to vocational rehabilitation services. The agency aims to reduce barriers to access and enhance engagement with underserved communities.

#### **Responsibilities**

Rehabilitation Division leadership and management are responsible for implementing and overseeing the outreach activities to underserved populations. Agency staff are

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responsible for adhering to these guidelines and actively participating in outreach efforts.

#### Guidelines

1. Identification of Underserved Populations
  - The agency will regularly identify and assess the needs of underserved populations within its jurisdiction. This may include but is not limited to ethnic and racial minorities, low-income individuals, immigrants, refugees, and LGBTQIA+ people with disabilities.
2. Culturally Competent Outreach
  - The agency will develop culturally competent outreach strategies to engage with underserved populations effectively such as in person and digital strategies. These strategies will respect the cultural, linguistic, and social norms of the communities being served.
3. Community Partnerships
  - The agency will collaborate with the Nevada Equal Rights Commission, community-based organizations, advocacy groups, and local leaders to leverage their expertise and networks for outreach efforts.
4. Accessible Information
  - The agency will ensure that all communication materials, including websites, brochures, and forms, are accessible and available in multiple languages as needed.
5. Community Events and Workshops
  - The agency will host town hall meetings, seminars, and community events in areas with high concentrations of underserved populations to provide information and solicit feedback.
6. Equitable Resource Allocation
  - The agency will work to reduce disparities in access to vocational rehabilitation services.
  - The agency will ensure funding is equitable and available to underserved populations receiving vocational rehabilitation services.
7. Data Collection and Evaluation
  - The agency will regularly collect data on the impact of outreach efforts, including participation rates among underserved populations, and use this information to refine outreach strategies.
8. Training and Capacity Building
  - The agency will train staff members on cultural competence, diversity, and inclusion to ensure that staff interactions with participants in underserved populations are informed, respectful, and welcoming.

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9. Feedback Mechanisms

- The agency will establish feedback mechanisms, such as surveys or advisory councils, to allow underserved populations to voice their concerns, suggestions, and experiences with vocational rehabilitation services.

10. Periodic Review

- The agency will periodically review agency guidelines to ensure their effectiveness and relevance to the changing needs of participants in underserved populations.