Report of the Nebraska

# **State Rehabilitation Council**

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#### **Contact information:**

The State Rehabilitation Council (SRC) values the input and involvement of all citizens in Nebraska regarding rehabilitation services. All SRC meetings are open to the public and are a great opportunity for the public to voice concerns and opinions.

#### Meetings:

Meeting dates, times, and locations are posted on the Nebraska VR website at vr.nebraska.gov

#### Write:

State Rehabilitation Council Chairperson Nebraska Department of Education 500 S. 84th St., 2nd Floor P.O. Box 94987 Lincoln, NE 68509

#### Call:

Angela Fujan 402.679.6298 877.637.3422

### **Fax:** 402.471.0788

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#### State Rehabilitation Council

Nebraska Department of Education

December 8, 2023

As Chairperson of the Nebraska State Rehabilitation Council (SRC), I am pleased to present the annual report for Fiscal Year 2023. In considering this report, my first thoughts immediately recall the hard working staff at Nebraska VR and those who volunteer to serve on the SRC. We are fortunate to have a group of individuals who share a passion to make a positive difference in the lives of those who seek services from Nebraska VR.

At the quarterly meetings we received reports from Nebraska VR Director Lindy Foley. These reports assist us in assuring quality services are provided to Nebraskans with disabilities. We were also updated by the Assistive Technology Partnership Director Tobias Orr about the progress of the new Lincoln office space.

The Transition Services, Employer Services, and Client Services Committees met to discuss Nebraska VR's work. The Council also received quarterly reports from the Client Assistance Program, Assistive Technology Partnership, Statewide Independent Living Council, Nebraska Youth Leadership Council, Project SEARCH, and the Commission for the Deaf and Hard of Hearing. Discussions of specific issues impacting the work of Nebraska VR and the SRC included:

- Outreach to State Senators, improving awareness of Nebraska VR's services, and the use of budgeted funds.
- The annual Disability Employment and Inclusion Awards held each October.
- · Recruitment and retention of staff and recruitment of SRC members.

I have served on the SRC for five years and throughout this time, Order of Selection (OOS) has been a topic monitored and discussed. Under OOS, eligible clients were served in order of priority and application date. I am pleased to report that Nebraska VR has cleared the wait lists.

Finally, I was fortunate to be able to attend the National Coalition of State Rehabilitation Councils Spring Meeting in Bethesda, Maryland in April 2023. Throughout the conference I was able to measure my experience with Nebraska VR and the Nebraska SRC compared to participants from other states. I left the conference with a feeling of thankfulness for those who share the passion to serve – both on our SRC and the team at Nebraska VR. Although we always look for opportunities to improve and provide a better product to the clients and businesses, we have much for which to be thankful. We truly have an outstanding team and system in Nebraska who work together in serving the needs of the disabled community.

Sincerely,

Lonnie Berger Nebraska State Rehabilitation Council



Andy serves as a current or former applicant for or recipient of vocational rehabilitation services.

Andrew Barritt-Bennington



Crystal is a Manager of HR Operations at Ameritas. She represents business, industry, and labor.

Crystal Booker–Lincoln



A required council member, Jerry is the Director of the Client Assistance Program.

Jerry Bryan–Lincoln



Pharmaceutical Services, Michael serves on the SRC as a business, industry, and labor representative.

Jeremy is an Advocacy

for the Deaf and Hard

of Hearing who serves

Jana is an HR Consutant for Mutual of Omaha. She serves on the SRC

as a business, industry,

and labor represetative.

Specialist for the Nebraska Commission

on the Transition Services Committee.

HR Director for West

Michael Bursaw-Ravenna



Jeremy Daffern–Omaha



Jana Egan-Omaha



Sharon works for the Parent Training and Information Center (PTI). PTI Nebraska is a required member of the council.

Sharon Elliott–Omaha

# **SRC Committee Reports**

#### Transition Services Committee

Members: Gloria Eddins (chair), Jeremy Daffern, Sharon Elliott, and Jason Gieschen with Lupe Stevens as Nebraska VR Advisor.



Transition Services Committee Chairperson – Gloria Eddins

Gloria is the State of Nebraska ADA Coordinator who serves on the Client Services committee.

Gloria Eddins-Lincoln

The Transition Services Committee discussions included:

13 Project SEARCH sites operated in the 2022-2023 school year.

- 2 sites with the support of Nebraska VR attended the July 2023 National Project SEARCH Conference in Milwaukee, WI.
- 6 sites were awarded the Employment Outcome Award.
- Embassy Suites by Hilton-La Vista, Mid-Plains Community College-North Platte, CHI Good Samaritan-Kearney, Mary Lanning Healthcare-Hastings, The Lincoln Marriott Cornhusker Hotel-Lincoln, Nebraska Medicine-Bellevue awarded for at least 70% of interns achieving competitive integrated employment.
- Madonna Rehabilitation Hospital-Omaha site awarded for 100% of interns achieving competitive integrated employment.

The Nebraska VR School Survey was completed by 375 educators and school administrators revealing:

- 90% satisfied with the overall experience in working with Nebraska VR.
- 72.3% satisfied with the communication received.

Nebraska VR supported 5 Job Expos and 10 Summer Transition Programs as special projects across the state.

The Nebraska Youth Leadership Council (NYLC) met regularly for their Thursday Thread meeting. Members shared information at 21 events for youth with disabilities.

The NYLC facilitator attended meetings, transition planning events or other outreach events, and mentored individual members virtually throughout the year.

#### **Client Services Committee**

Members: Matt Kaslon (chair), Andy Barritt, Catrina Gray, Gayle Hahn, Lisa Kent-Scheer, and Diane Owen-Downs with Angela Fujan as Nebraska VR Advisor.



Client Services Committee Chairperson – Matthew Kaslon

Matt represents the Statewide Independent Living Council. It is a required seat on the SRC.

Matt Kaslon–Grand Island



The Client Services Committee continued to review the Client Satisfaction Survey which is completed on cases closed employed. Over 95% were still employed and the respondents said the job met their needs. Respondents were asked which services provided were the most helpful. The top three categories were encouragement, employment services, and assistive technology.

The following recommendations were made for the survey:

- Consider surveying cases that exit prior to writing an Individualized Plan for Employment (IPE).
- Ensure we are referring respondents to Nebraska VR for services when needed.
- Celebrate successful cases within the local teams and have each team identify a successfully employed case to share statewide.
- Share year-to-date Client Satisfaction Survey results to the Counselor Committee.
- Emphasize the 90-day follow up after employment is the minimum time requirement and cases should remain open if not stabilized or satisfied on the job.

#### Employer Services Committee

Members: Lonnie Berger (chair), Crystal Booker, Michael Bursaw, Jana Egan, and Tobias Orr with Mary Matusiak as Nebraska VR Advisor.



### Employer Services Committee Chairperson – Lonnie Berger

Lonnie joined the SRC representing business, industry, and labor. He is the franchisee of Wendy's in York, NE.

Lonnie Berger–York

In October, the SRC hosted the Disability Employment and Inclusion Awards at Firespring in Lincoln. The event was well attended in person and by Zoom. Awardee videos were featured at the event for each recipient and shared on social media. The videos were also used in February for an email outreach campaign to share information about Nebraska VR with Nebraska State Senators.

Planning for the next award ceremony began at the May meeting where the venue was set. An expectation to have each VR Service Office submit at least one partner nomination was also encouraged. Nominations were reviewed by the Employer Services Committee in July.

The Council discussed recruitment and retention of staff which seems to be a challenge for employers in almost all areas of our state. Members were also updated about the Nebraska VR Windmills Disability Awareness Training initiative where businesses learn how to become more inclusive of individuals with disabilities in the workplace.

The Committee thanks SRC Members, Crystal Booker and Michael Bursaw, whose 6 year terms are ending, for their faithful service. Nebraska VR and ATP staff members are also appreciated for their contributions to event planning.



As a Community Benefits & Benefits Coordinator for Easterseals Nebraska, Gayle serves as a community rehabilitation program service provider.

Gayle Hahn–Hastings



Jason serves as a current or former applicant for or recipient of vocational rehabilitation services.

Jason Gieschen–Ogallala



Catrina serves as a current or former applicant for or recipient of vocational rehabilitation services.

Catrina Gray–Kearney



Theresa is an Education Specialist with the Nebraska Department of Education Office of Special Education.

Theresa Hayes-Lincoln



Lisa serves as a current or former applicant for or recipient of vocational rehabilitation services.

Lisa Kent-Scheer–Omaha



In his role as Director of Assistive Technology Partnership, Tobias is a provider of community rehabilitation program services.

Tobias Orr–Lincoln



Diane works at the Norfolk Nebraska VR office. She serves on the SRC as a qualified vocational rehabilitation counselor.

Diane Owen-Downs-Norfolk

### **Director's Message**



Lindy Foley–Director Nebraska VR

In collaboration with the Nebraska State Rehabilitation Council, Nebraska VR embraced new opportunities and furthered initiatives already underway in 2023 to meet the needs of our job seeking clients and businesses. Aligning our work with our national organization, the Council of State Administrators of Vocational Rehabilitation (CSAVR), we advance our mission at the local, state, and national levels. The following are the three priorities shared by Nebraska VR and CSAVR: recruit and retain staff, redesign and streamline internal processes, and increase public awareness of the VR program, its services, and value.

**Recruitment and retention -** In 2023, significant efforts were made to understand the labor market and adjust pay grades over the next two years. Although staff have reported wages aren't the only indicator for accepting and keeping employment, the timing was right to make the salary adjustments. Nebraska VR leadership began conducting Stay Interviews with randomly selected staff across the state. The same five questions were asked of each staff interviewed. Themes indicating why staff choose to stay at Nebraska VR emerged. Positive team culture, continuous learning opportunities, and a focus on creating leadership pathways within the agency are a few of the reoccurring responses shared. I look forward to engaging more with staff in the next year to elevate the innovative practices we have in place and to explore more creative ways to attract and keep Nebraska VR staff.

**Redesign and streamline internal processes -** Though Nebraska VR has tools which give real-time information about our successes, timelines, and financial obligations, we looked at how to improve our internal processes. Implementing a paperless case file system allowed us to build on the efficiencies realized during the pandemic. Continued investment in technology and a focus on meeting needs of our clients has been a game changer. Going forward we will continue to think outside the box to explore more mays to use technology, apps, and even artificial intelligence to meet the needs of those we serve.

**Increase public awareness of the VR program, its services, and value -** As we emerged from the days of Order of Selection wait lists, efforts to increase public awareness of the agency's mission and vision have been at the forefront. Collaborating with the SRC to host the Disability Employment and Inclusion Awards has been instrumental in demonstrating the value of our services to the Nebraska workforce system. We fostered strong relationships with referral partners to increase public awareness of the VR program and made strategic efforts to engage unserved and underserved populations with the goal to return to referral levels prior to Order of Selection.

There's always a feeling of accomplishment and urgency when reflecting on the previous year. With the support of the SRC, there is much to celebrate; however, the urgency to evolve to meet the ever-changing needs of our customers and the economy energizes us as we look ahead to another exciting year!

Lindy Foley

Nebraska VR Director

### Nebraska VR Funding

Every \$1.00 appropriated to Nebraska VR from the State of Nebraska earns \$3.69 in Federal Funding for services to Nebraskans with disabilities.



### Return on Investment for the Nebraska VR Program

Average Cost of Nebraska VR Services per Person:	\$32,894.33	
Average Annual Earnings after Nebraska VR Services:	\$23,427.47	
Estimated Annual Taxes on Earnings:		
Federal Income Tax	\$1,051.89	
State Income Tax	\$522.43	
Social Security Tax	\$1,792.20	
Average Total Taxes per Year	\$3,366.52	
Average Return to Taxpayers over 30 Remaining		
Years of Employment	\$100,995.60	

On average, a successfully employed person returns \$3.07 to the taxpayers for every \$1 spent through Nebraska VR services.

### Annual Program Costs

	Cost of Program
Administration	\$ 3,004,817
Client Services	Cost of Program
Provided by VR Staff	\$ 12,417,093
Purchased from Community Rehab Programs	\$ 1,564,470
Purchased from Other Vendors	\$ 3,572,575
Total	\$20,558,955
Purchased for Clients	Cost of Program
Assessment	\$278,455
Pre-Employment Transition Services	\$1,023,901
Supported Employment	\$1,685,621
Customized Training	\$580
Occupational/Vocational Training	\$33,223
Transportation	\$64,713
Maintenance - Increased Living Costs	\$26,933
Benefits Counseling	\$121,140
Rehab Technology	\$982,433
Interpreter	\$7,767
Short Term Supports	\$79,153
Diagnosis and Treatment	\$2,167
Junior or Community College Training	\$89,286
Four Year College Training	\$341,973
On-the-Job Training	\$5,755
Miscellaneous Training	\$42,379
Graduate College	\$84,021
Customized Supported Employment	\$140,836
Job Placement Assistance	\$3,758
Disability Related Skills Training	\$4,630
Job Search Assistance	\$85,079
Registered Apprenticeship	\$1,950
Personal Assistance Services	\$915
Extended Services	\$2,953
Other Services	\$27,425
Total	\$5,137,045

## Individuals Served by Nebraska VR

#### **Clients Served by County**

- · · · · · · ·	
CountyTotal	CountyTotal
Adams	Jefferson6
Antelope5	Johnson4
Arthur0	Kearney 11
Banner 1	Keith4
Blaine0	Keya Paha0
Boone5	Kimball5
Box Butte 23	Knox9
Boyd2	Lancaster507
Brown3	Lincoln 113
Buffalo 110	Logan0
Burt6	Loup0
Butler22	Madison 132
Cass25	McPherson0
Cedar12	Merrick10
Chase4	Morrill10
Cherry1	Nance5
Cheyenne 15	Nemaha8
Clay 11	Nuckolls2
Colfax 10	Otoe23
Cuming 12	Pawnee1
Custer 14	Perkins3
Dakota16	Phelps 11
Dawes12	Pierce 11
Dawson61	Platte 128
Deuel 1	Polk9
Dixon6	Red Willow29
Dodge	Richardson4
Douglas	Rock1
Dundy0	Saline19
Fillmore5	Sarpy 160
Franklin2	Saunders 15
Frontier	Scotts Bluff 127
Furnas2	Seward
Gage	Sheridan 10
Garden2	Sherman2
Garfield0	Sioux0
Gosper9	Stanton4
Grant1	Thayer7
Greeley 1	Thomas0
Hall 163	Thurston2
Hamilton	
	Valley2
Harlan 1	Washington21
Hayes1	Wayne14
Hitchcock2	Webster2
Holt	Wheeler 1
Hooker2	York27
Howard3	Total Served 2948

#### 2023 Nebraska VR Employment Program

Applied for Services	2054
Received Services	1420
Successfully Employed	625



40% of clients are employed full-time.

Average hourly wage for 2023 is \$15.82

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#### 2023 Occupation & Earnings for Competitively Employed Clients

Occupations	Percent	Average Hourly Earnings
Service	34.24%	\$12.30
Professional	16.16%	\$23.24
Sales	12.80%	\$12.97
Transportation & Material Moving	11.68%	\$13.83
Office Support	9.12%	\$16.34
Production	5.92%	\$15.34
Management, Business, & Finance	4.64%	\$24.01
Installation, Maintenance, & Repairs	3.20%	\$22.33
Farming, Fishing, & Forestry	1.60%	\$14.12
Construction & Extraction	0.64%	\$19.41

# Windmills Disability Awareness Training

Windmills Disability Awareness Training opportunities were provided to businesses over the course of the year. The training provided participants with the skills and tools to foster an inclusive workplace where every employee can have the opportunity to succeed. With 12 interactive Windmills Training modules to choose from, organizations learned how to address every day realworld business challenges.

#### The training goal is to:

- •Recognize the benefits of diverse experiences and abilities.
- Understand how attitudinal barriers affect recognizing the value of diverse experiences and abilities.

•Build competencies and confidence in hiring, supervising, and advancing individuals with disabilities.

- •Reduce fears, biases, stereotypes, and myths about employing individuals with disabilities.
- · Improve communication with and about people with disabilities.
- ·Understand how to implement low-cost accommodations.
- ·Learn disability employment law basics and build an understanding of the Americans with Disabilities Act Amendments Act (ADAAA).

#### **Business Partners who Participated in Training During Fiscal Year 2023**

- Nebraska Department of Administrative Services
- Children's Hospital
- Nebraska Department of Transportation
- Nebraska Department of Labor

#### What Are Businesses Saying About Windmills Training?

"The Windmills activity was a valuable opportunity to help our managers identify and understand potential needs of workers with disabilities and explore possible solutions. Participants were able to investigate common emotions, misconceptions, and stereotypes that can cause barriers in the workplace. This experience will help our organization create a more inclusive and welcoming environment."

- Cory Hart | Human Resources Business Partner | Nebraska Department of Health and **Human Services** 

"The Windmills Training was an eye-opening experience that challenges our assumptions related to work capabilities of those living with a disability. The exercise pertaining to who would and would not work well under certain circumstances was especially memorable and impactful."

- Shavonne Washington-Krauth I Director, Culture & Inclusion I Children's Hospital & Medical Center

**DEPARTMENT OF TRANSPORTATION** 







# Nebraska VR Successful People

The Nebraska State Rehabilitation Council (SRC) honored five Nebraska VR partners for their role in creating inclusive workplaces and advocacy for disability employment during the October 2022 Disability Employment and Inclusion Award Ceremony.

#### Disability Employment and Inclusion Entrepreneur Award – Donato Medina – Medina's Carriers LLC – Grand Island, Nebraska Donato Medina's work ethic and creative thinking worked in his favor as the owner of Medina's Carriers LLC in Grand Island,

Nebraska. After experiencing a back and shoulder injury in a meat packing job, he needed to rethink what he did for work. He knew he would need to make a vocational change to accommodate a 24-pound lifting limit and began working with Nebraska VR to conduct a feasibility study and create a business plan. The self-employment services he received supported the incorporation of his strengths, skills, and abilities while ensuring his self-employment business idea was financially feasible and sustainable over the long term. Donato's business, which launched in 2017, transports palletized items, grain, fertilizer, and cold storage items such as chicken and beef along the I-80 corridor in Central Nebraska. He has far exceeded the initial financial projections which he attributes to his business philosophy, "Do the right thing and the money will come." His commitment to safety, treating drivers fairly, adapting to the challenges of the pandemic through technology, and building a good business reputation have all contributed to his success.



Donato Medina, Medina's Carriers LLC

#### New Business Partner Recognition Award - Best Western Plus North Platte Inn & Suites - North Platte, Nebraska



Beth Hoskins & Cora Skufca, Best Western Plus North Platte Inn & Suites

Best Western Plus North Platte Inn & Suites General Manager Beth Hoskins and Executive Housekeeping Director Cora Skufca began partnering with Nebraska VR in March 2022. They began hosting business tours, mock interviews, job shadows, on-the-job evaluations, and provided disability awareness training to their entire staff to support their commitment to fostering an inclusive workplace. Both provided performance reviews, feedback to Nebraska VR staff members, and were great communicators while finding opportunities and strategies for clients to improve and succeed. As a result of these experiences, they have filled a vacant position with one of the client participants.

Small Business Recognition - KLM Products Group/Candy Barn Express - Scottsbluff, Nebraska

KLM Products Group/Candy Barn Express distributes products and candy sold online from their Scottsbluff, NE location. As one of the fastest growing candy distributors in the United States, they are adding a second shift and want to continue to provide opportunities for individuals with disabilities. In the past year through hosting both on-the-job exploration and supported employment experiences, they were able to meet job candidates and ensure the job duties were a good fit which resulted in two hires. Owner Patrick Maag appreciates the loyal reliable employees the business has hired and considers their contribution to the company as a competitive advantage in the marketplace.



Patrick Maag, KLM Products Group/Candy Barn Express

#### Large Business Recognition - Mutual of Omaha - Omaha, Nebraska



Jana Egan, Mutual of Omaha

Mutual of Omaha, based in Omaha, NE, provides an array of insurance and financial services to individuals, businesses, and groups throughout the United States. They have 5300 employees housed in 103 locations nationwide. Over their years of partnering, they have hosted informational interviews, business tours, on-the-job evaluations, job shadows, internships, and other worksite experiences. Mutual of Omaha meets with Nebraska VR bi-monthly for updates, to review resumes, share job title essential functions, and participate in Employee Resource Group discussions. The company has been recognized by Forbes magazine for their Disability, Equity, and Inclusion (DEI) efforts as one of the Best Employers for Diversity in 2022. They are committed to recruiting, retaining, and empowering employees to be their best at work, home, and in the community while celebrating the talents and attributes of all their associates.

#### Champion of Disability Employment Recognition Award - Jon Lierman - Wayne, Nebraska

In his food service manager role, Jon Lierman has partnered with Nebraska VR for the last five years. He has welcomed opportunities to host work-based learning experiences for students like job shadows, on-the-job evaluations, and business tours. He has organized meaningful activities like food preparation and packaging, dining room and kitchen cleaning as well as unloading a supply truck. Jon makes an effort to connect with the students one-on-one as they learn work expectations and goes the extra mile to ensure clients feel part of the team by providing name tags, uniforms, and hats. Through his work to provide students and adults with hands-on training, he has also contributed to the successful employment of many clients at his Pizza Hut location and other businesses. In addition, he is a Unified Helper with the Special Olympics.



Jon Lierman, Pizza Hut

#### **Office Locations**

Columbus serves counties: Butler, Colfax, Nance, Platte and Polk 3100 23rd St., Suite 5 Columbus, NE 68601 (402) 562-8065, (877) 505-0866 VR.InfoColumbus@nebraska.gov

Fremont serves counties: Dodge and Washington 1730 E. 23rd Ave. N Fremont, NE 68025 (402) 727-2900, (888) 585-5439 VR.InfoFremont@nebraska.gov

Grand Island serves counties: Fillmore, Greeley, Hall, Hamilton, Howard, Merrick, Nuckolls, Thayer and York 203 E. Stolley Park Road, Suite B Grand Island, NE 68801 (308) 385-6200, (800) 862-3382 VR.InfoGrandIsland@nebraska.gov

Hastings serves counties: Adams, Clay and Webster 2727 W. 2nd St., Suite 326 Hastings, NE 68901-4683 402-462-0160, 800-852-3382 VR.InfoHastings@nebraska.gov

Kearney serves counties: Blaine, Buffalo, Custer, Franklin, Furnas, Garfield, Harlan, Kearney, Loup, Phelps, Sherman and Valley 315 W. 60th St., Suite 400 Kearney, NE 68845 (308) 865-5343, (800) 262-3382 VR.InfoKearney@nebraska.gov

Lincoln serves counties: Gage, Jefferson, Johnson, Lancaster, Nemaha, Otoe, Pawnee, Richardson, Saline, Saunders and Seward 500 S. 84th St. Lincoln, NE 68510-2611 (402) 471-3231,(800) 472-3382 VR.InfoLincoln@nebraska.gov

Norfolk serves counties: Antelope, Boone, Boyd, Brown, Burt, Cedar, Cuming, Dixon, Holt, Keya Paha, Knox, Madison, Pierce, Rock, Stanton, Wayne and Wheeler 1212 W. Benjamin Ave. Norfolk, NE 68701 (402) 370-3200, (800) 442-3382 VR.InfoNorfolk@nebraska.gov

#### North Platte serves counties:

Arthur, Chase, Cherry, Dawson, Dundy, Frontier, Gosper, Grant, Hayes, Hitchcock, Hooker, Keith, Lincoln, Logan, McPherson, Perkins, Red Willow and Thomas 200 S. Silber, Bldg. 2 North Platte, NE 69101 (308) 535-8100, (800) 272-3382 VR.InfoNorthPlatte@nebraska.gov

Omaha-Downtown serves counties: Cass, Douglas and Sarpy 1313 Farnam on the Mall Omaha, NE 68102 (402) 595-2100, (800) 554-3382 VR.InfoOmahaDowntown@nebraska.gov

Omaha-West serves counties: Douglas 12011 Q St. Omaha, NE 68137 (402) 595-1212, (877) 240-4445 VR.InfoOmahaWest@nebraska.gov

Scottsbluff serves counties: Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden, Kimball, Morrill, Scotts Bluff, Sheridan and Sioux 505A Broadway, Suite 500 Scottsbluff, NE 69361 (308) 632-1321, (800) 292-3382 VR.InfoScottsbluff@nebraska.gov

South Sioux City serves counties: Dakota and Thurston 510 W. 13th St., Suite C South Sioux City, NE 68776 (402) 494-2265, (877) 659-7899 VR.InfoSouthSiouxClty@nebraska.gov

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State Rehabilitation Council Department of Education

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