

INCLUSIVE _____
Career Advancement

PROGRAM



ICAP Impact Report

Expanding Access to Career Pathways Across Oregon
September 2021–September 2026

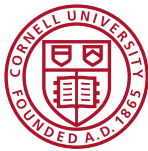
ICAP Partners



OREGON DEPARTMENT OF
Human Services
Vocational Rehabilitation



**Portland
Community
College®**



ILR School

K. Lisa Yang and Hock E. Tan
Institute on Employment and Disability



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Director's Note

Thank you for taking a moment to celebrate the Inclusive Career Advancement Program (ICAP). This project started with a clear goal: to expand opportunities for Oregonians with disabilities by strengthening connections across our Vocational Rehabilitation (VR) programs and the statewide community college system. ICAP brought together partners committed to reducing barriers and creating clearer, more supportive routes to education and employment.

Across Oregon, ICAP helped VR deepen its collaboration with colleges, increase access to skill-building resources, and better align training with the needs of high demand industries. In doing so, the program strengthened our collective capacity to support individuals in pursuing meaningful, long-term careers.

This report highlights our shared progress and the strong foundation we've built for continued innovation. We are pleased to share some detailed stories about the lives that ICAP impacted, and we are proud that ICAP was able to assist 700 Oregonians in their journey toward competitive integrated employment. Thank you for your ongoing commitment to expanding opportunities for Oregonians with disabilities.

Sincerely,

Keith Ozols

Director

Vocational Rehabilitation



(From left to right) ICAP Career Coach, Sue Pierce; ICAP Participant, Irving Daniel; and Vocational Rehabilitation Counselor, Darla Kennedy

About ICAP

Inclusive Career Advancement Program

Funded through a federal Disability Innovation Fund grant, ICAP was a partnership between Oregon Department of Human Services Vocational Rehabilitation (VR), Oregon Commission for the Blind, Portland Community College, and the Yang-Tan Institute in Cornell University's ILR School.

ICAP was created to help people with disabilities access training and secure employment in high-demand fields. Through ICAP, each participant worked with a Vocational Rehabilitation Counselor (VRC) and an ICAP Career Coach at their community college to choose a field and complete a career pathway program to prepare for employment in that field.

ICAP offered personalized support tailored to each participant's interests, strengths, abilities, and employment goals — opening doors to new opportunities and creating clear, achievable pathways to long-term success.

"It's great to not be hampered by my disability. ICAP, VR, and my support network have really helped me. Just something as small as not having enough time or having to get through midterms and finals and being able to bounce that off an ICAP coach on campus is really beneficial for me."

ICAP participant



Rion Holley, ICAP Participant

ICAP Snapshot

The numbers below capture data as of September 1, 2026.

700

ICAP participants

30,000+

credit hours

118

unique educational pathways

205

successful training completions

115

job placements obtained after
ICAP-supported training

Of ICAP participants placed into
employment:

94%

report increased hourly wages

92%

report increased weekly hours worked

72%

report income as their primary source
of support

ICAP's most common career pathways:

- Peer support
- Welding
- Early childhood education

ICAP Success Stories

Rion Holley



WATCH
VIDEO

"It's opened up a lot of possibilities. I don't think I could be where I'm at right now without Zach and VR and everybody helping me."

After the pandemic, Rion Holley struggled with anxiety, long employment gaps and uncertainty about his career path. Through the support of his VR Counselor, Zach, he decided to revisit welding. With coordinated guidance from his ICAP Career Coach at Portland Community College (PCC), he regained the confidence to return to school and pursue a dream he had once set aside. ICAP helped him navigate registration, technology challenges, and the difficulty of being around people again after the pandemic. Rion completed his welding certificate and is now employed at PCC as an Instructional Support Specialist, continuing to build skills and independence. His experience shows how ICAP's person-centered support helped him rebuild confidence, stability and direction.

Irving Daniel



WATCH
VIDEO

"Sue and Darla were like my training wheels, and when they let go, I was confident that I could do it by myself."

After a high school incident left Irving Daniel disabled and struggling with depression, he turned to alcohol to cope, spending years facing unstable employment, limited direction and the ongoing challenges of his disability. Determined to rebuild his life, he sought support and connected with VR. His VR Counselor, Darla, guided him through earning his GED and introduced him to Sue, his ICAP Career Coach at Central Oregon Community College. With help from ICAP's coordinated support, Irving developed new skills and rediscovered his purpose. He completed certificates in peer support and community health. Today, Irving works in mental health services, maintains his sobriety, and is pursuing a bachelor's degree while building a better life for himself and his three daughters.



WATCH
VIDEO

"For [my kids] to see their mom walking through this journey ... that's a big deal."

Brenda Miller

At her first VR appointment, Brenda Miller could barely speak or process information on her own. Years of severe trauma and her husband's recent death left her struggling to articulate her needs or see a path forward. She needed someone to help illuminate the way and show her available resources. With patient, judgment-free guidance from her VR Counselor, Angela, Brenda found the confidence to pursue her GED, graduating at age 54, an achievement she calls one of the proudest moments of her life. Her ICAP Career Coach, Alexander, then helped her navigate complex college systems as she pursued an associate's degree in human services. Today, she's building a better life for her family rooted in stability and helping others.

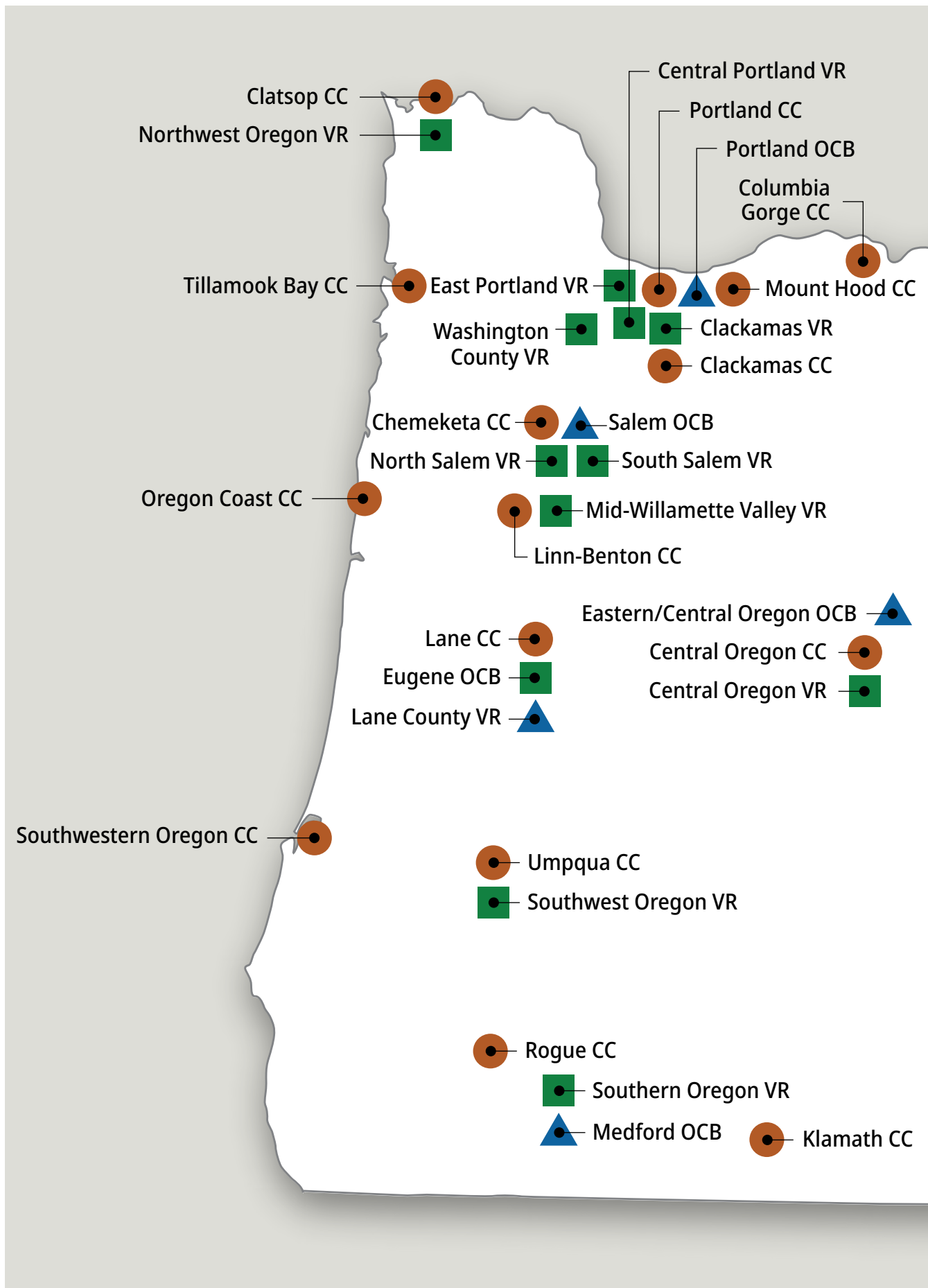


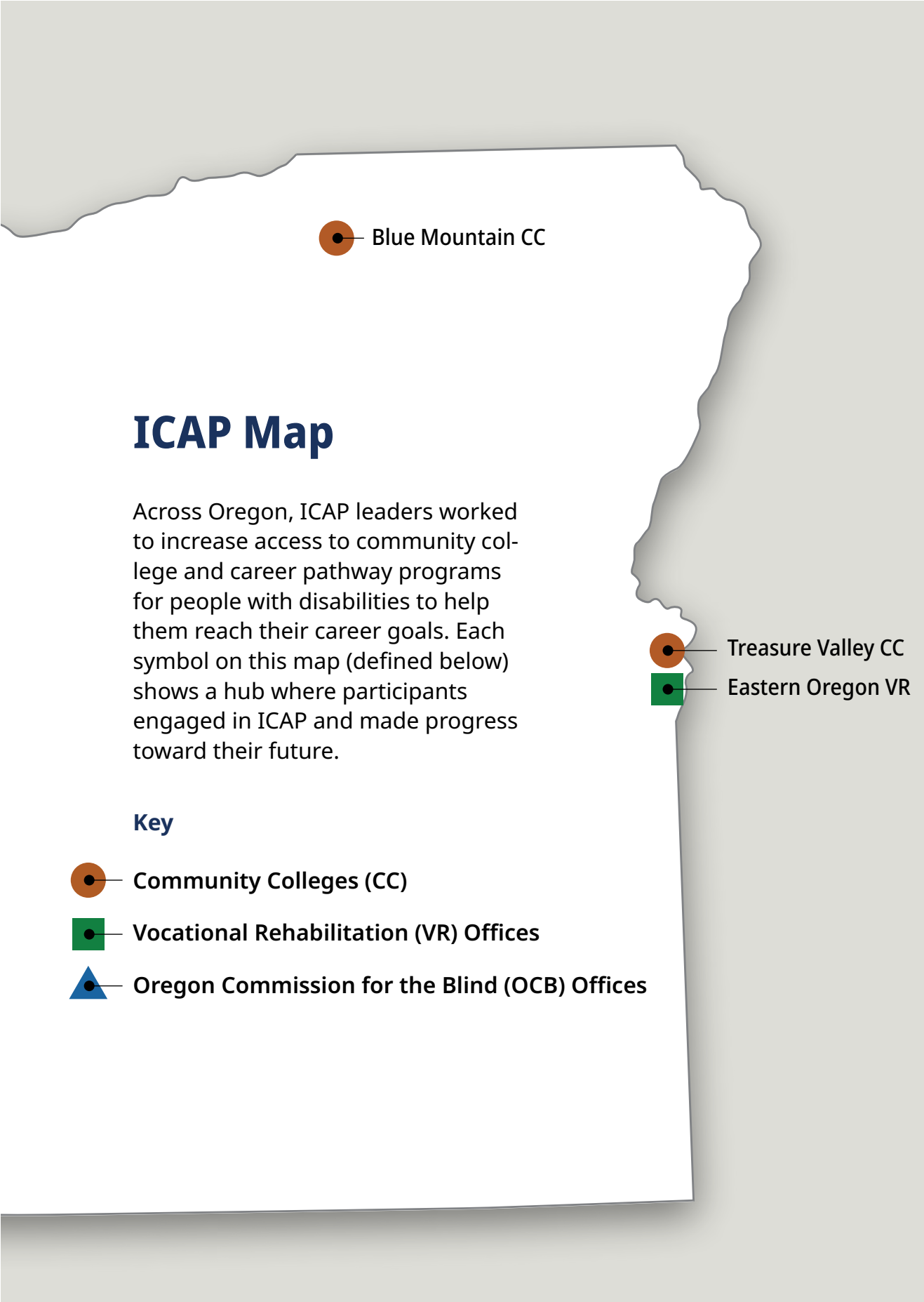
WATCH
VIDEO

"I realized all the will and all the want does not equal skills. I needed help from people who knew those barriers and how to overcome them."

Earl Bowers

Earl Bowers came to VR facing chronic health issues, trauma, long gaps in schooling, and limited resources. Committed to his sobriety and determined to find a career where he could give back to his community, he worked with his VR Counselor, Brandy, to connect with ICAP and received coordinated support from Career Coaches at Lane Community College, including adaptive equipment and tools to succeed in school. Earl completed an associate's degree in addiction studies and became a Certified Peer Mentor. He later interned, creating Indigenous-focused programming in his community. He is now employed with South Lane Mental Health as a Certified Recovery Mentor, creating healing spaces and cultural access for others.



A map of the state of Oregon is shown against a light gray background. Three locations are marked with symbols and labels. In the north-central part of the state, an orange circle with a black dot is labeled 'Blue Mountain CC'. In the southeast corner, an orange circle with a black dot is labeled 'Treasure Valley CC', and directly below it, a green square with a black dot is labeled 'Eastern Oregon VR'.

Blue Mountain CC

ICAP Map

Across Oregon, ICAP leaders worked to increase access to community college and career pathway programs for people with disabilities to help them reach their career goals. Each symbol on this map (defined below) shows a hub where participants engaged in ICAP and made progress toward their future.

Treasure Valley CC
Eastern Oregon VR

Key

- Community Colleges (CC)
- Vocational Rehabilitation (VR) Offices
- ▲ Oregon Commission for the Blind (OCB) Offices



Photo by ICAP Career
Coach, Alexander Malloy

ICAP Program Evaluation

Collecting and reporting data to inform ongoing program refinement

The ICAP program evaluation team regularly collected data to inform program implementation and assess outcomes. This included collecting information from and about ICAP implementers and participants. The data was used to guide program adaptations in response to successes and challenges and to assess program impact.

ICAP resulted in statewide VR policy change that reduced programmatic barriers and expanded access to postsecondary education for VR clients. ICAP also supported the creation or strengthening of relationships among 14 community colleges, 13 VR branches, and Oregon Commission for the Blind.

Through ICAP, 700 Oregon VR clients entered a career pathway program. By the end of the grant, 205 had completed their education and 115 had secured competitive, integrated employment, with 230 continuing with their training after the grant's close. Participants described the support from Vocational Rehabilitation Counselors and ICAP Career Coaches as transformative in achieving their educational and professional goals.

"This program was instrumental in helping me get my life on track. My counselors were very helpful and with me every step of the way. They gave me the confidence to advocate for myself."

ICAP participant

"ICAP was one of the only reasons I was able to succeed as a student; they were quick to help and able to offer alternatives when they could not."

ICAP participant



Photo courtesy of Linn-Benton
Community College

Partnership Highlight

Mid-Willamette Valley Vocational Rehabilitation branch and Linn-Benton Community College

For more than a decade, the Mid-Willamette Valley Vocational Rehabilitation branch and Linn-Benton Community College (LBCC) have grown an informal collaboration into a strong, trusted partnership. VR Branch Manager Lauren Smith and LBCC Director of Accessibility Resources Carol Raymundo have built this relationship on reliability, communication, and a shared commitment to student success.

When ICAP launched in 2022, formalizing the partnership was a natural next step. With ICAP Career Coach Robb Vancil supporting students on campus and coordinating monthly Local Implementation Team meetings, both teams remain engaged, aligned, and focused on the students they serve.

Regular communication, on-campus office hours with a Vocational Rehabilitation Counselor and ICAP Career Coach, and consistent collaboration have deepened the partnership. Outcomes reflect its strength: Among LBCC ICAP participants, 33% identify as Black, Indigenous, and People of Color (BIPOC), 15 have completed training, and 10 have achieved competitive integrated employment, averaging 37 hours per week at \$20 per hour.

Stats about employed LBCC ICAP participants:

- Average working hours per week: **37**
- Average hourly wage: **\$20**

“This partnership works because everyone involved shows up, openly communicates, and is united by a genuine desire to help people succeed.”

*Lauren Smith, VR Branch
Manager*

Vocational Rehabilitation

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