Notice of Public Meeting
Nevada State Rehabilitation Council (NSRC)

Video Conference, Monday, October 17, 2016, 9:00 a.m.

Meeting Locations:
Department of Employment, Training & Rehabilitation
500 E. Third St., Carson City, NV 89713
&
Vocational Rehabilitation
3016 W. Charleston Blvd, Las Vegas, NV 89102

1. Call to Order, Introductions, and Verify Timely Posting of Agenda
William Heaivilin, Vice Chair will call the meeting to order. Melissa Starr, Council interim Liaison will verify the timely posting of the agenda, in accordance with Open Meeting Law. William Heaivilin will introduce new Council members.

2. Public Comment
William Heaivilin, Vice Chair will call for public comment.

Members of the public will be invited to speak before; however, no action may be taken on a matter during public comment until the matter itself has been included on an agenda as an item for possible action. Please clearly state and spell your name. Public comment may be limited to three minutes, per person at the discretion of the chair.

3. <u>For Possible Action:</u> Approval of May 17, 2016 NSRC Meeting Minutes
William Heaivilin, Vice Chair will open the floor for discussion and approval, denial, or modification of the May 17, 2016 minutes.

4. University of Nevada Reno (UNR), Center for Research Design and Analysis (CRDA) Consumer Satisfaction Surveys
Veronica (Roni) Blas Dahir, M.A., Ph.D. will present the current Customer Satisfaction Survey results for:

- General Clients
- Older Individuals Who are Blind (OIB)
- Transition Students

5. <u>For Possible Action:</u> NSRC By-Laws proposed amendment to Article II, Section 2
Shelley Hendren, Rehabilitation Division Administrator will review Article II, Section 2 of the Council By-Laws to discuss amending this section.

- **Article II:** Meetings, Attendance, Elections and Officers, Quorums, Rules of Order, Hearings and Forums, Public Notice and Accessibility, Committees, and Expenses

- **Section 2.** Required Attendance. Voting members of the Council must attends at least two meetings of the Council during each State fiscal year to retain membership. However, by a majority vote members may retain a member who has missed two meetings due to extenuating circumstances.

6. <u>For Possible Action:</u> Review/Decision regarding annual NSRC Staff Surveys
William Heaivilin, Vice Chair will lead the NSRC Council members in a discussion whether to continue, postpone or discontinue the annual survey sent to NSRC Council members and tallied by Chair.

7. <u>For Possible Action:</u> State Plan Subcommittee's 2018 State Plan recommendations
William Heaivilin, State Plan Subcommittee Chair will present the State Plan Sub Committee's recommendations of the Goals, Strategies and Performance Indicators for the Rehabilitation Services portion of the Unified State Plan for Federal Fiscal Year (FFY 2018).

8. Other reports
William Heaivilin will report on the Client Assistance Program.

9. Administrator's Report
Shelley Hendren will report on the following:

- NSRC Performance Indicators
- State Performance Indicators
- Fair Hearings
- Staffing

10. <u>For Possible Action:</u> Discuss options for a potential new service contract for the consumer satisfaction surveys and whether or not to issue a Request for Proposals (RFP).
Shelley Hendren will lead the discussion.

11. Discussion/Review of the 2016 NSRC Annual Report
Mae Worthey, DETR Public Information Officer, will present the draft NSRC Annual Report to the Council.

12. <u>For Possible Action:</u> Determine selection criteria for choosing which and how many NSRC members may attend the Council of State Administrators of Vocational Rehabilitation (CSAVR) conference in San Diego in November.
Shelley Hendren will lead the discussion.

13. Second Public Comment
William Heaivilin, Vice Chair will call for public comment.

Members of the public may now comment on any matter or topic, which is relevant to or within the authority or jurisdiction of the Council. You may comment now even if you commented earlier, however, please do not simply repeat the same comment you previously made. Please clearly state and spell your name. Public comment may be limited to three minutes, per person at the discretion of the chair.

14. Adjourn the meeting.
William Heaivilin, Vice Chair will adjourn the meeting

Council Members

Joshua Baker, Matthew Cox, Ernest Hall (Chair),
William Heaivilin (Vice Chair), Shelley Hendren (non-voting), Mark Hinson, Robin Kincaid,
Todd McCullough, Maxie Miller-Hooks, Jean Peyton, Sherry Ramsey, and Faith Wilson

Note: Items may be considered out of order. The public body may combine two or more agenda items for consideration. The public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. The public body may place reasonable restrictions on the time, place, and manner of public comments but may not restrict comments based upon viewpoint. NRS 241.020(2)(d)(7). In accordance with the Attorney General's Open Meeting Law Manual § 8.06, if a person willfully disrupts a meeting, to the extent that its orderly conduct is made impractical, the person may be removed from the meeting.

Note: We are pleased to make reasonable accommodations, including effective communication accommodations for members of the public who have disabilities that wish to attend the meeting. Please *contact Laurel Kaneshiro (l-kaneshiro@nvdetr.org) 702-486-0372 or Beth Talcott (batalcott@nvdetr.org), Support Staff, in writing, at DETR, Rehabilitation Division, 751 Basque Way, Carson City, NV, 89706, or call 775-687-6860 (for individuals who are deaf or have hearing disabilities dial 711 for Relay Nevada), or send a fax to 775-684-4184 on or before 12 noon, October 7, 2016.*

Note: Individuals requesting supporting material as provided in NRS 241.020, Section 5 and all public records requests should be directed to the Public Records Official, Shelley Hendren (sghendren@nvdetr.org), Administrator, in writing, at DETR, Rehabilitation Division, 751 Basque Way, Carson City, NV, 89706, or Call 775-687-6860 or Fax to 775-684-4184 (for individuals who are deaf or have hearing disabilities dial 711 for Relay Nevada).

Notice of this meeting was posted on or before 9 a.m. on the third day prior to the meeting at:

- DETR, Rehabilitation Division, 751 Basque Way, Carson City, NV, 89706;
- DETR Administrative Office, 500 E. Third St., Carson City, NV 89713
- DETR Administrative Office, 2800 E. St. Louis Ave., Las Vegas, NV 89104;
- Carson City JobConnect/VR, 1929 N. Carson St., Carson City, NV 89701
- Nevada State Library, 100 N. Stewart St., Carson City, NV 89701
- Office of Disability Services, 3656 Research Way, #32, Carson City, NV 89706
- Carson City Library, 900 Roop St., Carson City, NV 89701
- Southern Nevada Center for Independent Living, 6039 Eldora Ave., Suite F, Las Vegas, NV 89146;
- Northern Nevada Center for Independent Living, 999 Pyramid Way, Sparks, NV 89431
- Nevada Disability Advocacy & Law Center, 1875 Plumas St., #1, Reno, NV 89509
- Nevada Disability Advocacy & Law Center, 2820 W. Charleston Blvd, #11, Las Vegas, NV 89102;
- Easter Seals Southern Nevada, 6200 W. Oakey Blvd., Las Vegas, NV 89107
- Nevada JobConnect, 4500 W. Sunset Rd., #40, Henderson, NV 89014
- DETR Bureau of Vocational Rehabilitation and Bureau of Services to the Blind and Visually Impaired, 3016 W. Charleston Blvd., Ste. 200, Las Vegas, NV 89102
- NV PEP, 7211 W. Charleston Blvd., Las Vegas, NV 89117
- Attorney General's Office, 100 N. Carson St., Carson City, NV 89701
- Attorney General's Office 555 E. Washington Ave., #3900, Las Vegas, NV 89101.

Notice of this meeting was posted on the DETR Web site at: www.nvdetr.org.
http://nvdetr.org/publicmeetings.htm
Nevada's Public Notice website at: https://notice.nv.gov/, as required by NRS 232.2175.

NEVADA STATE REHABILITATION COUNCIL
MEETING MINUTES
Department of Employment, Training & Rehabilitation
May 17, 2016

DETR/Vocational Rehabilitation
3016 W. Charleston Blvd
Las Vegas, NV 89102

DETR
500 East Third St.
Carson City, NV 89713

MEMBERS PRESENT:
Mathew Dorangricchia
Ernest Hall
Bill Heaivilin
Shelley Hendren
Robin Kincaid
Todd McCullough
Max Miller-Hooks
Jean Peyton

MEMBERS ABSENT:
Josh Baker
Robert Greene
Mark Hinson
Sherry Ramsey

GUESTS:
Elyse Monroy
Joe Arrascada
Deborah Gonzalez
Pedro Gonzalez
Mike Hutchings
Rick

STAFF:
Rosemarie Reynolds, Deputy Attorney General
Janice John, Rehab. Div. Deputy Administrator
Kara Lang, VR Quality Control Specialist
Michelle Luckie, VR Quality Control Specialist
Veronica Sheldon, Rehab. Div. Admin. Assistant

EXHIBITS:

- Nevada State Rehabilitation Council (NSRC) March 15, 2016 meeting minutes
- Proposed Meeting Schedule for 2017
- 2017 calendar
- NSRC Roster
- Summary of 2016 Policy & Procedure Changes for SRC
- Outcome and Impact of Vocational Rehabilitation Power Point presentation
- BVR/BSBVI Performance Indicator reports SFY 16
- NSRC Support Survey Questions

1. **ROLL CALL AND CONFIRMATION OF QUORUM**
Ernest Hall called the meeting to order at 9:17 a.m.

Ms. Sheldon noted from the roll call vote she was able to determine a quorum was present.

2. **VERIFICATION OF POSTING**
Ms. Sheldon verified that the posting was accomplished on time and per Open Meeting Law requirements.

3. **WELCOME AND INTRODUCTIONS**
All in attendance introduced themselves. Mr. Hall approached members of the public with a notepad and paper so that they could introduce themselves. Mr. Hall stated he would share the conversation for the hearing people in the room.

Mr. Hall explained that the conversation that he had with the members of the public included a question to Pedro Gonzalez if he would like to introduce himself. Mr. Gonzalez responded he did not understand. Mr. Hall asked Mrs. Gonzalez if she would like to introduce herself and she stated no.

Member of public, in writing to chair: "Cannot speak with anyone, wants to be an interpreter VRI."
Mr. Hall, in writing to member of the public: No requests for accommodations or interpreters
Member of public, in writing to chair: "ADA says the law for interpreters."
Mr. Hall, in writing to member of the public: There also has to be a request per the ADA law.
Member of public, in writing to chair: Referenced previous comment and stated "ADA did a loophole in the paper."

4. **FIRST PUBLIC COMMENT SESSION**

Mr. Hall stated that public comment was now open.

Mrs. Gonzalez, Mr. Gonzalez and Mr. Hutchins moved to the center of the room.

Deborah Gonzalez: "I'd like to make a public comment, but of course if I'm signing someone has to see me. Or be able to position themselves to see me. That's required to communicate. Ok so a person is standing in the middle of the room for a reason to see me. It doesn't mean that they are interrupting your meeting or attacking you or causing you any problems. I am speaking loudly because I have a disability, it includes pressured speech. That is a requirement for my disability issue. I should never be insulted in minutes about my disability. If you have disability people who have difficulty speaking, you don't say and humiliate them in the manner that these minutes reflect against me. That is humiliating and disgusting for me to see in print and my family to finger spell to me. I also want to make note these minutes are wrong. They do not reflect what I said in the last meeting and what occurred. They are inappropriate, they are discriminatory and embarrassing and humiliating. They should be removed. I never made any reference to sadistic violence. I never made any reference, I stated audistic violence. That is a matter of what is occurring here today. Again no request, bologna. It was made."

Pedro Gonzalez signed to the Council. Members of the public exited the meeting room.

Mr. Hall: "Is there any further public comment?"

Shelley Hendren: "Could you say for the record that Pedro made a comment through sign language?"

Ernest Hall: "Pedro signed and made a comment and there was also a member of the public who was shaming the Council with his finger through sign. Just for the record can you share with the Council how we know there was no request for accommodation?"

Shelley Hendren: "Do you want a timeline?"

Ernest Hall: "An overview of the timeline and the communication that transpired with Mr. Gonzalez and that no request was made. "

Shelley Hendren: "We sent a letter to Mr. Gonzalez on April 4th to clarify accommodation for reading of the agenda and in that letter we reminded him that he has to request accommodations for the meeting and he has to do it as per instructed on the agenda and within the timeframe. We received a call that we needed to have the letter signed to him. So we did an introduction letter to what the letter was about and had an ASL interpreter call [a video phone] to sign both letters to him, which they did on April 23."

Ernest Hall: "Was it an ASL interpreter or a CDI interpreter?"

Shelley Hendren: "Perhaps Veronica can clarify that."

Veronica Sheldon: "It was a CDI."

Shelley Hendren: "At that meeting we set a date to have an interpreter interpret the meeting agenda and we gave him the first week of May. He chose Friday, May 6 at 2:00 p.m. at the Deaf and Hard of Hearing Advocacy Resource Center. The Gonzalez's went to the resource center where a CDI was lined up, Branton Stewart, who has been here multiple times to accommodate Mr. Gonzalez. He was the CDI that was arranged to interpret on the video phone. Within a few minutes the Gonzalez's stated he was not acceptable and walked out. And so therefore he did not have the agenda signed to him because he walked out of what we had prepared for him. We received a phone call from Deborah Gonzalez for us to get in contact with him. I called his video phone multiple times in the evening on May 10 and in the morning of May 11 and was not able to reach him. I did leave a message. I did not receive any contact back from them via his video phone, fax or anything and so that is where we are today."

Ernest Hall: "The Chair is comfortable that the staff and Council have met its obligation to provide effective communication. The ADA requires that a request be made, a CDI was provided twice and if we are going to walk out of a meeting they can still say that they would like a CDI at the meeting. There was an opportunity to communicate that with the CDI present and Mr. Gonzalez did not communicate that."

Shelley Hendren: "Can I add something? We publicly posted on April 27 which gives him and anyone 8 days to request accommodation. And we additionally Fed Exed the agenda to his home."

Ernest Hall: "I only state that because the Council needs to feel comfortable in proceeding with the meeting that we have met the effective communication guidelines and we have met the guidelines of the ADA. We have an effective communication training in the fall and if you have questions with that, Kara is our resident expert that can help with that. If there is no objection we will proceed with the meeting."

No objections were made.

5. **FOR POSSIBLE ACTION APPROVAL OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC) MARCH 15, 2016 MEETING MINUTES**

Mr. Hall asked the council for any additional questions or comments.

Shelley Hendren asked that sadistic be changed to "audistic" since Mrs. Gonzalez corrected her own words from the previous meeting during the first public comment period.

Hearing no further comments Mr. Hall asked for a motion to accept the November meeting minutes as amended.

Bill Heaivilin moved to approve with corrections.
Jean Peyton seconded. Motion carried.

6. **FOR POSSIBLE ACTION PROPOSED MEETING SCHEDULE FOR STATE FISCAL YEAR 2017**

Veronica Sheldon referred the members to the proposed meeting schedule and explained staff had reviewed the dates for conflicts with holidays. The dates proposed are the same time of month and year

as the 2016 meeting schedule. Ernest Hall verified that there were no other conflicts with conferences that Council Members may want to attend. Mr. Hall inquired if the move of the State Plan meeting to August rather than the traditional January meeting had to do with the date of the submission of the Unified State Plan. This was confirmed and Ms. Sheldon explained the State Plan submission date has been moved to March rather than June as it was in past years.

Motion to approve the proposed dates was made by Maxie Miller-Hooks.
Motion seconded by Bill Heaivilin. Motion carried.

7. **FOR POSSIBLE ACTION CHAIR AND VICE CHAIR ELECTIONS**

Shelley Hendren read a few excerpts from the NSRC By-Laws:

"Article II, Section 3. Elections. Elections shall be held at the last regularly scheduled meeting of the State fiscal year. Council members will nominate and elect officers to the offices of Chair and Vice-Chair from its members eligible to vote. Voting members of the Council may serve as Chair or Vice-Chair. If Co-Chairs are elected, the Council will define and publish in its minutes the duties of each of the officers ***as are differentiated from Chair and Vice-Chair.*** The new officers shall take office on the first day of the succeeding State fiscal year. New members shall be required to attend and participate in the Council, New Member Orientation and Training."

"Section 4. Duties of Officers. The Chair shall direct all Council business. In addition, the Chair shall be responsible for communication with Division Liaison regarding Agendas, Training and Meeting minutes. The Vice-Chair shall act in the stead of the Chair when the Chairman is not available to fulfill his/her duties. The Vice-Chair shall Chair the State Plan/Needs Assessment Committee."

"We currently have Ernest Hall as our chair and at the last meeting Bill Heaivilin was elected as vice-chair. At this point I would take any recommendations for chair or vice-chair."

Ernest Hall: "I am happy to continue to be chair but I don't want anyone to presume I should be chair. So if there is somebody else that would like to volunteer, I encourage you to do so."

Motion to elect Ernest Hall as Chair and Bill Heaivilin as Vice-Chair was made by Jean Peyton.
Motion seconded by Maxie Miller-Hooks. Motion carried.

8. **FOR POSSIBLE ACTION SUBCOMMITTEES**

Ernest Hall began the discussion about subcommittees with asking for volunteers for the 2018 State Plan Subcommittee. The members are appointed by the Chair. Bill Heaivilin is the Chair. Todd McCullough, Maxie Miller-Hooks and Robin Kincaid agreed to be on the subcommittee. Jean Peyton agreed to be on the subcommittee if needed. Mr. Hall stated that 3 Council Members would be sufficient for the subcommittee with a few community partners or stakeholders. Mr. Hall asked the Council Members to e-mail any names of parties that are community partners or stakeholders to Veronica Sheldon (vsheldon@nvdetr.org) that they would like to be included on the subcommittee.

It was decided that the Customer Satisfaction Subcommittee had completed the work of the subcommittee and would not resume meetings. The Council will review the Scope of Work for the Customer Satisfaction survey at the next meeting.

The Council decided not to create a Recruitment Subcommittee. Mr. Hall asked staff to assist with drafting a letter to other councils who are supposed to have representation on the NSRC to request that they nominate a member from their body to serve on the NSRC.

9. **DISCUSSION/REPORT ON PROPOSED CHANGES TO THE REHABILITATION DIVISION'S POLICY AND PROCEDURES MANUAL**

A discussion of the attachment outlining the changes to the Policy and Procedure Manual completed.

Section 5: Ticket to Work

- Social Security has agreements with Employment Networks (EN) to provide services. If there are services that the EN provides, under the Workforce Innovation and Opportunity Act (WIOA), the Rehabilitation Division would not be reimbursed for any services rendered by the Rehabilitation Division that the EN has agreed to provide.

Robin Kincaid asked for an example of the services, which Kara Lang, Vocational Rehabilitation Quality Control Specialist explained that the lists of services could be found online for each of the Employment Networks (EN). The client has the choice to assign their ticket to the Rehabilitation Division or to the Employment Network. If the client chooses to assign the ticket to the Employment Network, then the EN will be responsible for the services that it has agreed to provide and the Rehabilitation Division would provide the other services. The Plan will indicate where the services will be provided. Bill Heaivilin asked how many clients had a ticket assigned to an Employment Network. Kara stated that when she reviews cases it is a very small number. Janice John, Rehabilitation Division Deputy Administrator of Programs stated that she would ask their data collection staff to find the exact number, but stated that it was a very small number.

Section 7: Financial Need and Participation

- Change current threshold (the amount before a participant begins contributing to costs of goods and services purchased on his/her behalf) from 330% of the Health and Human Services (HHS) Poverty Guideline to 250% of HHS Poverty Guideline.

Ernest Hall asked if there was a cap of a maximum amount that a client can be responsible for. Kara Lang explained that the client has the ability to request an exception to financial participation if the expenses are substantial and would create an economic hardship. Kara further explained that transition services are exempt from financial participation, as well as anyone on SSI or SSDI.

Section 9: Order of Selection

- Change criteria for coding a "Most Significant" Disability under OOS from four to two functional limitations in major life activities.

Section 12: Scope of Services

- Provider fraud policy was added

Ernest Hall asked what sub-standard services are. Kara Lang answered that each year there is a review of the job developers, sometimes they do not document the work completed or do not provide the contracted work. Kara suggested changing it to state scopes of work rather than sub-standard work because the scope of work is spelled out in the provider agreement. Mr. Hall asked if there was a legal definition of fraud that can be spelled out rather than including it with the definition of sub-standard work. Janice stated that it would be possible to go back to the DAG (Deputy Attorney General) who the policy was vetted through to see if a better definition could be found to differentiate fraud and sub-standard work. Shelley Hendren stated that what the policy is stating is an illegal act and would be considered fraud. That the definition was clearly stated, that the policy would consider fraud when a provider knowingly and deliberately misrepresents information including invoicing for services not authorized or that never took place or were paid for in another invoice and embellishment of or misrepresentation in reports.

- Provider Reports – requirement to provide reports

Discussion from the Council members focused on when a report would be required and if receipts for travel and attendance would be sufficient to meet the needs of this change. The Council asked that the Quality Assurance team clarify the requirement that a client showed up for a service or when a report is needed on the service provided.

- Maintenance – per diem rates will be ½ the cost of the GSA rates.

Council members asked that language be added to allow for dietary or nutritional consideration due to disability.

- Gas Cards
  - Misuse of gas cards may result in the interruption or termination of this service
  - Mileage allowance for gas cards will not exceed 1,000.00 miles a month.

Robin Kincaid asked if a person attended church, would they be able to use the gas card. Kara Lang explained that if the client uses the gas card to attend church that is fine, but they will not be issued another gas card until the travel for vocational rehabilitation (VR) purposes were met which include school and medical appointments. Clients are required to keep a mileage log for all VR activities. Ms. Kincaid asked that examples of mileage logs that are acceptable. Bill Heaivilin asked about adding some language about planning trips so that the gas card is used for VR purposes.

Section 12.1: Job Development and Placement

- Payment to Job Developer: VR will not pay job developers:
  - For placements with another vendor who also provides job placement services to VR
  - For placements at staffing agencies that charge VR or the participant a fee
- Reimbursement to Job Developers: Inclusion of a process to reimburse job developers for goods purchased on behalf of the job seeker. Provisions include:
  - A provider is not required to purchase goods on behalf of the job seeker.
  - If the provider chooses to purchase goods, each good should generally be under $100.00 and only paid for by the provider when a job or job offer is in jeopardy and another feasible course of action is not available.
  - The goods must be authorized by the counselor.
  - A receipt and signed copy of the job seeker's verification that goods were received (RD-87 form) must be submitted before VR processes the reimbursement.

Mr. Hall expressed some concern over this change as possible leading to a basis for choosing a job developer, that the requirement would be for the purchase of goods for clients to obtain a job and asked if there was something that did not allow job developers to purchase goods under $100 currently. Shelley Hendren advised that all purchases needed to be preauthorized. Job developers are already doing this, and this is the reason that this policy was added. Janice John stated that this happens on a rare occasion and that the Division wanted to ensure that the job developers received reimbursement for purchases that would qualify as job related.

Section 12.3: Post-Secondary and Other Vocational Training

- Guidelines Being Changed to Requirements: The following "guidelines" in the current P & P manual will be changed to "requirements" requiring District Manager approval for exceptions:
  - Students attending a 4 year degree must complete all available classes at the local community college (if available) until they earn their Associates degree, transfer degree or equivalent prior to transferring to the University for a 4 year degree. Exceptions may be granted when a University such as Gallaudet meets specific disability needs.

Robin Kincaid asked for what a definition of community college is. Shelley Hendren stated that the Division would contact Nevada System of Higher Education (NSHE) to determine how community college is defined. Kara pointed out that the change is that exceptions to degree programs need to be approved by the District Manager. Ms. Kincaid stated she was concerned that more clients would be deterred from getting the necessary education if they are unable to attend school full time. Ms. Hendren answered that this policy is not stating that approval would not be given for less than full time, what it is stating is that it requires a District Manager's approval to add another layer of scrutiny before the Division agrees to the plan.

  - Participants pursuing a degree program utilizing VR funding will attend full time. Exceptions for disability purposes are allowed without District Manager approval if the

student obtains a physician's note indicating why the individual can only attend part-time and includes the estimated # of hours a participant can work once the degree is finished.

- Change in Major/Credit Limits: VR funding will be limited to 125% of the published rate for the degree (including when the participant changes the employment goal or major). Exceptions must be approved by the District Manager and includes situations when the credits were taken a number of years ago or when the student took classes toward one major, but due to the disability can no longer pursue this major.
- Tutoring: Should be provided by a comparable benefit when possible. VR funding should not replace classroom instruction, or be provided to the extent that it would in effect become one on one course instruction.
- Procedure for Selecting Vocational Training Programs

Janice John explained that staff was currently being trained to acquire 3 quotes for schooling. Shelley Hendren added that in the last meeting it was expressed that there was some concern that obtaining 3 quotes for schooling was burdensome for counselors and can someone beside the counselor obtain the bids. So far there has been no feedback from staff that it is burdensome. Techs or Administrative Assistants can assist if needed with obtaining the quotes. Bids are good for a certain time period so a bid would need to be obtained for each case.

- Work Experience: Addition of "Volunteer" Work Experience to provide for situations when VR is providing support or other services for participants to obtain work skills in the community (such as when the school district, regional centers, VR and a business in the community partner to provide training).

Kara Lang explained that this change was in order to verify that the clients were volunteering at properly insured locations so that the clients are covered by insurance such as Worker's Compensation Insurance while working at volunteer sites. Ernest Hall stated that he is going to look into the insurance at Easter Seals, but thinks that volunteers are covered by General Liability Insurance and not Worker's Compensation Insurance.

Section 13: Supported and Customized Employment

- Referrals for Customized Employment: Must be must be staffed with the Rehabilitation Supervisor, only individuals with the most significant impediments and barriers should be referred for this service.

Section 17: Equipment and Tool Purchase

- Purchase Restriction: VR should not purchase tools or equipment for training or a job that the employer or trainer routinely provides to other employees/trainees or does not require other employees/trainees doing the same type of work to purchase.

Mr. Hall pointed out that this policy could potentially cost a client a placement. Ms. Hendren stated that equipment will not be purchased for employers, especially if the tools were normally purchased for other employees. Ms. John stated that there have been times that VR has split costs with employers or purchased assistive technology items for client use. Mr. Hall stated his concern was that if this policy was followed, that it could potentially cost a client his or her placement.

Section 18: Purchases and Payments of Goods and Services

- Out of Area Travel Expenses
  - The counselor or technician should collaborate with the participant in choosing and making flight reservations (jointly look up information on flights and compare costs etc.)
  - They should also collaborate when making hotel reservations or lodging arrangements. Hotels with state contracts should be considered. The hotel (or other lodging arrangements) should become a vendor whenever possible.
  - Reimbursement for meals do not require a receipt, but must never exceed one-half of the GSA rate and in some circumstances may be lower, (see "Maintenance" portion of Section 12: Scope of Services).

- Cash Payment Receipts: Failure to submit receipts may result in suspension of further services

Section 25: Older Individuals Who Are Blind

- Eligibility and Individualized Plan of Service Time Lines: Must be completed within 45 days of application.

Section 27: Work Place Safety, Disruptive Behavior and Expected Code of Conduct

- Violence, threats, harassment, intimidation and other incidents (as defined below) or acts of aggression and disruptive behavior in the workplace will not be tolerated. Acts of aggression can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical or mental harm or, indirect acts such as damage to personal property.

- Public employees are protected under NRS 199.300 from threats and intimidation. In consultation with the Attorney General and Administrator, a case may be prosecuted.

- Individuals, who commit acts of workplace violence will be subject to disciplinary action (if a state employee), may be removed from the premises, and/or subject to criminal actions by the Attorney General. A participant who displays, violent, or destructive behavior may be refused service and/or the case may be closed as described in Section 19 (Closures).

Robin Kincaid asked that bullying be defined better, and maybe include intimidation in that definition. Ms. Kincaid asked if this only applied to a person with disabilities. Ms. Lang stated that this is anyone that is in the vocational rehabilitation (VR) office, staff, contractors, vendors, clients. Ms. Kincaid asked if extortion was included in the policy.

Ernest Hall asked what the policy is for medical marijuana. Ms. Lang explained that the use of illegal drugs as defined meant actual usage on site at VR office locations. What happens at home is not considered in this policy.

Bill Heaivilin asked if the policy also applies to providers. Ms. Lang explained that there are scopes of work for providers but that job developers are included in the policy and procedure manual and in the scope of work for the job developers state that job developers need to abide by the policy and procedures manual.

Mr. Hall asked that if a provider is sitting in the lobby and discussed with a client services that they provide related to VR, would that be considered soliciting. Ms. Hendren suggested that the word be changed to coercion rather than soliciting. Ms. Hendren further stated that a legal definition of bullying could be obtained from the Nevada Equal Rights Commission to be included in the Policy and Procedure Manual. Ms. Lang stated that they would research bullying definitions to include in the policy and procedure manual.

Section 28: Fraud Policy

- At intake the counselor (or technician completing the intake) and the participant should review the "Fraud Policy Acknowledgement Form" The participant and if applicable his or her representative or legal guardian will sign it and it will be scanned into RAISON Case Documents.
- When authorizing or providing goods or services to participants counselors are responsible for explaining documentation requirements and any other requirements pertaining to the purchase or use of the goods or services. As applicable and appropriate it is also recommended these requirements be included on the IPE.
- A participant's failure to provide receipts or other required documents may be treated as fraud and is subject to the following policies including the possible suspension of services including services unrelated to the service requiring the receipt.

Bill Heaivilin suggested that the policy be called an "Advise of Notice and Fair Hearing Rights." Mr. Heaivilin also suggested the form be called "Discussion and Agreement" rather than "Fraud Policy." Shelley Hendren asked to add to the section discussing over $100, repeat or serious in fraudulent activity

that "Administration will be notified." Ms. Hendren further suggested that a change to RAISON references to a generic name such as "case file" since RAISON may be replaced.

Robin Kincaid asked if the Council members would see the Policy and Procedure Manual again. Ms. Lang stated that the policies take effect on July 1, so the policies would not be presented to the Council Members prior to that date. Ernest Hall asked that the Council members receive a PDF of the manual.

10. **NSRC MEMBER ORIENTATION AND TRAINING PRESENTATION**

Joe Arrascada presented an impact story of how Vocational Rehabilitation (VR) assisted him. Mr. Arrascada explained that he is a true product of Vocational Rehabilitation. Mr. Arrascada suffered a spinal cord injury at the age of 17. At that age he intended to join the Marine Corps. Mr. Arrascada dove into shallow water in Lake Tahoe and was injured. He is a C4/C5 quadriplegic. He has shoulder movement, biceps, he can move his wrists up but other than that he has no finger dexterity, no triceps, no pectoral muscles. His family encouraged him to be active following his accident and took him to Vocational Rehabilitation in Reno. He attended Truckee Meadows Community College, followed by the University of Nevada, Reno where he also attended grad school and obtained a degree in social work with an undergrad in criminal justice. He then began working at the Veterans Administration Hospital. In order to attend work, Mr. Arrascada had to rely upon city transportation and taxis. Medically and financially it was a burden and Mr. Arrascada was forced to reduce his workload significantly because of a lack of transportation.

Because of VR he is now back to working full time as a case manager at the VA hospital. He can drive back and forth to work, attend medical appointments, go to physical therapy and his health is the best that it has ever been. Mr. Arrascada's van is uniquely equipped so that he can drive it from his wheel chair. The cost to outfit the van is astronomical. Vocational Rehabilitation was able to assist with the cost to renovate his van. Today Mr. Arrascada is driving a 2010 Chrysler Town and Country Van that has been converted by Vocational Rehabilitation.

He uses a tripod steering wheel installed in his van to drive. The converter for the gear shifter assists with maneuvering between gears with his limited dexterity. Vans come in different heights. The van floor has been lowered 11 inches in order to allow for the wheel chair to sit in the van. The back of the van lowers 10 inches so that the slope of the ramp is feasible to push up and down safely with the wheelchair.

Mr. Arrascada stated that he thinks Vocational Rehabilitation is a great program. That it really assisted him in being able to lead an active life by providing mobility and freedom with the van conversions.

Shelley Hendren asked if Mr. Arrascada had been able to increase his work hours. Mr. Arrascada stated that he was able to go from 15-18 hours a week prior to the van conversion to 40-45 hours per week currently.

Mr. Arrascada stated "Just because you have a disability doesn't mean you cannot work. Veterans come into my office and state that they cannot work, they have a bad knee or back. I tell them I'm a C4/C5 quadriplegic. If you can get yourself out of bed, make a phone call, get up, make yourself breakfast , get showered and dressed, get in the car, drive into an appointment, check in to an appointment, complain about everything in the lobby, then come in to see me, then you can work! Every single morning I have a care giver that helps me shower, dressed and into my chair. If someone can come in to me and tell me they cannot honestly work, show me why. I can't say thank you enough for all that the State of Nevada has done."

NSRC Member Orientation and Training presentation moved to the next meeting due to time constraints.

11. **FOR POSSIBLE ACTION NSRC BY-LAWS, PROPOSED UPDATES**

Due to time constraints, this was skipped and moved to the next meeting.

12. **NATIONAL TECHNICAL ASSISTANCE CENTER ON TRANSITION (NTACT) UPDATE**
Due to time constraints, this was skipped and moved to the next meeting.

13. **FOR POSSIBLE ACTION POLICY CHANGE FOR EDUCATION & TRAINING PROGRAMS**
This item was discussed during Agenda Item#9 Discussion/Report on Proposed Changes to the Rehabilitation Division's Policy and Procedures Manual, subsection 12.3.

14 **OTHER REPORTS**
Due to time constraints, this was skipped and moved to the next meeting.

15. **ADMINISTRATOR'S REPORT**
Due to time constraints, this was skipped and moved to the next meeting.

16. **FOR POSSIBLE ACTION TO PROCEED, POSTPONE OR DISCONTINUE ANNUAL NSRC SURVEY**
Due to time constraints, this was skipped and moved to the next meeting.

17. **SECOND PUBLIC COMMENTS**
Mr. Hall thanked everyone for coming.

Robin Kincaid: "I noticed in the minutes that when there was the vote taken whether or not we would proceed or postpone the meeting due to the visitors not being able to participate. I made some comments that were not noted in the minutes and I wanted to request that they be put back in there. That my concern at the time was about access for these individuals as well as the fact that it appears that there was a question of the individual had stated the way that she had contacted the Agency regarding the request. So I just wanted to make sure that was noted back into the record. I did not just say postpone. So for some reason that did not get recorded in the record."

Mr. Hall stated that in order to keep the minutes to a minimum not all dialogue during the meetings will be included in the minutes. Mr. Hall also explained that the minutes were already approved at the beginning of the meeting but that her concerns would be recorded in this public comment section.

Mr. Hall further stated that if a Council Member want something on the record that they should say so during the meeting. Minutes are a summary of the meeting. This will assist staff with knowing in advance what the Council would like recorded in the minutes.

Shelley Hendren stated that Mat Dorangricchia has been promoted to District Manager in the North which means that Mr. Dorangricchia is no longer qualified to fill the position of Counselor on the NSRC. Janice John stated that Faith Wilson has submitted her application with the Governor's Office for the position on the Council.

18. **ADJOURNMENT**
Meeting adjourned at 12:31 p.m.

Edited By:

_____
Veronica Sheldon, Administrative Assistant

Approved By:

_____
Ernest Hall II, Chair

Nevada State Rehabilitation Council

Agenda Item: 4

Date: October 17, 2016

Agenda Item Title:
Discussion/Report on the University of Nevada Reno (UNR), Center for Research Design and Analysis (CRDA) Customer Satisfaction Surveys.

Description:
The Nevada State Rehabilitation Council (NSRC) will receive a report performed by the University of Nevada, Reno (UNR), Center for Research, Design and Analysis (CRDA) and Nevada Center for Health Statistics and Informatics (CHSI) that conducts independent, third party, satisfaction surveys of the Rehabilitation Division General Participant, Transition Student and Older Individuals Who Are Blind (OIB) populations, resulting in three survey instruments.

Council Action:
Review attachments and make inquiries/recommendations.

Recommendation:
Review attachments and make inquiries/recommendations.

Background:
Each year, the Nevada State Rehabilitation Council (NSRC) in conjunction with the Rehabilitation Division, contracts with a vendor to perform participant satisfaction surveys to glean information on the quality of services provided to vocational rehabilitation participants The University of Nevada, Reno (UNR), Center for Research, Design and Analysis (CRDA) and Nevada Center for Health Statistics and Informatics (CHSI) performed three surveys on behalf of the NSRC: the General Client, the Transition Student and the Older Individuals Who Are Blind (OIB) Satisfaction Surveys.

The surveys are presented to the NSRC by UNR at a regularly scheduled meeting. The information is used to assist the NSRC and Administrator in identifying areas for improving customer service and in developing policies and procedures to improve service delivery.

Analysis:
Analysis provided by Veronica Dahir, M.A., Ph.D. from UNR, CRDA.

Options:
- Review attachments.
- Make inquiries/recommendations.

Items for Review:
- Exhibit A: UNR Power Point Presentation of: General Participant, Older Individuals Who are Blind (OIB) and Transition Student Survey Instruments
- Exhibit B: Executive Summaries
- Exhibit C: FY 2015 Final Report (Electronic Attachment)

Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division

FY 2015 Customer Satisfaction Surveys

September 2016

Center for Research Design and Analysis

General Methodology

- Three surveys: General Clients, Older Individuals who are Blind (OIB), and Transition Students; Received Services between 10/1/2014-9/30/2015 (FY 15)
- Multi-mode (Phone, Web)

- Cover letter with phone and web invitation sent to general and student clients starting in January 2015; OIB customers received phone invitations; hearing impaired received phone and web invitations; quarterly data collection

- Incentives offered
- 8 call attempts, 2 "soft" refusals or 1 "hard" refusal

2

Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division

FY 2015 Customer Satisfaction Surveys

September 2016

Center for Research Design and Analysis

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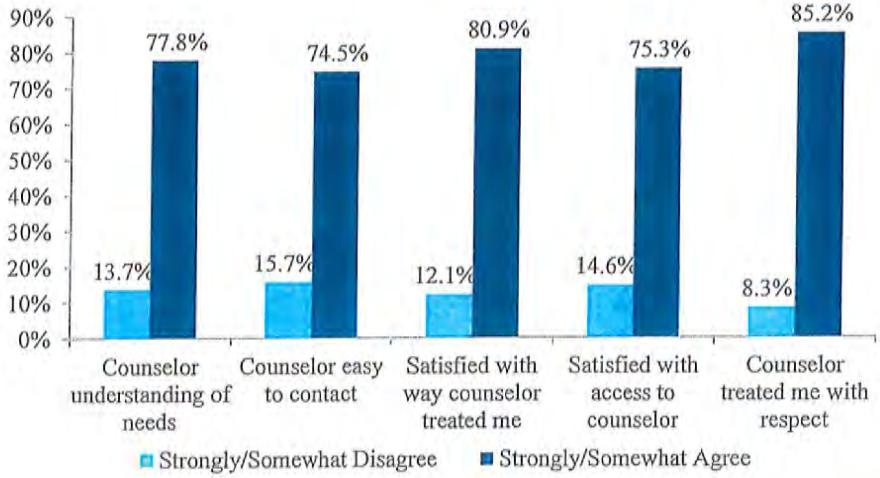
- Incentives offered
- 8 call attempts, 2 "soft" refusals or 1 "hard" refusal

2

General Client Satisfaction Survey

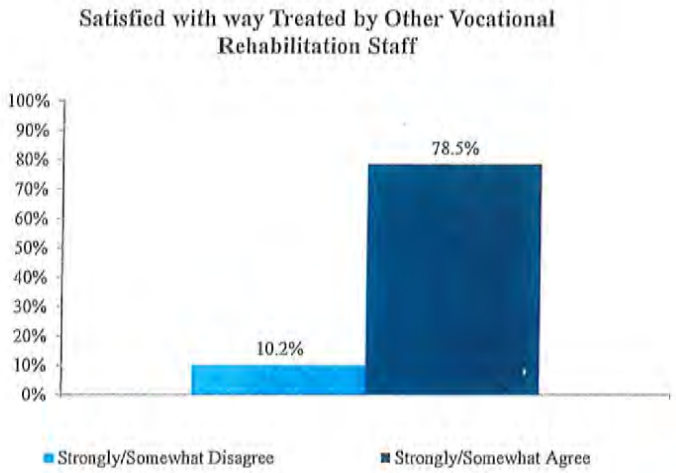
5

Satisfaction with Counselors (Client)



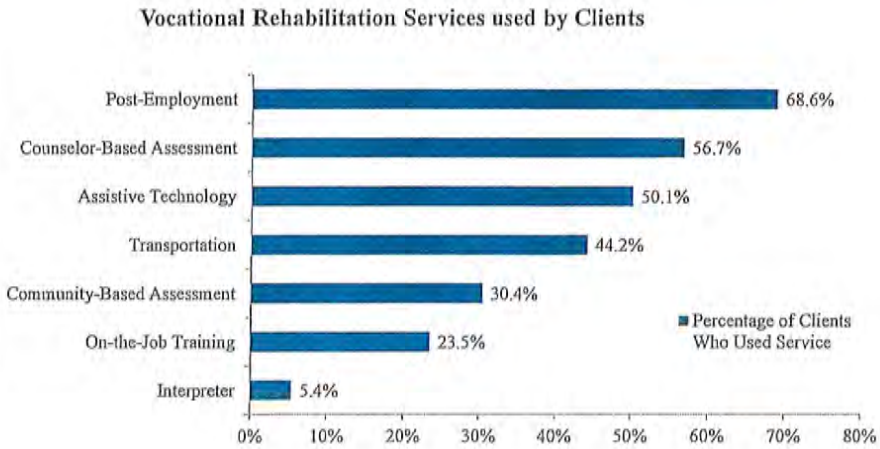
6

Satisfaction with Other VR Staff --not counselors (Client)



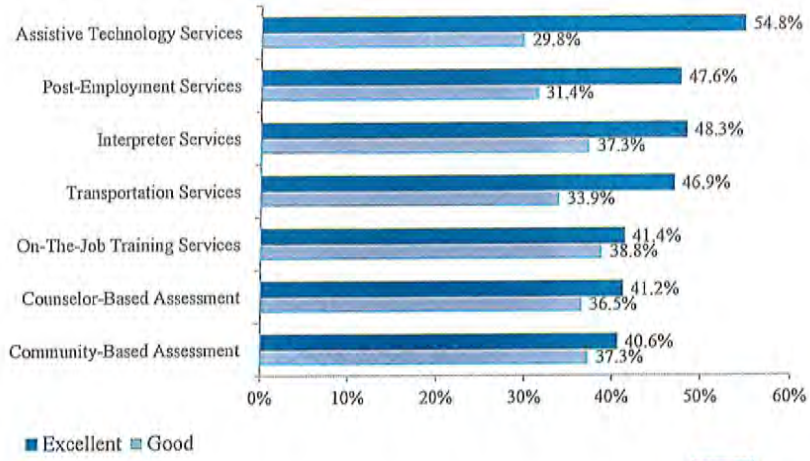
7

VR Services Used (Client)



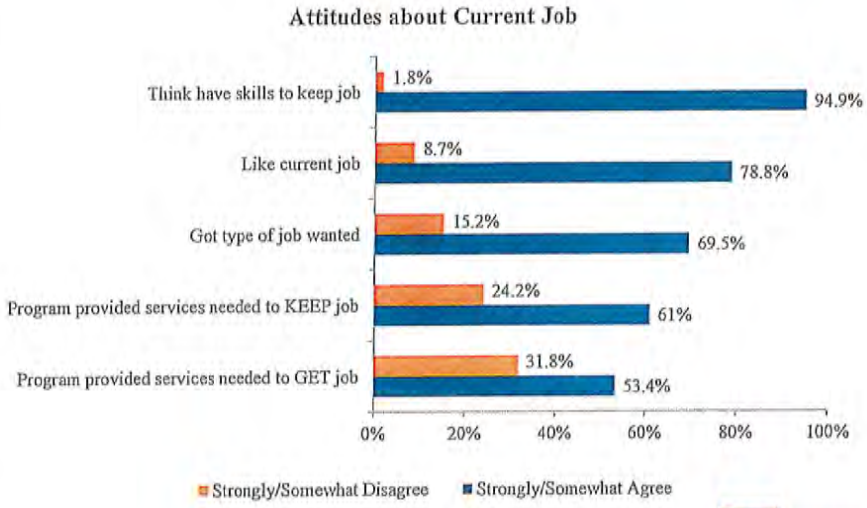
8

Satisfaction of Services (Client)



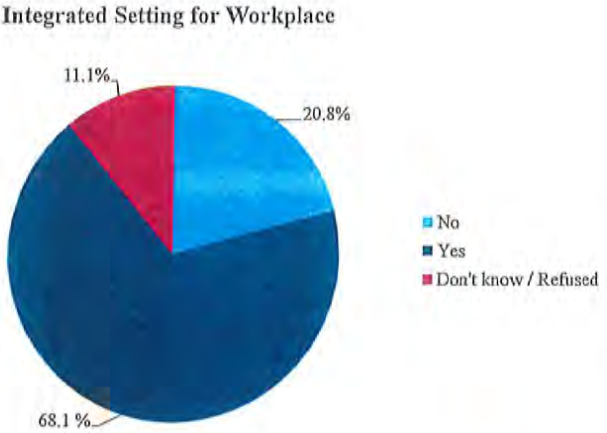
9

Attitudes about Current Job (Client)



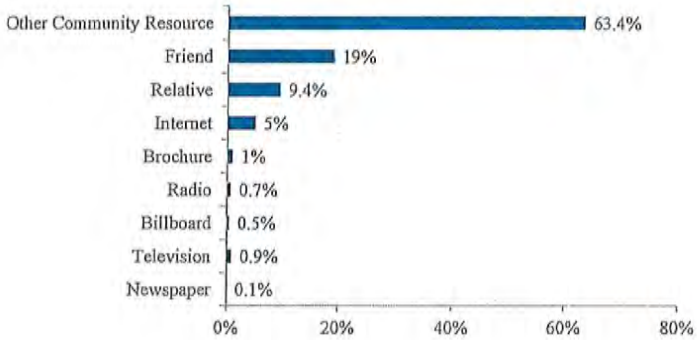
10

Integrated Setting in Workplace (Client)



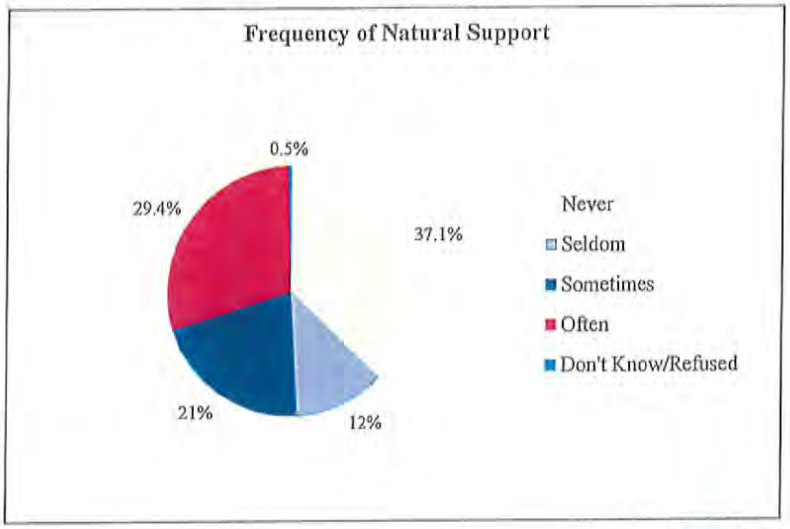
11

Source of Info Re: Services (Client)



12

Frequency of Natural Supports (Client)



13

Changes to IMPROVE the program? (Client)

- **Improvement of counselors' disability experience and knowledge**
- **Updates/follow-up with counselors**
- **More information/advertisements about services for the general public**

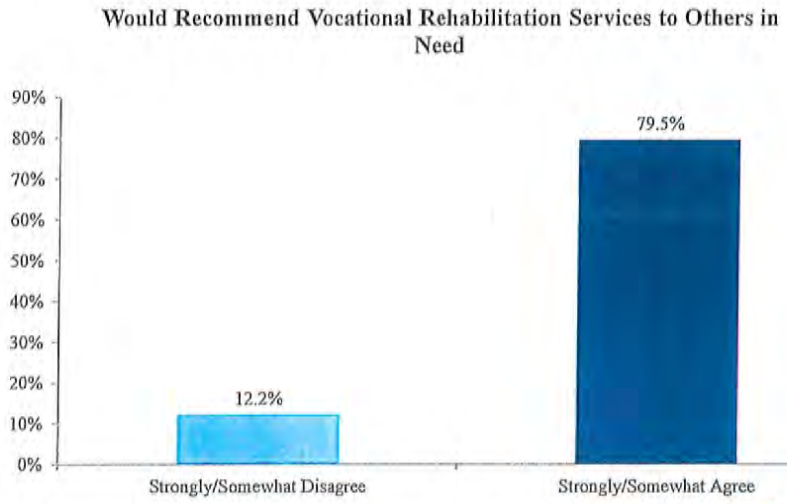
14

Continue in the program? (Client)

- **Work Related Resources**
- **Courses**
- **Assessments**

15

Recommendation to Others (Client)



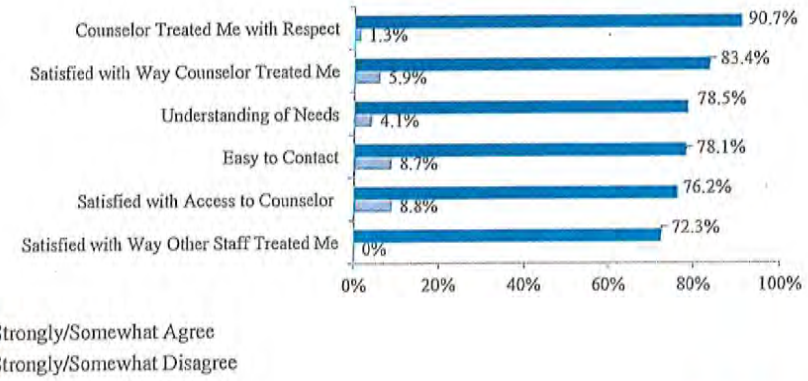
16

Older Individuals Who are Blind (OIB) Satisfaction Survey

17

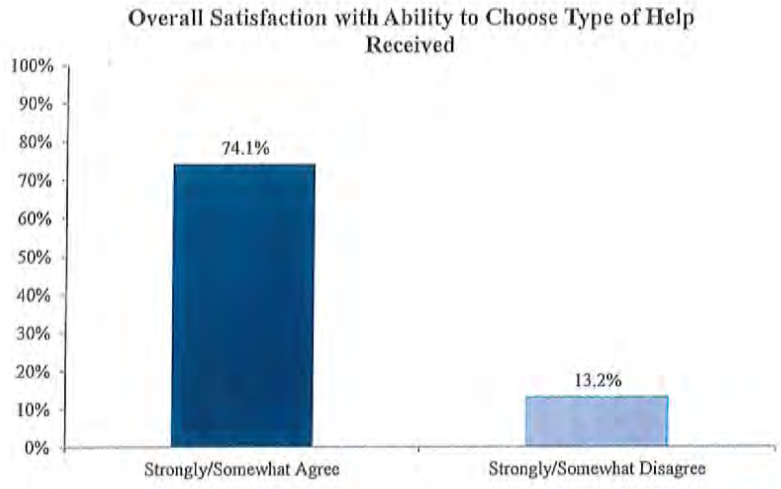
Satisfaction with Counselors and Other Staff (OIB)

Figure 2b: Experience with Program Counselors and Staff Members



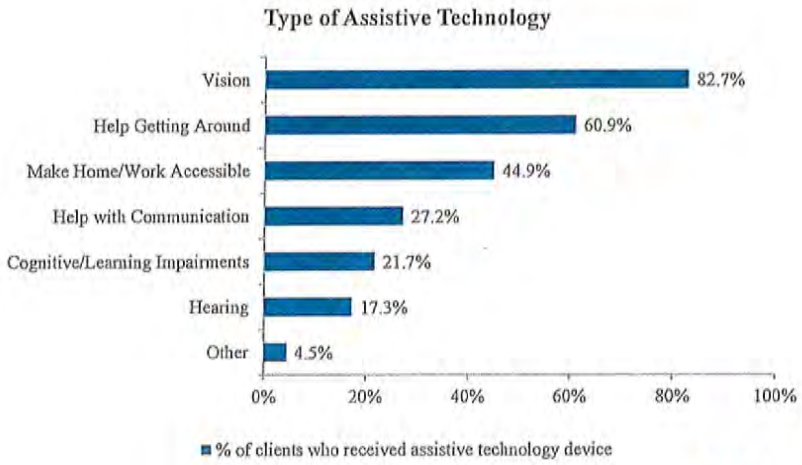
18

Satisfaction with Ability to Choose



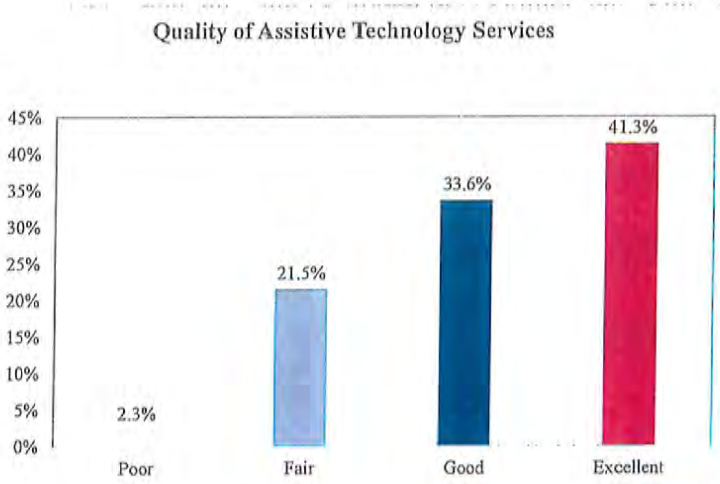
19

Type of Assistive Technology (OIB)



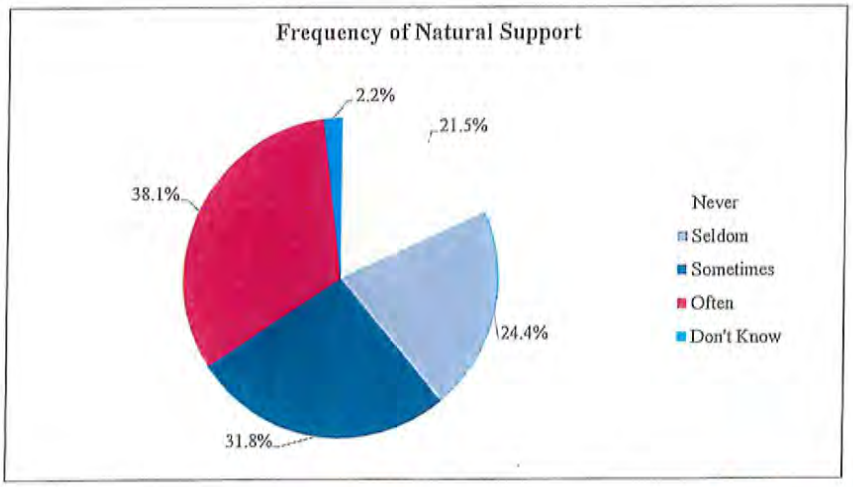
20

Quality of Assistive Technology (OIB)



21

Frequency of Natural Supports (OIB)



22

Changes to IMPROVE the program? (OIB)

- **Improvement of Counselor-Client Communication**
- **Improvement of Equipment**
- **Improvement of Information**
- **More Funding**

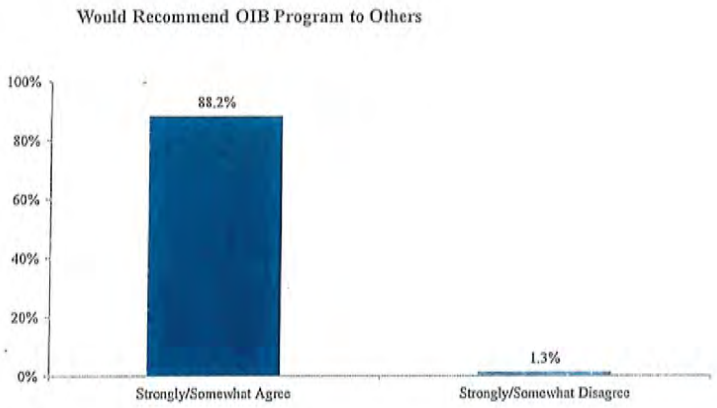
23

Continue in the Program? (OIB)

- **Counselors/Staff**
- **Equipment/Training**

24

Recommend to Others (OIB)

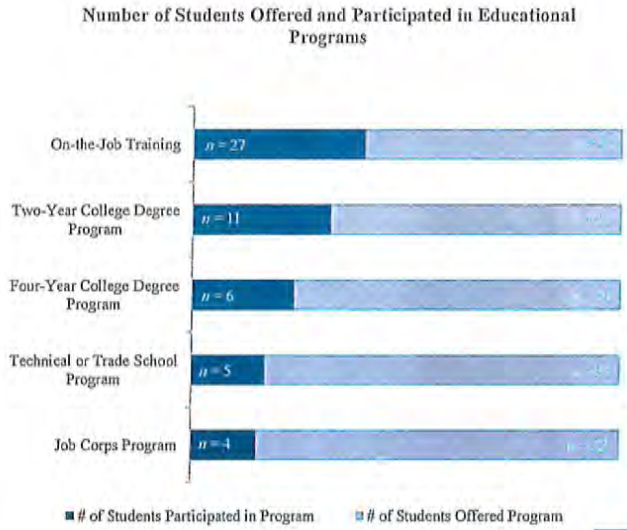


25

Transition Student Satisfaction Survey

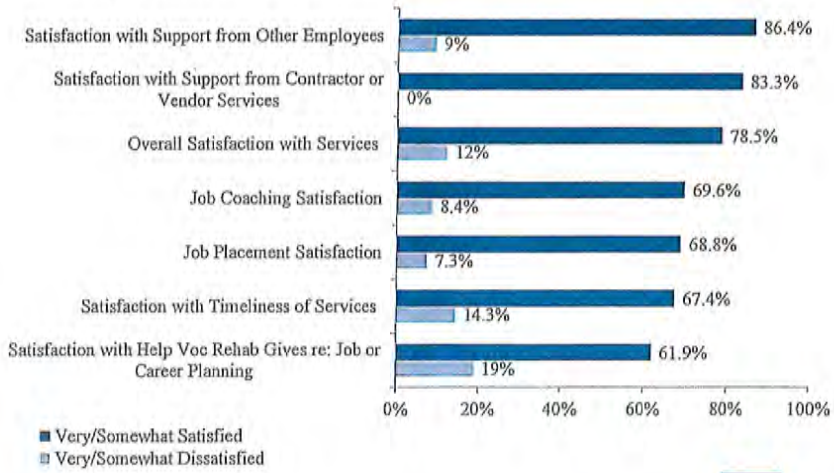
26

Number of Students Offered and Participated in Educational Programs (Student)



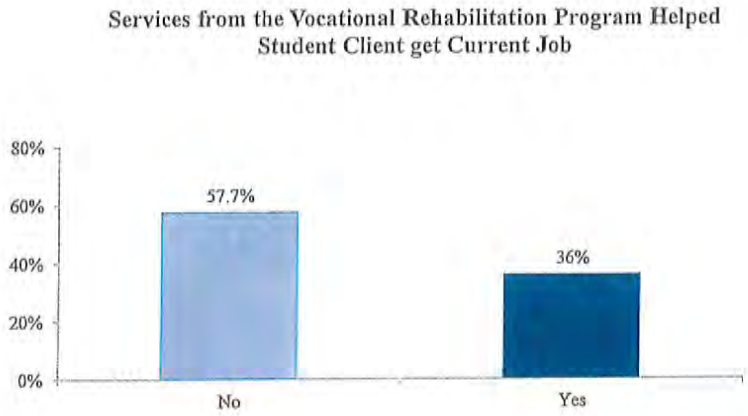
27

Satisfaction with Services (Student)



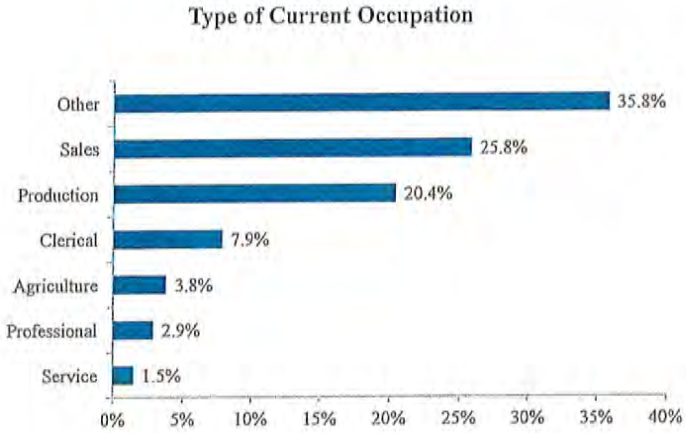
28

Services from VR Helped w/Current Job (Student)



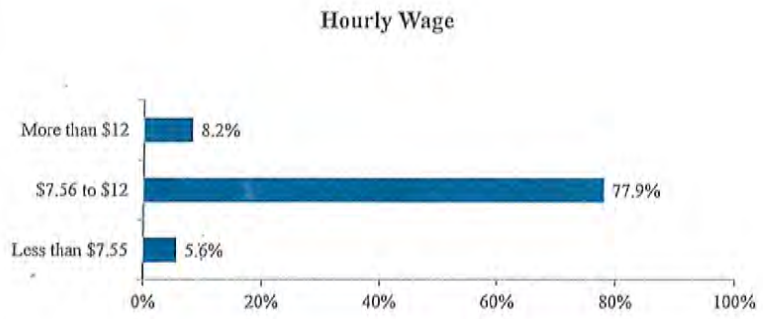
29

Type of Current Occupation (Student)



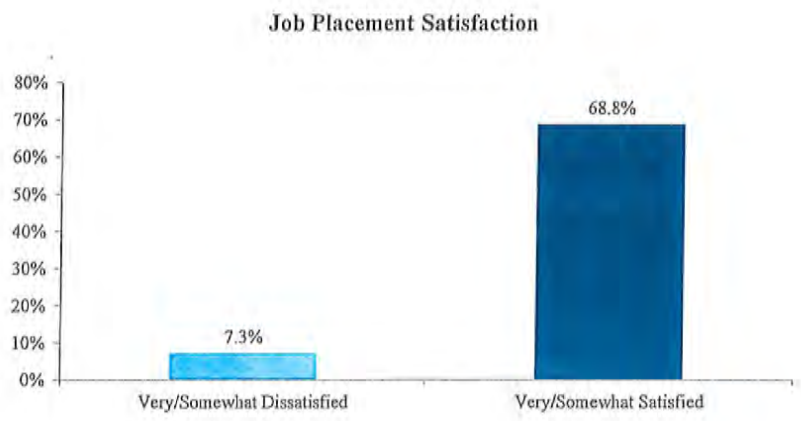
30

Hourly Wage (Student)



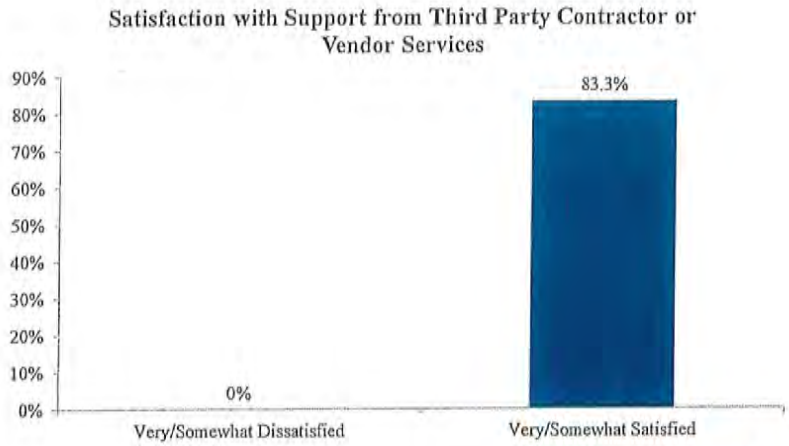
31

Job Placement Satisfaction (Student)



32

Third Party Vendor Satisfaction (Student)



33

Changes to IMPROVE the program? (Student)

- **Counselors/Staff**
- **Needs of Clients**
- **Job Placement Needs**

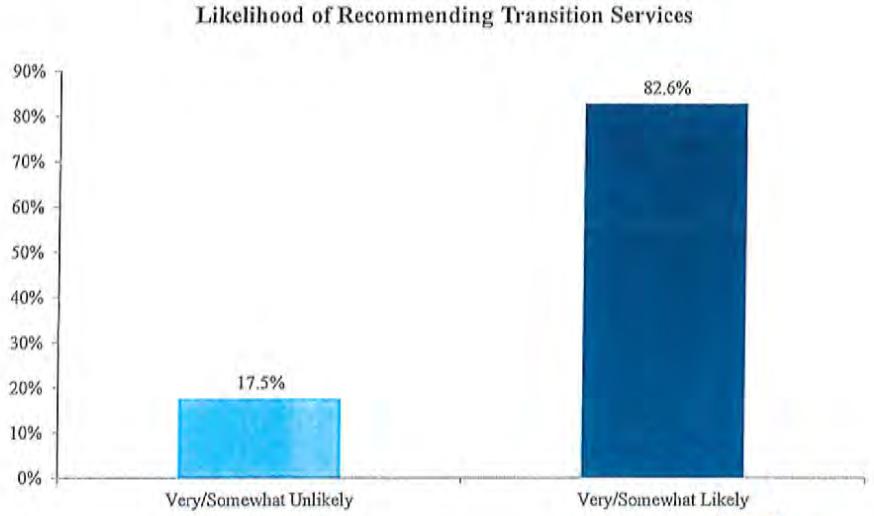
34

Continue in the program? (Student)

- **Employment Opportunities**
- **Counselors/Staff**

35

Recommendation to Others (Student)



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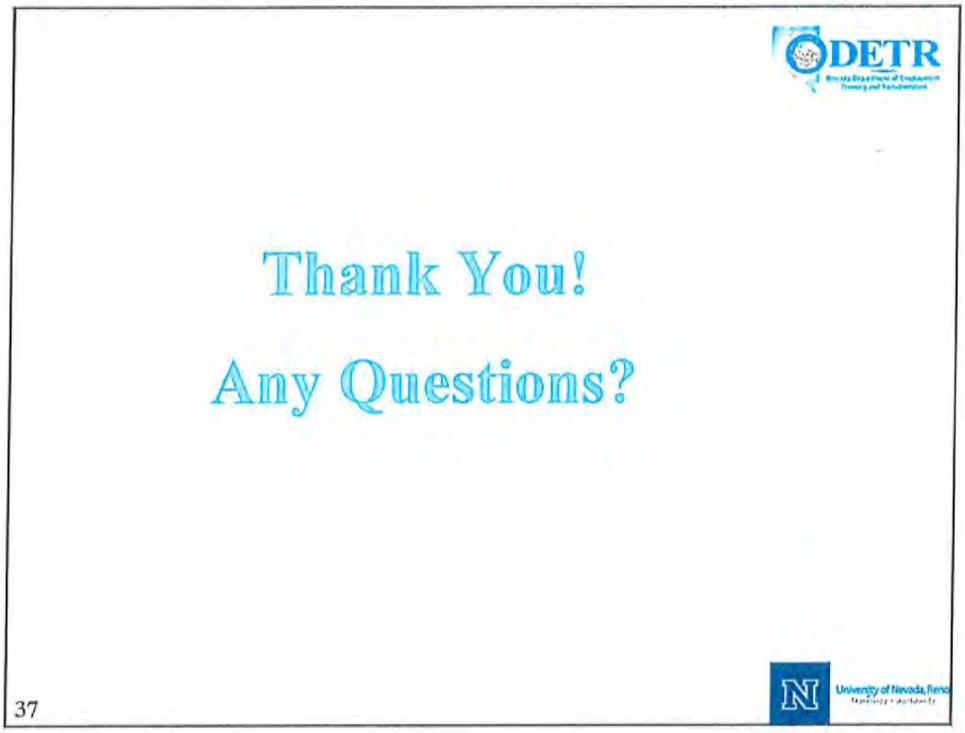
DETR
Thank You!
Any Questions?
37
University of Nevada, Reno

Executive Summary

Mixed-mode telephone and web-based surveys were conducted quarterly from January 2015 and December 2015 to assess the satisfaction of services received by Rehabilitation Division clients of the State of Nevada Department of Employment, Training and Rehabilitation. These clients received services from the Division between October 2014 and September 2015 (Federal Fiscal Year 2015), and this report includes all data collected from clients who received services during the 2015 Federal Fiscal Year even though data were collected quarterly. This report combines responses from three satisfaction surveys, one for each of the three populations of Rehabilitation Division clients: general clients, older individuals who are blind, and transition students.

General Clients

For general clients, 655 interviews were completed from an eligible population of 1514 (643 on the telephone, 12 on the internet). The raw response rate was 43%. The cooperation rate was 87% (655 out of 752 clients actually reached).

Clients' evaluations of the Vocational Rehabilitation Division were positive. Aside from the overall quality of services, which was rated as "strongly" or "somewhat satisfied" by 73% of clients, clients were also happy with the timeliness of services (69%) and the amount of choice between service providers (66%). The majority of clients were also very satisfied with their counselors. For example, 78% of clients agreed, either "strongly" or "somewhat," that their counselors were understanding of their needs, and 85% agreed that their counselors treated them with respect. Approximately 80% agreed that they would recommend the Vocational Rehabilitation program to others who might need it.

With respect to the specific utilization of services, 73% of clients indicated that they were satisfied with the Program's services. The most common services received fell into the following four categories: post-employment (69%), assistive technology devices (50%), counselor-based assessment (57%), and transportation (44%). The largest percentages of clients received all or a majority of their services from one of the Las Vegas locations (50%) or one of the Reno locations (21%). Approximately 34% of clients received services from other locations.

Over half of the survey participants (53%) were employed. Of those employed, 43% said that they had received their current job as a result of the Vocational Rehabilitation program's services. Approximately 70% of employed clients indicated that they had the kind of job they wanted, and 79% liked their current jobs. An overwhelming number of those currently employed (95%) also felt that they had the skills they needed to keep their jobs. Over half of participants said that that the Vocational Rehabilitation services had been useful in helping *get* their current job (53%) and said the services were useful in helping to *keep* their current job (61%). For those who were not employed, the most common reasons cited for their current unemployment included: not being able to find any job (12%), due to their disabilities (11%), or they couldn't work because of family commitments (11%).

Finally, survey participants were given the opportunity to comment on the strengths of the

program as well as improvements that could help to strengthen the program. Typical strengths cited included work-related resources, courses, and assessments. Typical improvements suggested included providing more counselors with disability experience/knowledge, updates/follow-ups with counselors, and more information/advertisements about services for the general public.

Older Individuals Who Are Blind

For older individuals who are blind (OIB) clients, 66 interviews were completed from an eligible population of 166. The raw response rate was 55%. The cooperation rate was 89% (66 out of 74 clients actually reached).

OIB clients reported a high level of satisfaction with the overall quality of the program's services (86%) and the timeliness of services (84%), but were somewhat less satisfied with the amount of choice they had between providers (61%). Clients also were very positive in their ratings of their program counselors in all areas, including agreement that counselors treated clients with respect (91%) and understanding of their needs (79%).

The majority of OIB clients (74%) indicated that they were satisfied with their ability to choose the kind of help that they received and services that they received (79%). Most clients (88%) also indicated that they would recommend the program to other people who needed the services. Slightly more than half of the clients (55%) agreed that they were able to receive employment information when they were interested.

Almost all of the OIB clients (96%) reported that they had received assistive technology services of some kind, and the majority of clients (75%) indicated that the quality of the devices received were "excellent" or "good." The most frequently received type of assistive technology device was vision related (83%), including glasses, specialized magnifiers, screen readers, talking equipment, or Braille equipment. Approximately 61% of clients received devices to help with mobility or getting around, such as transportation, canes or wheelchairs, orthotics or prosthetics, while 45% received devices to help make their home or workplace more accessible. Twenty-seven percent of clients received devices to help with communication.

OIB clients provided feedback on aspects of the program that they felt should be continued or improved in the future. Most comments were positive, but clients did ask for improvement in counselor-client interactions (e.g., more communication between counselors and clients, counselors should be easily contacted, increased empathy of clients' needs and situations). Clients also indicated a need for better advertising of the program and the services offered by the program.

Transition Students

For transition student clients, 85 interviews were completed from an eligible population of 333. The raw response rate was 26%. The cooperation rate was 88% (85 out of 97 clients actually reached).

Most of the transition student clients (79%) were satisfied, either "very" or "somewhat," with the overall services of the Vocational Rehabilitation Division. Further, approximately 67% of the student clients were "very" or "somewhat" satisfied with the timeliness of the services. Approximately 71% of transition students reported being employed at the time of their interview.

The majority of respondents (96%) in the sample attended high school program, and almost 62% of these respondents were "somewhat" or "very satisfied" with the program. Students utilized other programs beyond the high school program to varying degrees. Of those students offered the opportunity for the program, 68% participated in the On-the-Job Training program, 21% in Technical or Trade School, 48% in the Two-Year College Degree program, 32% in the Four-Year College Degree program, and 18% the Job Corps program. With respect to schooling, 51% of students who completed high school received a standard diploma, 38% received an adjusted diploma and 8% received a certificate of attendance.

A large number of transition student clients (75%) were satisfied, either "somewhat" or "very," with the support they received from Vocational Rehabilitation staff while in the Job Corps program. Eighty-nine percent of students were satisfied with the On-the-Job Training program. Approximately 50% of the students received job placement services 55% of students received job-coaching services. Overall satisfaction was 69% for job placement services and 70% for job coaching services. Transition student clients reported receiving various assistive technology devices from the Division (25%), and 48% of students rated these devices as "good" or "excellent." However, a large percentage (44%) rated these technology services as only "fair." Overall, transition students were generally satisfied with the services that they received, and 83% of them would recommend those services to others.

Finally, survey participants were given the opportunity to comment on the strengths of the program as well as improvements that could help to strengthen the program. Typical strengths cited included the job assessment program and the overall structure provided for clients. Typical suggestions for improvement included increasing the amount of communication with counselors, more timely responses to clients' needs, and a greater focus on finding jobs clients' desire.

ELECTRONIC ATTACHMENT

Final Report

Satisfaction Surveys: General Clients, Older Individuals Who Are Blind and Transition Students

Attachment sent electronically via: e-mail.

One hard copy of this attachment will be available at the October 17, 2016 Nevada State Rehabilitation Council Meeting for reference.

Nevada State Rehabilitation Council

Agenda Item: 5

Date: October 17, 2016

Agenda Item Title:
***Discussion/Possible Action** on the recommended revisions to the current Nevada State Rehabilitation Council (NSRC) By-Laws and NSRC membership.

Description:
The NSRC will evaluate proposed revisions presented by the Division.

Council Action:
Receive Information, Review, Make Inquiry, and Vote.

Recommendation:
The Division recommends that the NSRC revise the current by-laws to be in compliance with the Rehabilitation Act of 1973, as amended.

Background:
It is important for State Rehabilitation Councils (SRCs) to have structure independent from the Vocational Rehabilitation (VR) agency such as By-Laws. Although the NSRC is not separately incorporated from VR, By-Laws provide members and stakeholders clear expectations for the function of the Council. By-Laws are the rules adopted by the NSRC addressing the roles and responsibilities in concurrence with Section 105 of the Rehabilitation Act. The adopted By-Laws must not violate or attempt to override state or federal law. The current NSRC By-Laws were adopted on March, 2016.

Analysis:
During the NSRC meeting on March 15, 2016 it was brought to the Council's attention by the Deputy Attorney General that there was a need to review the current approved NSRC By-Laws for proposed revision. Proposed revision and possible change for Article II, Section 2 Required Attendance will be discussed.

Options:
- The Council may choose to approve the proposed revisions.
- The Council may choose to make additional revisions.
- The Council may choose to form a subcommittee to further review the recommendations of the Division.

Items for Review:
- Exhibit A: Proposed revisions to the NSRC By-Laws Article II, Section 2 and examples from various State Rehabilitation Councils.
- Exhibit B: Current By-Laws

State of Nevada
Nevada State Rehabilitation Council
Bylaws
Revised March 15, 2016

Article I

Name, Geographic Coverage, Administration, Composition, Appointment, Qualifications, Terms of Appointment, Vacancies, and Recruitment.

Section 1. Name. The name of the organization shall be Nevada State Rehabilitation Council (referred to hereafter as the Council).

Section 2. Geographic Coverage. The Council shall cover the entire State of Nevada.

Section 3. Administration. The Department of Employment, Training and Rehabilitation (referred to hereafter as the Department), Rehabilitation Division (referred to hereafter as the Division), will provide administrative support to the *Council*. The Director of the Department shall appoint the Administrator to the Rehabilitation Division in accordance with established protocol or policies developed by the Department. Other staff may be employed as authorized by the State Legislature.

Section 4. Composition. Council membership shall be composed of but not limited to:

A. At least one representative of the statewide Independent Living Council established under section 705 of the Rehabilitation Amendments of 1998, such representative may be the Chair or other designee of the Statewide Independent Living Council;

B. At least one representative of a parent training and information center established pursuant to section 682 (a) of the Individuals with Disabilities Education Act (as added by section 101 of the Individuals with Disabilities Education Act Amendments of 1997; Public Law 105-17);

C. At least one representative of the Client Assistance Program established under 34 CFR part 370 of the Rehabilitation Act;

D. At least one qualified Division rehabilitation counselor, with knowledge of and experience with vocational rehabilitation programs, who shall serve as an *ex-officio*, non-voting member of The Council. (This position may be rotated among Rehabilitation Counselors to assure full representation and dissemination of information.)

E. At least one representative of community rehabilitation program service providers;

F. At least four representatives of business, industry and labor;

G. Two representatives of disability advocacy groups representing a cross section of:

   a. Individuals with physical, cognitive, sensory and mental disabilities; and representatives of individuals.
   b. Representatives of individuals with disabilities who have difficulty in representing themselves or are unable to represent themselves due to their disabilities.

H. Current or former applicants for, or recipients of, vocational rehabilitation services;

I. One representative of the director of projects, American Indian Vocational Rehabilitation Services;

J. At least one representative of the State of Nevada Department of Education, which is responsible for the public education of students with disabilities who are eligible to receive services under Title IV of the Workforce Investment Act, in which is Title I of the Rehabilitation Act (hereinafter referred to as the Act);

K. At least one representative of the State Workforce Development Board;

L. The Division Administrator as *ex officio*, non-voting member.

M. The membership may include other individuals or categories who/which, as determined by the Council, might contribute to the employability of individuals with disabilities.

Section 5. Appointment. Members of the Council shall be appointed by the Governor after the Council solicits recommendations from representatives of organizations representing a broad range of individuals with disabilities and organizations interested in individuals with disabilities. In recruiting members, the Council shall consider, to the greatest extent practicable, the extent to which minority populations are represented on the Council.

Section 6. Qualifications. Council members must meet the requirements of 34 CFR Part 361.17. A majority of Council members must be individuals with disabilities who are not employed by the designated state unit or persons who represent service provider organizations for people with disabilities.

For the purposes of Council membership, an "individual with a disability" is anyone who:

A. Has a physical or mental impairment that substantially limits one or more major life activities;

B. Has a record of having such impairment; or

C. Is regarded as having such an impairment.

Section 7. Terms of Appointment. No member of the Council other than a representative of the Client Assistance Program (CAP), the Division Administrator and the representative from the American Indian Vocational Rehabilitation Services programs funded under part C, may serve more than two, full consecutive terms. This exception is in recognition of possible limited staff associated with these programs. 34 CFR Part 361.17 (e) (1).

Except as set forth in subsections A and B below, each member of the Council may serve for a maximum of two, full consecutive terms. A term of appointment may be up to three years.

A. A member who has served the maximum number of terms may be reappointed to the Council, after a meaningful break in service has passed. However, he or she cannot be re-appointed to the same membership slot previously filled. For these purposes a meaningful break of service is defined as a minimum of three years.

B. A member appointed to fill a vacancy occurring prior to the expiration of the term for which a predecessor was appointed shall be appointed for the remainder of such term; and then additionally be eligible to serve for a maximum of one, full term.

For the initial appointment of the Council, the Governor shall set terms so as to provide for term expiration on a staggered basis.

Section 8. Vacancies

A. Any vacancy occurring in the membership of the Council shall be filled in the same manner as the initial appointment. The vacancy shall not affect the power of the remaining members to execute the duties of the Council.

Section 9. Recruitment

A. NSRC support staff will maintain a list of member categories as required under the Rehabilitation Act. Those categories will be posted on the Department of Employment, Training and Rehabilitation (DETR) website.

B. In anticipation of a vacancy at the end of a given member's term or upon the resignation of a member, the category vacancy will be posted on the DETR website and appropriate outreach to stakeholders will take place.

C. Members will actively recruit to fill their own membership category prior to the end of their terms.

D. Applications for Council membership will be provided upon request. When appropriate, the application link (http://gov.nv//Boards/Vacancies/) or physical application will be shared with potential members.

Article II

Meetings, Attendance, Elections and Officers, Quorums, Rules of Order, Hearings and Forums, Public Notice and Accessibility, Committees, and Expenses

Section 1. Meetings. The Council shall convene four meetings a year at least one meeting per quarter, per year and other meetings as determined necessary by the Council to conduct Council business, forums or hearings.

Section 2. Required Attendance. Voting members of the Council must attends at least two meetings of the Council during each State fiscal year to retain membership. However, by a majority vote members may retain a member who has missed two meetings due to extenuating circumstances.

Section 3. Elections. Elections shall be held at the last regularly scheduled meeting of the State fiscal year. Council members will nominate and elect officers to the offices of Chair and Vice-Chair from its members eligible to vote. Voting members of the Council may serve as Chair or Vice-Chair. If Co-Chairs are elected, the Council will define and publish in its minutes the duties of each of the officers ***as are differentiated from Chair and Vice-Chair.*** The new officers shall take office on the first day of the succeeding State fiscal year. New members shall be required to attend and participate in the Council, New Member Orientation and Training.

Section 4. Duties of Officers. The Chair shall direct all Council business. In addition, the Chair shall be responsible for communication with Division Liaison regarding Agendas, Training and Meeting minutes. The Vice-Chair shall act in the stead of the Chair when the Chairman is not available to fulfill his/her duties. The Vice-Chair shall Chair the State Plan/Needs Assessment Committee.

Section 5. Quorum. A quorum shall consist of a simple majority of its voting and non-voting members exclusive of any vacancies. If a quorum is not present, the Chair may adjourn the meeting, recess the meeting or take measures to obtain a quorum or continue the meeting while not acting on designated "action items". Where an important opportunity would be lost unless acted upon immediately, the Chair may act in the emergency, consistent with the provisions of the Nevada Open Meeting Law.

Section 6. Rules of Order. Except as otherwise provided in these Bylaws, Robert's Rules of Order ***Newly Revised***, September 2011 (11th Edition) govern the affairs of the Council standing committees and subcommittees.

Section 7. Hearings and Forums. The Council is authorized to hold such hearings and forums as it may determine necessary to carry out the Council duties.

Section 8. Public Notice and Accessibility. Meetings, hearings and forums shall be noticed and conducted in accordance of Nevada state laws including Nevada Open Meeting Law. Such notice as well as meetings shall comply with Americans with Disabilities Act Accessibility Guidelines.

Section 9. Committees. The Council may establish standing committees, and sub-committees, assign responsibilities and allocate resources as necessary to perform the work of the Council. The Council may designate a committee as a "Standing Committee" with a specific purpose and/or time limits.

A. Standing committees will include the State Plan and Assessment Committee.
B. Standing committee Members will be appointed by the Council Chair for a specific purpose and/or time limit.
C. The Chair and Vice-Chair will be ex-officio members of all standing committees.
D. Standing committees will have Council members that represent both rehabilitation and business professionals.
E. Subcommittee members may be appointed from outside Council membership as appropriate at the Chair's discretion.
F. All committees will adhere to the Nevada Open Meeting Law.
G. Committee meetings will be called at the discretion of the committee Chair.
H. Committees may ask the Council to approve a budget, as may be available.
I. Committee members shall observe Council meeting attendance standards.
J. Standing committees will report to the Council Chair items to be reviewed by the Council. The subcommittee Chair will report to the Standing Committee Chair items to be approved or reviewed by the Council.

Section 10. Per Diem and Expenses. The Council may use funds allocated to it by the Rehabilitation Division under the Act (excepting Section 112 funds) and by the Executive and Legislative Branches of the State of Nevada to reimburse members for reasonable and necessary expenses of attending meetings and performing associated duties (inclusive of current state per diem rates).

Article III

Duties and Responsibilities

Section 1. Functions of the Council. The Council shall, after consulting with the State Workforce Development Board, perform the following work:

A. Review, analyze and advise the Division regarding the performance of the responsibilities, particularly relating to:

1. Eligibility;
2. The extent, scope and effectiveness of services provided; and
3. Functions performed by the Division regarding the vocational rehabilitation program.

B. In partnership with the Division:

1. Develop, agree to and review the State goals and priorities in accordance with section 101 (a) (15) (c) of the Act; and

2. Evaluate the effectiveness of the vocational rehabilitation program and submit reports of progress to the Commissioner of the Rehabilitation Services Administration in accordance with section 101 (a) (15) (E) of the Act.

C. Advise the Designated State Agency, and the Designated State Unit regarding activities authorized to be carried out under Title I of the Act, and assist in the preparation of the State plan and amendments to it, applications, reports, needs assessments, and evaluations required by Title I of the Act.

D. To the extent feasible, conduct a review and analysis of the effectiveness of, and consumer satisfaction with:

1. Functions performed by the Division.
2. Vocational rehabilitation services provided by the Division and other public and private entities responsible for providing vocational rehabilitation services to individuals with disabilities under the Act; and
3. Employment outcomes achieved by eligible individuals receiving services under Title I of the Act, including the availability of health and other employment benefits in connection with such employment outcomes.

E. Develop and coordinate interagency employment policies and practices for people with disabilities and the Department's efforts with businesses to hire individuals with disabilities.

F. Prepare and submit an annual report to the Governor of Nevada and the Commissioner of the Rehabilitation Services Administration on the status of vocational rehabilitation programs operated within Nevada and make the report available to the public.

G. To avoid duplication of efforts and enhance the number of individuals served, coordinate activities with other councils within Nevada, including the Statewide Independent Living Council, the Special Education Advisory, the Nevada Governor's Council on Developmental Disabilities, the State Behavioral Health Planning and Advisory Council, and the State and local Workforce Development Boards.

H. Provide for coordination and the establishment of working relationships between the Division and the Statewide Independent Living Council and centers for independent living within Nevada.

I. Perform such other functions, consistent with the purpose of Title I of the Act as the Council determines to be appropriate that are consistent with its other functions.

Article IV

Resource Plan, Resolution of Disagreements, Conflict of Interest

Section 1. Resource Plan. The Council shall prepare, in conjunction with the Division, a plan for the provision of resources, including such staff and other personnel as may be necessary and sufficient to carry out the functions of the Council. The resource plan shall, to the maximum extent possible, rely on the use of existing resources during the period of implementation of the plan.

Section 2. Resolution of Disagreements. To the extent that there is a disagreement between the Council and the Division in regard to the resources necessary to carry out the functions of the Council as set forth in this section, the disagreement shall be resolved by the Department Director.

Section 3. Conflict of Interest. While assisting the Council in carrying out its duties, staff and other personnel shall not be assigned duties by the Division or other agency or office of the State that would create a conflict of interest.

A. No member of the Council shall cast a vote on any matter that would provide direct financial benefit to the member or otherwise give the appearance of a conflict of interest under Nevada law.

Nevada's By-laws:

Section 2. Required Attendance. Council Members are expected to attend all regularly scheduled Council meetings. ~~Voting members of the Council must attends at least two meetings of the Council during each State fiscal year. to retain membership. However, by a majority vote members may retain a member who has missed two meetings due to extenuating circumstances.~~ Members who cannot attend a regularly scheduled Council meeting should notify the Council Liaison or Chair. The Council Liaison or Chair will contact the member after two absences within a state fiscal year to determine whether the member wishes to continue serving on the Council. Upon a third absence, the member will be advised that the Council shall determine by majority vote whether to inform the appointing authority of the absences, and/or to recommend removal of the member to the appointing authority.

Other State By-laws:

Virginia

Section 4: Attendance

A. A SRC member is expected to attend all regularly scheduled meetings. If, however, two consecutive meetings are missed without notice, the SRC may request the Governor to remove the member.

Minnesota

SECTION 1.4 REMOVAL/VACANCIES - A member may be removed by the appointing authority at any time (1) for cause, after notice and hearing, or (2) after missing three consecutive meetings. The Chair of the Council shall inform the Council of a member missing three consecutive meetings. The Council shall determine by majority vote whether to inform the appointing authority of the absences, to recommend removal of the member to the appointing authority, or to take other appropriate action to remedy the absenteeism.

Kansas

Attendance

Since the Council is scheduled to meet only four times a year, attendance is important. When accepting appointment to the Council, each member agrees to attend meetings as scheduled. Members who cannot attend a regularly scheduled meeting should notify the Rehabilitation Services Staff Liaison. The Chairperson will contact the member after two absences in a row to determine whether the member wishes to continue serving on the Council.

Appointed members of the Council may send alternates to the meetings when they cannot attend in order to convey specific information and to listen on behalf of the member. Only appointed members may participate in any actions taken by the Council, such as making motions or voting.

Kentucky

Section 2. Attendance.

Failure to attend three (3) consecutive quarterly State Rehabilitation Council meetings may constitute grounds for replacement of that State Rehabilitation Council member.

Vermont

ARTICLE X MEMBER RESPONSIBILITIES
Section 1 Council members shall attend at least 50% of all regular and special Council meetings and 75% of the meetings of the committees/workgroups of which they are members. Attendance will be considered at time of reappointment and failure to meet attendance criteria is grounds to request removal from the Council.

Section 2 Council members who miss three (3) consecutive council or committee meetings, without valid excuse, will be asked to resign. Members who need to be inactive for a period of six (6) months or less due to personal or workrelated issues, shall notify the Chair of their plans for a leave of absence along with an anticipated start and end date. Attendance at meetings during an inactive period will be waived and not counted against a members' participation. Members who believe they will be inactive for more than six months in any twelve month period will be expected to submit a letter of resignation.

Michigan

Section B - Removal of Members
After passing a motion by majority vote of the membership at a business meeting, the Council may recommend removal of a member to the Governor based on cause ("cause", as used in these Bylaws, is a conflict of interest and other legally imposed standards) or after missing three (3) consecutive meetings resulting in unexcused absences.

West Virginia

1. Members of the Council may be removed from office for the following reasons:

A. Unexcused failure to attend any three consecutive meetings in any twelve (12) month period during a term of office. The Chairperson shall contact the member after two (2) consecutive absences to question the person's desire or willingness to remain on the Council:

Maine (Independent Living)

Section 6. Termination of Membership
Members are expected to be active participants in all Council meetings. Any member who is absent and not excused from three consecutive regular meetings will be recommended for removal from the Council. The chairperson will forward the member's name to the Governor and request that the termination process be initiated.

New Jersey

ARTICLE X. ATTENDANCE

A. Council members are expected to attend all Council meetings and serve on a minimum of one Council standing or sub-committee.

B. A Council member who is unable to attend a regular or special meeting of the Council must notify the Chair of the Council by Council Staff, telephone or E-mail prior to the meeting. A committee member must notify the Chair or Council Staff of the committee by telephone or by E-mail prior to the meeting.

C. A Council member who is absent from two consecutive meetings of the Council shall receive a letter from the Chair of the Council inquiring about the member's desire or ability to continue to serve as a Council member.

D. The Chair of the Council will notify the Governor if a member is absent from three consecutive meetings of the Council and has not received prior authorization for the absence from the Chair of the Council.

Pennsylvania

Section III Resignation

(A) A Council member may resign by sending written notice to the Council Chair in care of the Council Support Project office. Notice will be forwarded to OVR, who will notify the Governor and request a new appointee to fill the vacancy.

(B) Members who were appointed to represent specific organizations cited in the Act as amended by WIOA of 2014 (such as the SILC and State Workforce Development Board) may request reclassification if they cease their relationship with that organization. The request shall be made in writing to the Chair in care of the Support Project. Disposition of the request will follow the process as in letter b of this Article.

Section IV Transferring a Member to Another Category of Representation

(A) A Council member may request a transfer (if an opening exists) to another category of representation, due to a job change, etc. by sending written notice to the Council Chair in care of the Council Support Project office. Notice of the request will be forwarded to OVR, along with appropriate reappointment paper work. OVR will notify the Governor of the request and forward the appropriate paper work.

Section V Recommendation to Remove a Member from the Council

(A) The Council may recommend that a member be removed for just cause including, but not limited to, noncompliance with these By-laws. Failure to attend two consecutive full Council meetings without appropriate 48 hour prior notification, or valid notification of illness, is just cause for removal from the Council.

(B) Recommendation for removal of a member requires a two-thirds majority vote of the Council members present at a regularly scheduled Full Council meeting. The vote shall be by secret ballot and shall take place in Executive Session.

(C) After the Council has voted to recommend removal of a member, the Support Project Staff will notify OVR in writing. OVR will assure that the decision is communicated to the Governor's office.

Illinois

Section 5 - Removal of Members

All members of the Council serve for terms certain and at the pleasure of the Governor. However, members should be responsible for upholding their duties and their regular attendance at meetings. If any member is not performing his/her duties, it is the responsibility of the Chairperson to contact the member to determine if he/she wishes to continue as a member of the Council.

Nevada State Rehabilitation Council

Agenda Item: 6

Date: October 17, 2016

Agenda Item Title:
Discussion/Report on The Nevada State Rehabilitation Council's (NSRC) Survey on the Satisfaction with Services Provided by Rehabilitation Division.

Description:
The NSRC will discuss the survey and determine whether to continue, postpone, or discontinue the annual survey sent to Council members and tallied by the Chair.

Council Action:
Receive report, make inquiries, provide input and vote.

Recommendation:
Receive report, make inquiries, provide input and vote.

Background:
The Department of Employment, Training and Rehabilitation (DETR) is interested in the NSRC satisfaction with the Division services provided to the NSRC in its official capacity. Furthermore, DETR has established the NSRC customer satisfaction as a performance measure indicator for the State of Nevada Budget. In order to gauge their satisfaction, the NSRC has been surveyed once a year.

Options:

- Receive report, make inquiries, provide input and vote.

Items for Review:

- Exhibit A: Survey Questions

Nevada State Rehabilitation Council Survey
On Satisfaction with Services Provided by Rehabilitation Division

1. Overall, how satisfied or dissatisfied are you with the quality of the services you received from the Rehabilitation Division to support your activities as a member of the Nevada State Rehabilitation Council?
   - ☐ very satisfied
   - ☐ somewhat satisfied
   - ☐ neither satisfied nor dissatisfied
   - ☐ somewhat dissatisfied
   - ☐ very dissatisfied

   Comments:_____

2. Overall, how satisfied or dissatisfied are you with the timeliness of the services you received from the Rehabilitation Division?
   - ☐ very satisfied
   - ☐ somewhat satisfied
   - ☐ neither satisfied nor dissatisfied
   - ☐ somewhat dissatisfied
   - ☐ very dissatisfied

   Comments:_____

3. Overall, how satisfied or dissatisfied were you with the materials provided to you? Were they understandable and helpful to you in your role as a partner in the development of policies and plans for the delivery of vocational rehabilitation services?
   - ☐ very satisfied
   - ☐ somewhat satisfied
   - ☐ neither satisfied nor dissatisfied
   - ☐ somewhat dissatisfied
   - ☐ very dissatisfied

   Comments:_____

4. Overall, how satisfied or dissatisfied were you with the agenda presentations? Were they understandable and helpful to you in your role as a partner in the development of policies and plans for the delivery of vocational rehabilitation services?
   - ☐ very satisfied
   - ☐ somewhat satisfied
   - ☐ neither satisfied nor dissatisfied
   - ☐ somewhat dissatisfied
   - ☐ very dissatisfied

   Comments:_____

Nevada State Rehabilitation Council

Agenda Item: 7

Date: October 17, 2016

Agenda Item Title:
***Discussion/Possible Action** State Plan Subcommittee Recommendations.

Description:
***Discussion/Possible Action** The Nevada State Rehabilitation Council (NSRC) will review the State Plan Subcommittee Recommendations regarding Goals, Strategies and Indicators for inclusion in the Federal Fiscal Year (FFY) 2018 State Plan.

Council Action:
Receive information, make inquiries and recommendations, possible vote.

Recommendation:
Vote to approve the State Plan Subcommittee Recommendations.

Background:
The NSRC State Plan Subcommittee and Division of Vocational Rehabilitation (VR) jointly establish Strategic Goals with corresponding strategies and measurable indicators each year to be included in the State Plan for submission to the Rehabilitation Services Administration (RSA).

The State Plan Subcommittee met on August 17, 2016 to review and revise the State Plan Goals, Strategies and Indicators for Federal Fiscal Year (FFY) 2018.

Analysis:
In general, State Plan Goals focus on the following information:

- What are the rehabilitation needs of individuals with disabilities, particularly the Vocational Rehabilitation services needs of:
  - Individuals with the most significant disabilities, including their need for Supported Employment services.
  - Individuals with disabilities who have been underserved.
  - Transition students.

Options:

- The NSRC may choose different State Plan Goals, Strategies and Indicators.
- The NSRC may choose to revise the proposed State Plan Goals, Strategies and Indicators.
- The NSRC may choose to approve State Plan Goals, Strategies and Indicators as proposed.

Items for Review:

- Exhibit A: Goals, Strategies and Indicators proposed revisions for the FFY 2018 State Plan.

FFY 18 Goals

Goal 1

Increase number of successful employment outcomes using person-centered career planning activities.

Strategies:

- Increase partnerships with employers to develop work readiness training programs.
- Increase the use of Business Service Representatives (internal or employment security.)
- Identify and support best practices that encourage high-wage/career track employment.
- Incorporate career-readiness content into educational curriculum, linking with colleges.
- Continue to create and implement marketing strategies.
- Educate employers about the opportunities and benefits of hiring persons with disabilities.
- Provide employers with disability awareness training.
- Consider self-employment and home employment options.
- Provide access to resources in support of self-employment including business plan development.
- Increase access to quality job development services.
- Identify key employers.
- Identify federal employment opportunities.
- Support counselor continuing education training.
- Increase the utilization and promotion of the 700 hour list and Schedule A.
- Promote peer to peer support networks.
- Develop an outreach plan for small businesses.
- Adopt career planning using an evidence based person centered planning model.
- Ensure consumers are aware of travel training and transportation options and that they are able to utilize the appropriate options.
- Educate employers about rehabilitation technologies (assistive technologies) and peer support.
- Provide counselor training on technology.
- Explore the use of technology and training earlier in plan development.
- Determine the historical use of rehabilitation technology (assistive technology) and ensure continuity and access to equipment and services.
- Utilize Business Development Team as a statewide workgroup to collectivize best practices and identify emerging practices; and to communicate and collaborate for increased cross utilization of resources.
- Identify and support best practices that encourage high-wage/career track employment

Indicators

- Increase Successful Employment Outcomes. The Division's performance goal in FFY 2018 will be that at least 56% of all closed cases are closed as successful employment outcomes, and 60% by FFY 2023 (5 year goal).

Goal 2

Increase participation and increase successful outcomes in VR transition services including postsecondary education and training, and ensure participants receive individualized Pre-ETS.

Strategies:

- Make available to all qualified students with disabilities, regardless of the type or severity of disabilities, the opportunity to acquire pre-vocational knowledge, skills, and/or expertise commensurate with their level of ability.
- Collaboration between School Districts and BVR/BSBVI to assess, plan and deliver pre-employment transition services for eligible student-clients with disabilities, as required by the Workforce Innovation and Opportunity Act (WIOA), via the Social and Emotional Learning Program.
- Explore the utilization of social and Web-based media as a communication tool.
- Improve special outreach efforts to Transition Students, i.e. camps, Nevada Student Leadership Transition Summit, and trainings.
- Encourage participation of successful transition students in the referral and outreach activities of other students (peer support mechanism).
- Serve more Transition Students by developing referral mechanisms with secondary schools, post-secondary institutions, charter schools, and private schools.
- Identify and re-engage students that have left Vocational Rehabilitation programs.
- Focus on creative marketing to schools and students. Increase communication between Vocational Rehabilitation Counselor, Special Education Teachers, and 504 Coordinators.
- Educate teachers, parents, and youth with disabilities regarding the Vocational Rehabilitation process, programs, and referral services.
- Work with youth with disabilities, the Nevada Department of Education, local education authorities, parent organizations, and families to encourage early discussions with students about the expectations of employment and their skills, abilities, and talents that will empower them to achieve self-sufficiency.
- Increase participation of vocational rehabilitation representatives in Individualized Educational Plan (IEP) conferences.
- Expand Community Based Assessment (CBA) opportunities for students to explore employment options.
- Increase communication between Vocational Rehabilitation Counselors, Special Education Teachers, and 504 Coordinators.
- Explore a Job Shadowing and/or mentor program.
- Adopt career planning using an evidence based person centered planning model.
- Encourage and support family participation and make training material available.
- Streamline and clarify the referral process for transition students.
- Explore the use of technology and training earlier in plan development.

- Determine the historical use of rehabilitation technology (assistive technology) and ensure continuity and access to equipment and services.
- Expand Community Based Assessment (CBA) opportunities for individuals with disabilities to explore employment options.

Indicators

- Increase participation of Transition Students in the Program Services of the Division. The Division's performance regarding increased participation in FFY 2018 will increase by 10% over FFY 2017.
- Increase successful outcomes for Transition Students. The Division's performance regarding increased successful employment outcomes in FFY 2018 will increase by 10% over FFY 2017.
- Increase successful outcomes for Transition Students. The Division's performance regarding providing post-secondary education and training programs for students will increase in FFY 2018 to a total of 15% of all Transition Students successfully enrolled in post-secondary education and training programs.
- Ensure Transition Students receive individualized Pre-ETS. The Division's performance regarding delivery of individualized Pre-ETS to students in FFY 2018 will increase by 10% over FFY 2017.

Goal 3

Increase participation and successful outcomes of supported employment in a competitive, integrated setting.

Strategies:

- Partner with other public and private State entities that provide Supported Employment.
- Provide training to staff, State Rehabilitation Council Members and consumers on Supported Employment.
- Identify and support best practices that encourage high-wage/career track employment.
- Utilize the Vocational Rehabilitation Business Development Team to improve Supported Employment services outcomes.
- Continue participation in the Governor's Task Force on Integrated Employment, the Behavioral Health Planning and Advisory Committee and the State Employment Leadership Network.
- Develop a plan and collect data regarding the needs of individuals for Supported Employment to help drive future goals.
- Explore the use of technology and training earlier in plan development.
- Determine the historical use of rehabilitation technology (assistive technology) and ensure continuity and access to equipment and services.
- Provide job shadowing and/or mentorship programs.
- Increase access to quality job development services.

Nevada State Rehabilitation Council

Agenda Item: 7

Date: October 17, 2016

Agenda Item Title:
***Discussion/Possible Action** State Plan Subcommittee Recommendations.

Description:
***Discussion/Possible Action** The Nevada State Rehabilitation Council (NSRC) will review the State Plan Subcommittee Recommendations regarding Goals, Strategies and Indicators for inclusion in the Federal Fiscal Year (FFY) 2018 State Plan.

Council Action:
Receive information, make inquiries and recommendations, possible vote.

Recommendation:
Vote to approve the State Plan Subcommittee Recommendations.

Background:
The NSRC State Plan Subcommittee and Division of Vocational Rehabilitation (VR) jointly establish Strategic Goals with corresponding strategies and measurable indicators each year to be included in the State Plan for submission to the Rehabilitation Services Administration (RSA).

The State Plan Subcommittee met on August 17, 2016 to review and revise the State Plan Goals, Strategies and Indicators for Federal Fiscal Year (FFY) 2018.

Analysis:
In general, State Plan Goals focus on the following information:

- What are the rehabilitation needs of individuals with disabilities, particularly the Vocational Rehabilitation services needs of:
  - Individuals with the most significant disabilities, including their need for Supported Employment services.
  - Individuals with disabilities who have been underserved.
  - Transition students.

Options:

- The NSRC may choose different State Plan Goals, Strategies and Indicators.
- The NSRC may choose to revise the proposed State Plan Goals, Strategies and Indicators.
- The NSRC may choose to approve State Plan Goals, Strategies and Indicators as proposed.

Items for Review:

- Exhibit A: Goals, Strategies and Indicators proposed revisions for the FFY 2018 State Plan.

Encourage employers to implement job carving, job sharing, and part-time/non-traditional shift offerings.

Indicators

- The number of consumers participating in Supported Employment will be 650 participants in FFY 2018.
- Increase Successful Employment Outcomes. The Division's performance goal in FFY 2018 will be that at least 56% of all closed Supported Employment cases are closed as successful employment outcomes, and 60% by FFY 2023 (5 year goal).
- In addition, a new baseline measurement will be established in FFY 2018 of the number of Supported Employment consumers from sub-minimum wage jobs who receive information and referrals from the Division who request further information regarding Vocational Rehabilitation.

Goal 4

Work with eligible government and community partners to maximize utilization of resources and federal funds.

Strategies:

- Partner with Department of Health and Human Services, and State commissions related to populations concerned with sensory (blindness, deafness), mental health, intellectual and developmental disabilities; including the Governor's Council on Developmental Disabilities, the Nevada Commission on Services for Persons with Disabilities, the Nevada Commission on Behavioral Health and Community Training Centers (CTCs).
- Engage with DETR executive leadership, the Governor's office and Nevada legislators.
- Pursue alternate/complimentary funding sources such as through private foundations and grants and utilize grant writing resources across agencies.
- Participate in Disability Awareness Month activities.
- Collaborate with other agencies to hold Town Hall outreach meetings.
- Continue participation on appropriate taskforces, boards, committees and commissions.

Indicators

Document additional financial resources brought into the program in FFY 2018 via collaborative efforts, and measure in dollars:

- Additional non-General Fund match
- Federal Section 110 grant dollars generated from the additional match
- Actual federal Section 110 grant dollars received

Nevada State Rehabilitation Council

Agenda Item: 9

Date: October 17, 2016

Agenda Item Title:
Administrator's Report.

Description:
The Administrator of the Rehabilitation Division will provide a report on the activities of the Vocational Rehabilitation program.

Council Action:
Receive report, make inquiries and make recommendations.

Recommendation:
Receive report, make inquiries and make recommendations.

The Rehabilitation Division Administrator will Report on the Following:

- State Performance Indicator reports
- NSRC Performance Indicator reports
- Fair Hearings
- Staffing

Items for Review:

- Exhibit A: FFY16 Performance Indicators
- Exhibit B: NSRC Goals and Indicators

State of Nevada
Department of Employment, Training and Rehabilitation
Rehabilitation Division: SFY2016 Monthly Performance Indicators

Agenda Item: 9
Exhibit: A

BUREAU OF SERVICES TO THE BLIND AND VISUALLY IMPAIRED (BSBVI)
Budget Account 3254

STATE PERFORMANCE INDICATORS		SFY15 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY16 TOTAL
1. Percent of clients closed with a competitive employment outcome.	Planned	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%
	Actual	51.7%	4 ÷ 12 = 33.3%	4 ÷ 7 = 57.1%	4 ÷ 8 = 50.0%	5 ÷ 9 = 55.6%	5 ÷ 8 = 62.5%	4 ÷ 7 = 57.1%	3 ÷ 5 = 60.0%	5 ÷ 9 = 55.6%	1 ÷ 4 = 25.0%	1 ÷ 1 = 100%	4 ÷ 5 = 80%	3 ÷ 4 = 75%	43 ÷ 79 = 54.4%
2a. Percent of clients with a completed Individualized Plan for Employment (IPE) 180 days or less from their eligibility date. State Indicator.	Planned	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
	Actual	79%	15 ÷ 15 = 100%	4 ÷ 4 = 100%	3 ÷ 3 = 100%	8 ÷ 9 = 89%	6 ÷ 6 = 100%	7 ÷ 8 = 88%	11 ÷ 11 = 100%	7 ÷ 8 = 88%	15 ÷ 16 = 94%	6 ÷ 6 = 100%	14 ÷ 14 = 100%	11 ÷ 11 = 100%	107 ÷ 111 = 96%
2b. Percent of clients with a completed Individualized Plan for Employment (IPE) 90 days or less from their eligibility date. Federal Indicator.	Planned	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Actual	58%	14 ÷ 15 = 93%	4 ÷ 4 = 100%	3 ÷ 3 = 100%	7 ÷ 9 = 78%	4 ÷ 6 = 67%	5 ÷ 8 = 63%	10 ÷ 11 = 91%	6 ÷ 8 = 75%	15 ÷ 16 = 94%	6 ÷ 6 = 100%	14 ÷ 14 = 100%	10 ÷ 11 = 91%	98 ÷ 111 = 88%

State of Nevada
Department of Employment, Training and Rehabilitation
Rehabilitation Division: SFY2016 Monthly Performance Indicators

Agenda Item: 9
Exhibit: A

BUREAU OF SERVICES TO THE BLIND AND VISUALLY IMPAIRED (BSBVI)
Budget Account 3254

STATE PERFORMANCE INDICATORS		SFY15 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY16 TOTAL
3. Average hourly earnings of clients placed in competitive employment.	Planned	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77	$13.77
	Actual	$14.11	$9.81	$10.63	$17.23	$15.60	$8.80	$13.19	$12.45	$20.33	$15.81	$31.00	$23.50	$16.43	$15.22
4. Percent of all clients served from ethnic minority populations.	Planned	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
	Actual	48%	11 ÷ 23 = 48%	4 ÷ 9 = 44%	4 ÷ 9 = 44%	5 ÷ 16 = 31%	5 ÷ 12 = 42%	9 ÷ 15 = 60%	11 ÷ 16 = 69%	9 ÷ 16 = 56%	10 ÷ 19 = 53%	3 ÷ 5 = 60%	18 ÷ 29 = 62%	25 ÷ 35 = 71%	114 ÷ 204 = 56%
5a. Percent of transition students closed with a competitive employment outcome.	Planned	25%	25%		25%			25%			25%				25%
	Actual	30%	0 ÷ 2 = 0%		1 ÷ 3 = 33%			0 ÷ 0 = 0%			0 ÷ 0 = 0%				1 ÷ 5 = 20%
5b. Percent of transition students that are pursuing post-secondary education.	Actual	29%	2 ÷ 10 = 20%		3 ÷ 10 = 30%			3 ÷ 15 = 20%			2 ÷ 13 = 15%				10 ÷ 48 = 21%
	Total	29%	2 ÷ 12 = 17%		4 ÷ 13 = 31%			3 ÷ 15 = 20%			2 ÷ 13 = 15%				11 ÷ 53 = 21%

SPI 4: This performance indicator counts the number of clients served each month. Because our participants can be in open status for long periods of time, it's very likely they are counted multiple times. For accuracy, the final SFY16 Total column will count each client once.

Agenda Item: 9
Exhibit: A

State of Nevada
Department of Employment, Training and Rehabilitation
Rehabilitation Division: SFY2016 Monthly Performance Indicators

BUREAU OF VOCATIONAL REHABILITATION (BVR)
Budget Account 3265

STATE PERFORMANCE INDICATORS		SFY15 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY16 TOTAL
1. Percent of clients closed with a competitive employment outcome.	Planned	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%	55.8%
	Actual	51.5%	76 ÷ 181 = 42.0%	71 ÷ 165 = 43.0%	82 ÷ 189 = 43.4%	66 ÷ 182 = 36.3%	57 ÷ 130 = 43.8%	74 ÷ 165 = 44.8%	89 ÷ 187 = 47.6%	63 ÷ 157 = 40.1%	64 ÷ 138 = 46.4%	52 ÷ 140 = 37.1%	60 ÷ 145 = 41.4%	101 ÷ 201 = 50.2%	855 ÷ 1,980 = 43.2%
2a. Percent of clients with a completed Individualized Plan for Employment (IPE) 180 days or less from their eligibility date. State Indicator.	Planned	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
	Actual	85%	159 ÷ 161 = 99%	190 ÷ 191 = 99%	141 ÷ 143 = 99%	128 ÷ 133 = 96%	142 ÷ 145 = 98%	143 ÷ 146 = 98%	200 ÷ 204 = 98%	149 ÷ 152 = 98%	255 ÷ 259 = 98%	232 ÷ 232 = 100%	231 ÷ 231 = 100%	153 ÷ 154 = 99%	2,123 ÷ 2,151 = 99%
2b. Percent of clients with a completed Individualized Plan for Employment (IPE) 90 days or less from their eligibility date. Federal Indicator.	Planned	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Actual	64%	130 ÷ 161 = 81%	164 ÷ 191 = 86%	125 ÷ 143 = 87%	118 ÷ 133 = 89%	129 ÷ 145 = 89%	125 ÷ 146 = 86%	170 ÷ 204 = 83%	126 ÷ 152 = 83%	243 ÷ 259 = 94%	218 ÷ 232 = 94%	229 ÷ 231 = 99%	148 ÷ 154 = 96%	1,925 ÷ 2,151 = 89%

State of Nevada
Department of Employment, Training and Rehabilitation
Rehabilitation Division: SFY2016 Monthly Performance Indicators

Agenda Item: 9
Exhibit: A

BUREAU OF VOCATIONAL REHABILITATION (BVR)
Budget Account 3265

STATE PERFORMANCE INDICATORS		SFY15 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY16 TOTAL
3. Average hourly earnings of clients placed in competitive employment.	Planned	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33	$11.33
	Actual	$11.72	$11.49	$10.81	$11.77	$12.63	$13.37	$11.02	$11.02	$12.20	$14.27	$11.52	$10.52	$11.80	$11.82
4. Percent of all clients served from ethnic minority populations.	Planned	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
	Actual	40%	137 ÷ 325 = 42%	135 ÷ 296 = 46%	115 ÷ 316 = 36%	116 ÷ 297 = 39%	109 ÷ 238 = 46%	145 ÷ 343 = 42%	157 ÷ 377 = 42%	149 ÷ 327 = 46%	200 ÷ 451 = 44%	173 ÷ 419 = 41%	274 ÷ 603 = 45%	316 ÷ 783 = 40%	2,026 ÷ 4,775 = 42%
5a. Percent of transition students closed with a competitive employment outcome.	Planned	25%	25%		25%			25%			25%			25%	25%
	Actual	44%	41 ÷ 103 = 40%		23 ÷ 90 = 26%			31 ÷ 79 = 39%			52 ÷ 133 = 39%				147 ÷ 405 = 36%
5b. Percent of transition students that are pursuing post-secondary education.	Actual	18%	62 ÷ 325 = 19%		69 ÷ 277 = 25%			57 ÷ 260 = 22%			30 ÷ 294 = 10%				218 ÷ 1,156 = 19%
	Total	25%	103 ÷ 428 = 24%		92 ÷ 367 = 25%			88 ÷ 339 = 26%			82 ÷ 427 = 19%				365 ÷ 1,561 = 23%

SPI 4: This performance indicator counts the number of clients served each month. Because our participants can be in open status for long periods of time, it's very likely they are counted multiple times. For accuracy, the final SFY16 Total column will count each client once.

Agenda Item: 9
Exhibit: A

State of Nevada
Department of Employment, Training and Rehabilitation
Rehabilitation Division: SFY2016 Monthly Performance Indicators

BUREAU OF SERVICES TO THE BLIND AND VISUALLY IMPAIRED - OLDER BLIND (BSBVI OB)
Budget Account 3254

STATE PERFORMANCE INDICATORS		SFY15 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY16 TOTAL
1. Number of OIB clients determined eligible for services.	Planned	250	20	21	21	21	21	21	20	21	21	21	21	21	250
	Actual	185	16	23	11	19	12	10	14	10	19	12	19	7	172
2. Percent of OIB clients with an Individualized Written Independent Living Plan (IWILP) 45 days or less from their application date.	Planned	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
	Actual	74%	10 ÷14 = 71%	13 ÷18 = 72%	9 ÷ 19 = 47%	13 ÷ 17 = 76%	11 ÷ 12 = 92%	2 ÷ 8 = 25%	10 ÷ 11 = 91%	5 ÷ 9 = 56%	11 ÷ 23 = 48%	8 ÷ 11 = 73%	18 ÷ 21 = 86%	3 ÷ 5 = 60%	113 ÷ 168 = 67%
3. Percent of OIB clients reporting satisfaction with services received.	Planned	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
	Actual	90%	Satisfaction surveys are conducted annually and the results are reported on that basis.												

FFY16 NSRC Goals and Indicators
Third Quarter: 10/01/2015 - 6/30/2016

Agenda Item: 9
Exhibit: B

Goal #1: Increase the Number of Successful Employment Outcomes

Federal Fiscal Year	(A) Clients Closed After Service With No Employment	(B) Clients Closed With An Employment Outcome	A + B = C	B ÷ C = %	Goal = 5% Increase
2013	778	749	1,527	49%	
2014	730	938	1,668	56%	51%
2015	768	886	1,654	54%	59%
2016	649	657	1,306	50%	56%

A Clients that closed unsuccessfully after receiving services in the report timeframe.

B Clients that closed successfully (90 days of employment) in the report timeframe.

Goal #2: Increase Enrollment in Vocational Rehabilitation Transition Services

Federal Fiscal Year	(A) Total Transition Student Applications	Goal = 5% Increase From Previous Year
2013	478	
2014	500	502
2015	644	525
2016	661	676

A Transition students with an Application Date in the report timeframe.

Federal Fiscal Year	(A) Transition Students Closed After Service With No Employment	(B) Transition Students Closed With an Employment Outcome	A + B = C	B ÷ C = %	Goal = 5% Increase
2013	201	115	316	36%	
2014	160	156	316	49%	38%
2015	124	141	265	53%	52%
2016	135	107	242	44%	55%

A Transition students that closed unsuccessfully after receiving services in the report timeframe.

B Transition students that closed successfully (90 days of employment) in the report timeframe.

Goal #2: Increase Enrollment in Vocational Rehabilitation Transition Services - Continued

Federal Fiscal Year	(A) Total Transition Student Applications	(B) Open Transition Students With Post Secondary Education	B ÷ A = %	Goal = 3% Increase From Previous Year
2013	478	94	20%	
2014	500	73	15%	20%
2015	644	128	20%	15%
2016	661	74	11%	21%

A Transition students with an Application Date in the report timeframe.

B Transition students with an authorization in occupational, vocational and/or university training in the report timeframe.

Goal #3: Increase Participation of Underserved Disability Groups

Federal Fiscal Year	(A) Clients Closed After Service	(B) Clients Closed After Service With Mental Health Disabilities	B ÷ A = %	Goal = 3% Increase From Previous Year
2013	1,527	967	63%	
2014	1,668	1,064	64%	65%
2015	1,654	1,239	75%	66%
2016	1,497	1,015	68%	77%

A Clients that closed after receiving services in the report timeframe.

B Clients that closed with a cognitive, psychosocial and/or other mental impairments in the report timeframe. This data also includes developmental disabilities which includes clients with autism.

Goal #4: Increase Participation of Underserved Ethnic Populations Through Increased Outreach Efforts

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2013		
Hispanic	212	14%
Non-Hispanic	1,315	86%
TOTAL	**1,527**	**100%**

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2014		
Hispanic	255	15%
Non-Hispanic	1,413	85%
TOTAL.	**1,668**	**100%**

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2015		
Hispanic	299	18%
Non-Hispanic	1,355	82%
TOTAL	**1,654**	**100%**

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2016		
Hispanic	239	18%
Non-Hispanic	1,067	82%
TOTAL	**1,306**	**100%**

A Clients that closed after receiving services in report timeframe.

B A ÷ Total.

Nevada State Demographer: 2010 US Census reports a statewide rate of 27% Hispanic and 73% Non-Hispanic.

Goal #4: Increase Participation of Underserved Ethnic Populations Through Increased Outreach Efforts - Con't

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2013		
Asian	63	4%
Native Hawaiian or Other Pacific Islander	23	1%
Native American or Alaskan Native	68	4%
White	1,241	74%
Black or African American	287	17%
TOTAL	**1,682**	**100%**

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2014		
Asian	42	2%
Native Hawaiian or Other Pacific Islander	22	1%
Native American or Alaskan Native	74	4%
White	1,405	78%
Black or African American	268	15%
TOTAL	**1,811**	**100%**

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2015		
Asian	64	3%
Native Hawaiian or Other Pacific Islander	31	2%
Native American or Alaskan Native	74	4%
White	1,476	75%
Black or African American	327	17%
TOTAL	**1,972**	**100%**

Goal #4: Increase Participation of Underserved Ethnic Populations Through Increased Outreach Efforts - Con't

Federal Fiscal Year	(A) Clients Closed After Service	(B) Percent
2016		
Asian	57	4%
Native Hawaiian or Other Pacific Islander	33	2%
Native American or Alaskan Native	59	4%
White	1,139	72%
Black or African American	295	19%
TOTAL	**1,583**	**100%**

A Clients that closed after receiving services in report timeframe. In some instances, clients have indicated more than one race so they may be counted multiple times.

B A ÷ Total.

Goal #5: Work With Eligible Government and Community Partners to Maximize the Utilization of Resources and Federal Dollars

Federal Fiscal Year	Federal Funds Expended	Federal Funds Relinquished	Percent Relinquished
2013	$14,295,674	$6,000,000	30%
2014	$15,900,000	$5,200,000	25%
2015	$14,500,000	$8,900,000	38%
2016	Will be reported in November.		

Federal Fiscal Year	Third Party Cooperative Agreements	Federal Funds Expended
2013	0	$0
2014	1	$829,179
2015	4	$905,997
2016	Will be reported in November.	

Goal #6: Increase Participation in Supported Employment.

Federal Fiscal Year	(A) Total Open Supported Employment Clients	Goal = To Meet or Exceed The Previous Year
2013	331	
2014	361	331
2015	483	361
2016	432	483

A Supported Employment Clients with an Application, Eligibility, Service, Employment, Closed or PES Date in the report timeframe.

Goal #6: Increase Participation in Supported Employment - Continued

Federal Fiscal Year	(A) Supported Employment Clients Closed After Services	(B) Supported Employment Clients Closed With an Employment Outcome	A + B = C	B ÷ C = %	Goal = Meet or Exceed
2013	48	55	103	53%	
2014	75	103	178	58%	53%
2015	88	117	205	57%	58%
2016	75	97	172	56%	57%

A Supported Employment clients that closed unsuccessfully after receiving services in the report timeframe.

B Supported Employment clients that closed successfully (90 days of employment) in the report timeframe.

Nevada State Rehabilitation Council

Agenda Item: 10

Date: October 17, 2016

Agenda Item Title:
For Possible Action Discussion of the contract requirements for the Request For Proposal (RFP) for a Participant Satisfaction Survey vendor for FFY 2018 and possible vote to complete the RFP process.

Description:
The Nevada State Rehabilitation Council (NSRC) will discuss and provide input on the Participant Satisfaction Survey and may vote that a Request for Proposal be completed for the annual Participant Satisfaction Survey for FFY 2018.

Council Action:
Receive information, make inquiries and recommendations, possible vote.

Recommendation:
Receive information, make inquiries and recommendations, possible vote.

Background:
Each year, the Nevada State Rehabilitation Council (NSRC) in conjunction with the Rehabilitation Division, contracts with a vendor to perform participant satisfaction surveys to glean information on the quality of services provided to vocational rehabilitation participants.

The NSRC Satisfaction Survey Subcommittee expressed an interest in completing a Request for Proposal (RFP) process for the Survey to solicit vendors for proposals and possibly select a new vendor to complete the Satisfaction Surveys starting in FFY 2018.

Options:
- Review attachments.
- Make inquiries/recommendations.
- Possible vote

Items for Review:
- Exhibit A: Customer Satisfaction Survey Contract and RFP Timeline presented initially in the March 10, 2015 meeting.

Customer Satisfaction Survey Contract

Current- University of Nevada-Reno
Center for Research Design and Analysis

Future Options FFY 2018 -

(Contract would need to be in place by 1-1-18)

- Continue to renew inter-local contract with UNR
  - Surveys stays as is
  - Create a subcommittee to modify scope of work / revise survey
  - Assigning single council member to work with VR staff for revisions
- Go out for competitive bid
  - Surveys stay as is
  - Create a subcommittee to modify scope of work / revise survey
  - Assigning single council member to work with VR staff for revisions

Considerations-

- Creating a subcommittee
- Assigning a single council member to work with VR staff to develop new scope to bring before full council for vote
- New questions
- Creating a longitudinal survey including General Clients, Older Individuals Who are Blind, and Transition Students
- Timeline for bid process
- Condensed survey /reduce cost

Nevada State Rehabilitation Council

Agenda Item: 11

Date: October 17, 2016

Agenda Item Title:
2016 Annual Report of the Nevada State Rehabilitation Council (NSRC).

Description:
The NSRC will review the proposed content of the 2016 Annual Report and make suggested revisions.

Council Action:
Review, make inquiries, provide input.

Recommendation:
Make recommendations for the draft 2016 Annual Report.

Background:
The Nevada State Rehabilitation Council must prepare and submit to the Governor and to the Secretary of the U.S. Department of Education, Rehabilitation Services Administration (RSA), no later than 90 days after the end of the Federal fiscal year an Annual Report on the status of the Vocational Rehabilitation Programs operated within the state and make the report available to the public through appropriate modes of communication (34 CFR Part 361.17).

Analysis:
The 2016 NSRC Annual Report is due on December 31, 2016. A final draft report will be presented to the NSRC during the November 15, 2016 Council Meeting and final revisions must be made prior to printing on December 1, 2016. Mailing is scheduled for the second week in December to ensure timely arrival to the Commissioner of the U.S. Department of Education, Rehabilitation Services Administration (RSA).

Options:
- The NSRC may propose revisions and suggestions to the draft 2016 Annual Report.

Items for Review:
- Exhibit A: 2016 Annual Report Suggested Table of Contents

Agenda Item: 11

Exhibit: A

The NSRC draft Annual Report
will be distributed at the meeting.

Nevada State Rehabilitation Council

Agenda Item: 12

Date: October 17, 2016

Agenda Item Title:
Discussion/Possible Action on number of NSRC members to attend the Fall Council of State Administrators of Vocational Rehabilitation (CSAVR).

Description: The CSAVR conducts two conferences per year, one in the Spring and one in the Fall. Each conference has vital information concerning Vocational Rehabilitation Services nation-wide.

Council Action:
Review, ask questions, provide input, possible vote.

Recommendation:
Vote to Approve to send Council member(s) to attend the November 5th-9th 2016 Fall Conference.

Background:

The Council of State Administrators of Vocational Rehabilitation (CSAVR) is made up of VR directors and administrative staff representing the 80 vocational rehabilitation programs and is supported by five staff including a CEO. Each year CSAVR holds two conferences, one in the fall and one in the spring. The fall conference rotates to various locations and the spring conference is always held in the Washington, DC area to allow for VR staff to meet with their congressional delegation.

Options:

- Review attachments ask questions, provide input, possible vote.

Items for Review:

- Exhibit A: Draft Agenda for CSVAR Fall Conference