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