

Nevada Department Of Commerce

CARSON CITY--One reason for success of the state's fledgling Consumer Affairs Division is that most businessmen emphasize good customer relations, said Director William T. White of the Nevada Department of Commerce.

The year-old division is Nevada state government's first consumer protection agency. Gov. Mike O'Callaghan created it by executive order as a division of the Commerce Department.

White said businessmen's cooperation with Consumer Affairs has been "outstanding." "They know better than anyone that good customer relations mean good business, and good business means stability and profit."

White said Consumer Affairs' contact with the business community often ends with firms grateful to the division for pointing out hidden problems.

An auto dealer confessed he was unaware of problems in his service department and thanked the division for "bringing to my attention a dissatisfied customer."

An oil company provided promotional items to a credit card customer, even though the initial supply was exhausted and new items required extra company expense. The company further apologized for inconvenience incurred by its customer.

Another firm adjusted its billing and apologized to a Nevada consumer for "our contribution to the inconvenience you have experienced."

An irate tourist whose beverage token was not honored was invited by the casino to be its guest for a free dinner.

Consumer Affairs coordinates with several states and local enforcement agencies when necessary. But most consumer problems are solved through the division's initial contact with businessmen.

"But it's a two-way street," White said. "Our investigation has uncovered some unfair complaints against business. When a finger is pointed at the wrong person," White added, "Consumer Affairs starts down the other side of the street."

Veterans Administration

Here's a timetable on benefits from the Veterans Administration for veterans, after their separation from military service.

Gordon R. Elliott, Director of VA's Southern California Regional Office, said a veteran has 10 days to notify any local Selective Service board of his address, and 30 days to register with Selective Service if he did not do so before entering military service.

If a veteran wants his old job back, he has 90 days to apply to his former employer for re-employment.

He has 120 days to convert his Servicemen's Group Life Insurance (SGLI) to an individual policy without examination. If totally disabled at separation, a veteran has up to one year, if his condition does not change, to convert his insurance.

In either case, Elliott said, he must apply for the policy to one of the nearly 600 private companies participating in the SGLI program.

A veteran with a service-connected disability has one year from the date he receives his notice of service-connection to apply to VA for Service-Disabled Veterans Insurance.

He also has one year to apply for VA dental care, or to request unemployment compensation from his local state employment service.

Veterans have eight years from June 1, 1966, or from date of separation (whichever is later) to apply for and receive educational assistance benefits, which terminate after that time.

For a veteran with a service-connected injury or disease, there is no time limit for applying for VA disability compensation, but in order to receive payments dated from the time of his separation from military service, he must apply within one year of separation.

There is no time limit for a veteran to be assisted by his local state employment service in finding a job or job training program.

Nor is there a time limit for obtaining hospital care, or for obtaining a G. I. loan to buy, build or improve a home, or to buy a farm.

For more details, veterans should contact their local VA office, or local veterans service organization representatives.

Rehabilitation, from page 1

tion.

For some, the jump from welfare to jobs is a big one. While most gain occupations in the clerical field, there are also examples of going from welfare to nursing, teaching and optometry.

Women with children comprise the majority of disabled persons on welfare.

Frost cited two recent typical cases, both young mothers with pre-school children.

One had worked briefly as a nurse's aide but an old knee injury prevented her from standing for long periods of time.

The other couldn't hold a job because a severe emotional problem made her balk at supervision. She had only a ninth grade education and no job skills.

Both underwent four months of work adjustment in the Rehabilitation Center in Reno, participating in situations designed to match circumstances of actual employment.

Meanwhile, psychiatric treatment cleared up the one mother's emotional problem and intensive basic education course provided her an equivalent to a high school diploma.

The other women received eye glasses to correct a longstanding vision problem.

After the women successfully completed the center's program, they received nine month's instruction in a business college, taking clerk-typist and secretarial courses.

They now have been employed for nearly five months and are earning their own living independent of welfare, Frost said.

An additional \$95,000 in federal funds this fiscal year for disabled welfare recipients brought the total to \$153,000. Based on the \$2,300 average cost per successful rehabilitation, the new money would remove an additional 41 disabled persons from welfare. But the division is shooting for at least 90 more.

"Our goals are very high, when you realize that only one out of every five people we try to help can be rehabilitated," Frost said. "Some of the severely disabled suffer from deep despair and many give up and leave us prematurely."

But Frost said each successful rehabilitation more than makes up for lost effort. He added, "When you can mend a human life, any effort is justified."



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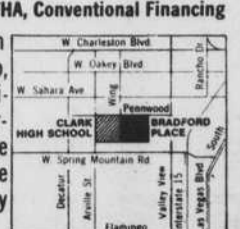
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