

Rehabilitation Services Administration

## **RSA Client Success Stories**

*Our clients are the heart of the work we do!*

As a client in one of our Rehabilitation Services Administration Programs (Vocational Rehabilitation (VR), Independent Living Older Blind (ILOB), and Business Enterprise Program (BEP)), your success is our success! The help and support you received from our amazing team made it easier for you to be more independent and find a job you enjoy. Every person who works with us has a different story, and yours shows how our programs can make a big difference.

When people share their stories, it helps others learn about what we do and gives them hope. Your story could inspire someone who's just starting to think about applying for one of our programs.



### **Would you like to share your experience to encourage others?**

We want to celebrate every win as you work toward being independent and finding a job—not just at the end of receiving services. Our team will talk with you about sharing your story throughout your journey with us.

If you are interested and willing to share your story, below are a few simple steps that you can take:

1. Let your assigned staff member know that you would like to share your story (*this could be your VR Counselor, Rehabilitation Instructional Teacher, or BEP Consultant*)
2. Complete the consent form (DES-1050A), which you can get from your assigned staff member or it can be accessed using the QR code to the right
3. Return the completed consent form to your assigned staff member
4. You will then be contacted by your assigned staff member to let you know that someone from our team will be reaching out to learn more about your successful journey.



When a team member reaches out to you, they will ask more about you, the services that you received through one of our programs, and how these services have helped you achieve your goals.

# Questions You May Be Asked When Preparing the Client Success Story

## Questions for VR Clients:

- What brought you to DES Vocational Rehabilitation?
- How did VR help you determine your work goal?
- How has VR staff assisted you in meeting your employment goal?
- What services did you receive?
- Who is your employer and what is your position?
- What do you like about having a job?
- What skills did you learn that have helped you the most?
- How do you feel about your success?
- Would you recommend VR to others? Why or why not?

## Questions for ILOB Clients:

- How has this program supported you in maintaining your independence, through vision loss?
- What did you find most beneficial about services through the ILOB program?
- What would you tell someone who is considering applying for this service, but is unsure?

## Questions for BEP Operators:

- What challenges have you faced as a BEP Operator and how did you overcome them?
- What services and supports did VR provide to assist you in becoming an Operator?
- What would you tell someone with vision loss who is unsure they can work?

Stories are shared throughout the calendar year and can be prepared in a variety of ways. Some client success stories are shared in a narrative format, or a short video, while others are developed as short social media posts on one of our DES social media accounts (Facebook, Instagram, LinkedIn).

Below are a few examples of previous client success stories that have been shared.

Example of an RSA Client Success Story:

## National Disability Employment Awareness Month



**NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH**

**#NDEAM  
ADVANCING  
ACCESS &  
EQUITY**

“VR has given me this opportunity to try out different jobs that would best suit my interests.”

Ashley J., Vocational Rehabilitation Client

DES.AZ.GOV/VR

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**NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH**

**#NDEAM  
ADVANCING  
ACCESS &  
EQUITY**

“I think it's very important for people with disabilities to work towards being employed. It's very important and helps us be more integrated into the community. I think employment is the best way for us to get that independence.”

Asim Dietrich,  
Supervising Attorney at the Arizona  
Center for Disability Law (ACDL)

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DES ARIZONA@WORK

Thank you for working with our team and we look forward to being able to share your success!

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local

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