

Section 1: Authority, Mission, Equal Rights and Residency

REHABILITATION DIVISION: BVR / BSBVI

Participant Services Policy Manual

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

Guidelines

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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.
9. Feedback Mechanisms
 - The agency will establish feedback mechanisms, such as surveys or advisory councils, to allow underserved populations to voice their

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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.

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