

VR Success Story: **VR helps small business owner continue serving his rural community**



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

RANDY'S SUCCESS STORY

Occupation: Self-employed pawn shop owner

Location: Weiser, ID

Annual Salary: \$15,329

Weekly Hours: Up to 40

RC Pawn continues to remain open and operating. Randy is able to confidently serve his customers and his rural community".

Tim Williams, VR Counselor

- Randy was a retired contractor, truck driver and operator
- He has been a small business owner in rural Idaho since 2017
- Randy's goal was to maintain his business to supplement his retirement benefits
- Due to hearing loss, Randy had difficulties meeting customer service needs
- Vocational counseling and guidance helped Randy better understand the nature of his business and how his disabilities impact his daily work
- VR counselor worked with him to develop strategies to overcome his challenges
- IDVR assisted Randy with the purchase of hearing aids to alleviate the communication barrier with his customers
- VR services allowed him to maintain his business and continue to be an active member of his rural community

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