



*Idaho Division of
Vocational Rehabilitation*

VR Success Story: A Journey Shaped by Service and Compassion

IDVR's Mission is to prepare individuals with disabilities for employment and career opportunities while meeting the needs of the employers.



JANET'S SUCESS STORY

Location: Coeur d'Alene, Idaho

Occupation: Home Health Aide

Business: Touching Hearts at Home

"My counselor helped me see where my strengths and weaknesses were. Assessing my skills helped me to believe in my abilities. Throughout this process, I felt I was working with a competent, professional person."

Janet, VR Participant

"Janet was a pleasure to work with. She kept an open mind as we discussed and assessed her education and previous employment, which started her on a path that resulted in her job at Touching Hearts at Home - a position that suits her altruistic personality and fulfills her vocational and economic needs. A "win-win" for Janet and Touching Hearts at Home!" *John Struzik, VR Specialist*

- Janet applied for VR services in March 2024 with the goal of identifying a new career path to better align with her skills and disability. She had previously worked with IDVR in March 2016, and with the assistance of her VR Counselor she was hired by a local retailer where she maintained a stocking position for 7 years.
- Through Counseling and Guidance, Janet was able to explore her career interests in greater depth. During these discussions, she expressed a strong interest in seeking employment where she could make a difference for others. Janet shared that she worked in a personal care position earlier in her life and later worked in a special education classroom for many years. Her motivation for pursuing this type of work is rooted in her genuine desire to help others, provide meaningful support, and make a positive impact in people's lives. Through exploration of her values and alignment with career opportunities, she identified her vocational goal as a Personal Care Aide.
- Janet's counselor referred her to a Community Rehabilitation Provider (CRP) for Job Search Assistance, where she received personalized support to find career opportunities within her vocational goal. Through this service, she was able to identify a position at Touching Hearts at Home that aligned with her career interests.
- In November 2025, Janet joined Touching Hearts at Home as a Personal Care Aide. She has quickly established positive relationships with clients and is thriving in her new position. She's developed new professional skills, including learning how to navigate the computer system while providing quality care tailored to each client's needs.
- Janet came to VR wanting a change in her career that best suited her and her disability. She now assists elderly clients with their daily living needs while offering compassionate support that enhances their quality of life and sense of independence.

"We've had nothing but stellar things to celebrate! Clients who have really thrived with Janet are those who really struggle with dementia. And she has a special heart for them. It's not just anyone that can work with that population. So, we really do appreciate Janet."

Jeri Pleticha, Owner of Touching Hearts at Home

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