

Notice of Public Meeting

**Nevada State Rehabilitation Council
Video Conference, Tuesday, November 15, 2016 at 9 am**

Meeting Locations:

Department of Employment, Training & Rehabilitation
500 E. Third St., Carson City, NV 89713
&
Vocational Rehabilitation
3016 W. Charleston Blvd., Suite 200, Las Vegas, NV 89102

**Teleconference Services: 1-888-557-8511
Access Code: 1883362**

1. Call to Order, Introductions, and Verify Timely Posting of Agenda

Ernest Hall, 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.

2. Public Comment

Ernest Hall, 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 or topic which is relevant to or within the authority or jurisdiction of the Council. Please clearly state and spell your name. Public comment may be limited to three minutes, per person at the discretion of the chair.

3. Effective Communications Training – TAB 3

Kara Lang, Quality Control Specialist and Salvatore Fiorentino, Rehabilitation Counselor II Rehabilitation Division, DETR will present the NSRC Member Annual Training: Effective Communication & Section 504 Prohibition Against Retaliation

4. Discussion/Report on the University of Nevada Reno (UNR), Center for Research Design and Analysis (CRDA) Customer Satisfaction Surveys. – TAB 4

Veronica 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. NSRC Annual Report draft – TAB 5 For Possible Action

Mae Worthey to review the proposed NSRC Annual Report and discuss possible changes or corrections.

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, 34CFR Part 361.17.

6. Open Meeting Law Training – TAB 6

Brett Kandt, Chief Deputy Attorney General to present.

7. NSRC Orientation – TAB 7

Shelley Hendren, Administrator, Rehabilitation Division, DETR & Ernest Hall, Chair will present about Vocational Rehabilitation and NSRC members' responsibilities.

8. Discuss Options for a potential new service contract for the consumer satisfaction surveys and whether or not to issue a Request for Proposals (RFP).

For Possible Action

Shelley Hendren will lead the discussion.

Each year, the Nevada State Rehabilitation Council (NSRC) in conjunction with the Rehabilitation Division, contracts with a vendor to perform consumer satisfaction surveys to glean information on the quality of services provided to vocational rehabilitation participants. Currently that vendor is the University of Nevada, Reno.

The NSRC Satisfaction Survey Subcommittee previously expressed an interest in completing a Request for Proposal (RFP) process for the FFY 2017 Survey to solicit vendors for proposals and possibly select a new vendor to complete the Satisfaction Surveys starting in FFY 2017. However, that deadline was not met. This discussion is to vote on whether to do so for the FFY 2018 survey, which would need to be initiated by August 1, 2017.

9. Other reports

William Heavilin to present Client Assistance Program report.

10. Administrator's Report – TAB 10

Shelley Hendren will report on the following:

- State Performance Indicators
- NSRC Performance Indicators

11. Review/Decision regarding annual NSRC Staff Surveys – TAB 11

For Possible Action

Ernest Hall, 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.

12. Second Public Comment

Ernest Hall, 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.

13. Ernest Hall, Chair will adjourn the meeting.

Council Members

Joshua Baker, Matthew Cox, Ernest Hall (Chair),
William Heavilin (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 Javier Fernandez (j-fernandez@nvdetr.org) 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, November 4, 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 775-687-6880 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, 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

Agenda Item: 3

Date: November 15, 2016

Agenda Item Title:

Nevada State Rehabilitation Council (NSRC) member training on Effective Communication and Section 504 Prohibition Against Retaliation.

Description:

Kara Lang, Rehabilitation Division Quality Control Specialist and Salvatore Fiorentino, Rehabilitation Counselor II, will provide training to NSRC members on Effective Communication and Section 504 Prohibition Against Retaliation.

Council Action:

Receive training and make inquiries.

Recommendation:

Receive training and make inquiries.

Background:

On May 15, 2012 the NSRC voted and approved a Voluntary Resolution Agreement to be entered into with the OCR. One of the provisions of that Agreement included providing training to Council members and any staff who are involved in providing auxiliary aids and services (AAS), to include the provisions of Section 504 prohibiting retaliation and requiring appropriate AAS.

Analysis:

This training focuses on the requirements of the Rehabilitation Act of 1973 as amended, Section 504 and the American's with Disabilities Act, Title II to provide effective communication for individuals with disabilities. It also provides an overview of common auxiliary aids and services (AAS) used to facilitate effective communication.

Options:

- Receive training
- Make inquiries

Items for Review:

- Exhibit A: PowerPoint Handout

Effective Communication

**Rehabilitation Act of 1973
as amended, Section 504
Americans with
Disabilities Act (ADA)
Title II**

Rehabilitation Act of 1973 as amended, Section 504
Nondiscrimination under Federal Grants and Programs

- Designed to eliminate discrimination on the basis of disability in any program or activity receiving federal financial assistance
- A qualified individual shall not, by reason of his or her disability, be excluded from participation or subject to discrimination

**Code of Federal Regulations (CFR)
34 CFR 104**

- Purpose to effectuate section 504 of the Rehabilitation Act of 1973

34 CFR 104.4 & 104.52

- No direct, contractual or other arranged exclusion from services on basis of disability if individual otherwise qualified
- No aiding other agencies, organizations or persons that discriminate based on disability

34 CFR 104.4 & 104.52

Qualified individuals provided:

- Opportunity to participate in and benefit from services equal to that offered to others
- Services as effective as that offered to others
- Effective means equal opportunity for same level of benefit, not the same result
- Manner of provision must not limit participation

34 CFR 104.4 & 104.52 cont.

- Auxiliary aids must be provided when necessary to afford equal opportunity to benefit for individuals with impaired:
 - Sensory skills
 - Manual skills
 - Speaking skills

**Americans with Disabilities Act Title II,
28 CFR Part 35-Nondiscrimination on the Basis of
Disability in State and Local Government Services**

- Protects qualified individuals with disabilities from discrimination in state and local government
- Extends Section 504 of Rehab Act
- Provides equal opportunity, does not guarantee equal results

**ADA 2010 Amendments, Title II,
28 CFR Part 35,
Subpart E: Communications**

35.160 General

Communication as effective as
communication with others

- Public w/ disabilities

**ADA 2010 Amendments, Title II,
28 CFR Part 35,
Subpart E - Communications 35.160 cont.**

Furnish appropriate auxiliary aids and services

- Necessary to afford equal opportunity in program
- Primary consideration given to request of individual with disability
- Must be provided in accessible formats, timely manner, respecting individual's privacy and independence

**ADA 2010 Amendments, Title II,
28 CFR Part 35,
Subpart E - Communications 35.160 cont.**

- Individual not required to bring interpreters
- Adult accompanying individual can only be relied on to interpret in limited circumstances:
 - Emergency involving imminent threat
 - Individual preference/specific request (if appropriate)
- Minor child can only be relied on to interpret in an emergency involving imminent threat

**ADA 2010 Amendments, Title II,
28 CFR Part 35,
Subpart E - Communications 35.160 cont.**

Video Remote Interpreting Services (VRI)

- Real-time, full-motion, high-quality, no lags in communication
- Sharply delineated image, displays face, arms, hands and fingers regardless of body position
- Clear, audible transmission of voices
- Adequate training in use of technology

**ADA 2010 Amendments, Title II,
28 CFR Part 35,
Subpart E - Communications**

35.161 Telecommunications

- Text telephone or equally effective systems
For example smart phone apps and video relay services
- Effective real-time communication
- Response must be in same manner as responses to other telephone calls

ADA 2010 Amendments, Title II,
28 CFR Part 35,
Subpart E - Communications

35.163 Information and signage

- Information to the existence and location of accessible services, activities and facilities

ADA 2010 Amendments, Title II,
28 CFR Part 35,
Subpart E - Communications

35.164 Duties

- Fundamental alteration of services or undue financial or administrative burden not required
- Burden of proof on the agency
- Head of entity or designee must decide after considering all resources available
- Written statement of reasons required
- Other available actions still required

ADA Title II Technical Assistance Manual II-7.1100

- Primary consideration
 - Honor choice of individual unless:
 - Another equally effective means of communication is available
 - Requires fundamental alteration or undue burden
- Consult with individual

ADA Title II Technical Assistance Manual II-7.1200

Qualified Interpreter

- Communication must be effective, accurate, impartial
 - Unique skills needed to be effective. For example, Certified Deaf Interpreter (CDI) or Mexican Sign Language Interpreter (MSL)
- Possess and use specialized vocabulary
 - (Examples: court certified interpreters & medical field)
- Signing and interpreting not the same thing

Other Requirements

- Prompt identification
 - Consult with participant
- Provided in a timely manner
- Prohibition against retaliation

Effective Communication Options for Deaf or Hard of Hearing



Interpreters



- **Sign Language Interpreters**

- American Sign Language (ASL)
- Pidgin Signed English (PSE)
- Spanish Sign Language (MSL)
- Certified Deaf Interpreter (CDI)

- **Cued Speech and Oral Interpreters**

- For lip readers who don't sign.

Interpreters

- **Certified Deaf Interpreters (CDI's)**

- Growing profession
- Interpreter is usually Deaf or hard of hearing
- Teams up with a hearing interpreter
- Especially helpful for difficult, unique, or sensitive interpreting situations (e.g., medical or legal)



When an interpreter is not immediately available . . .

Video Remote Interpreting (VRI)

- Used when in-person, on-site interpreter is not immediately available
- Must conform to ADA guidelines

<https://www.youtube.com/watch?v=BfORjoaEGDk>

Speech to Text Options

CART: Communication Access Real-time Translation

- Stenographer types every word spoken. Deaf individual reads text on a computer, TV monitor, or a projected screen
- Word for word transcription—often used during live events (ex: school classrooms, conferences, staff meetings in workplace)

C.A.R.T.



Figure 12: Examples of CART being projected for a group (on the left) and for an individual (on the right).

Other Options for Hard of Hearing

- Assistive Listening Devices (Systems)
 - Consist of a microphone, a transmitter, a receiver, and a coupling device (e.g., earphones)
 - FM – uses radio waves to transmit
 - Infrared – uses infrared light to transmit
 - Induction Loop – uses electromagnetic waves
 - With appropriate coupling device, each type can be used with or without hearing aids

Personal Listening Device

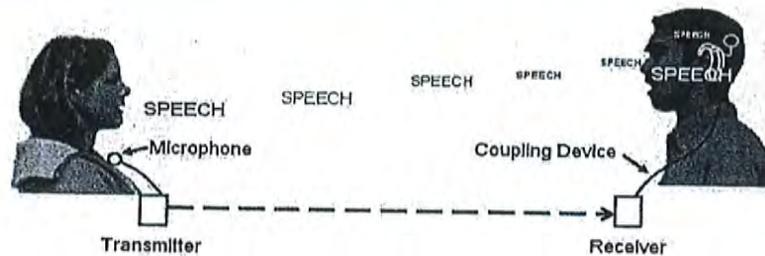
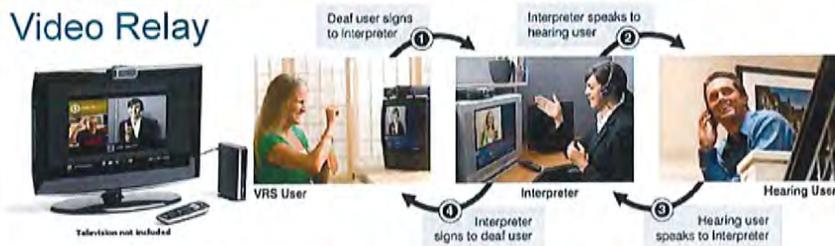


Figure 2. Assistive listening devices transmit sound without losing intensity.

Other Options

Video Relay



Cap Tel Phone



TTY or TTD



D/HH communicate using mobile devices

- Modern use of Videophone APPs available on smartphones and tablets



Options cont.

- UbiDuo
 - face-to-face communication



- Open or Closed Captioning – open is always visible; closed is embedded, and becomes visible when selected

Effective Communication Options for Blind or Low Vision

- Assistance completing forms
- Qualified Readers
- Audio format
 - Text to audio www.spokentext.net
www.text2speech.org
- Large print materials
- Braille materials



More Options for Blind or Low Vision

- Materials in electronic format
 - E-mails
 - CDs or flash drives with plain text format
- Screenreading software (e.g., JAWS)
- Magnification software (Zoomtext)



Options for Deaf-Blind

- Tactile signing: “hand-over-hand” and fingerspelling



- Print on Palm (POP)

Deaf-Blind Options

- Braille materials
- Braille Display



DeafBlind Communicator

- Face-to-face
- TTY
- Texting



Deaf-Blind Options

- Wide range of sensory impairments
 - Many individuals may have some vision
 - Many individuals may have some ability to hear
 - Some individuals may have some ability to see and hear

Resources

- Website for agencies to find interpreters and CART providers
<http://adsd.nv.gov/Programs/Physical/ComAccessSvc/CAS/>
- Registry of Interpreters for the Deaf <http://www.rid.org>
- Relay Nevada www.relaynevada.com
- National Association for the Deaf <http://nad.org>
- Sorenson VRS www.sorensonvrs.com

Resources cont.

- Hearing Assistive Technology Online Guide
http://www.michdhh.org/assistive_devices
- Harris Communications (assistive technology for D/HH)
www.harriscomm.com
- American Council for the Blind www.acb.org
- Helen Keller National Center for Deaf-Blind (HKNC)
<http://www.hknc.org>
- Nat'l Fed. for the Blind www.nfb.org

Nevada State Rehabilitation Council

Agenda Item: 4

Date: November 15, 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

**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



Sample



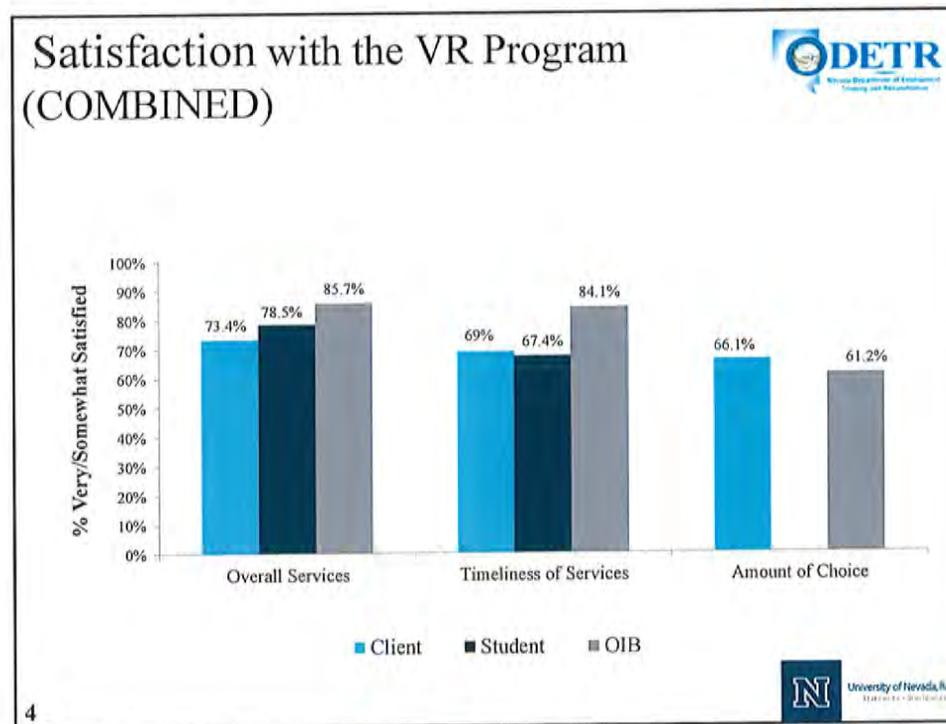
STRATUM	CLIENT POPULATION	COMPLETED SURVEYS
Southern Nevada	770 (50.9%)	318 (48.6%)
Northern Nevada	557 (36.8%)	243 (37.1%)
Rural Nevada	187 (12.4%)	94 (14.4%)
Total	1514 (100%)	655 (100%)

STRATUM	STUDENT POPULATION	COMPLETED SURVEYS
Southern Nevada	185 (55.6%)	35 (56.0%)
Northern Nevada	91 (27.3%)	29 (27.1%)
Rural Nevada	57 (17.1%)	21 (16.9%)
Total	333 (100%)	85 (100%)

STRATUM	OIB POPULATION	COMPLETED SURVEYS
Southern Nevada	95 (57.2%)	34 (55.3%)
Northern Nevada	42 (25.3%)	20 (28.1%)
Rural Nevada	29 (17.5%)	12 (27.47%)
Total	166 (100%)	66 (100%)



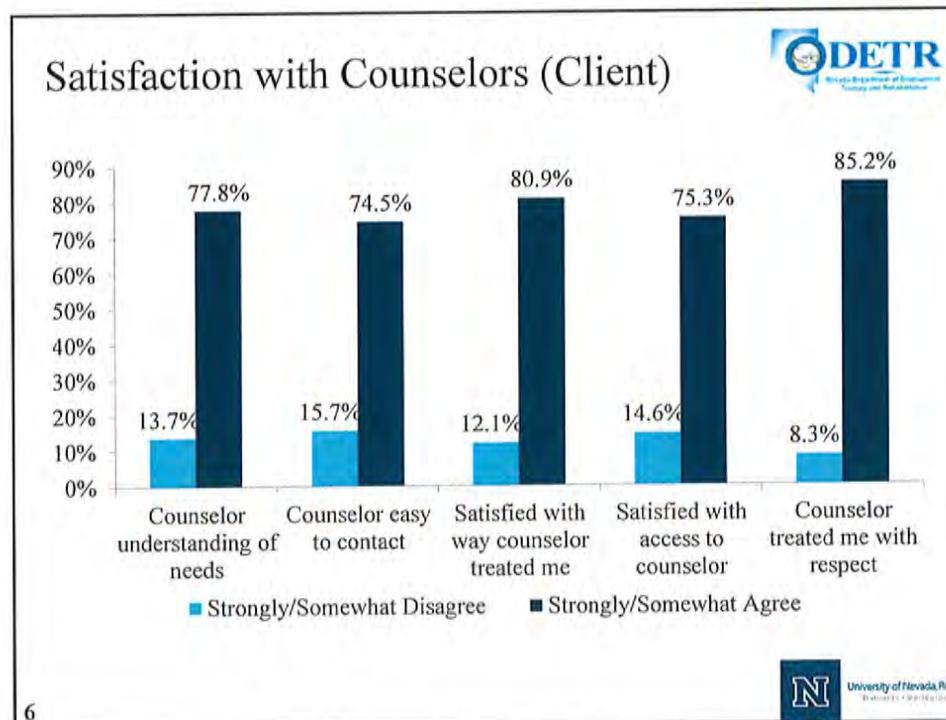
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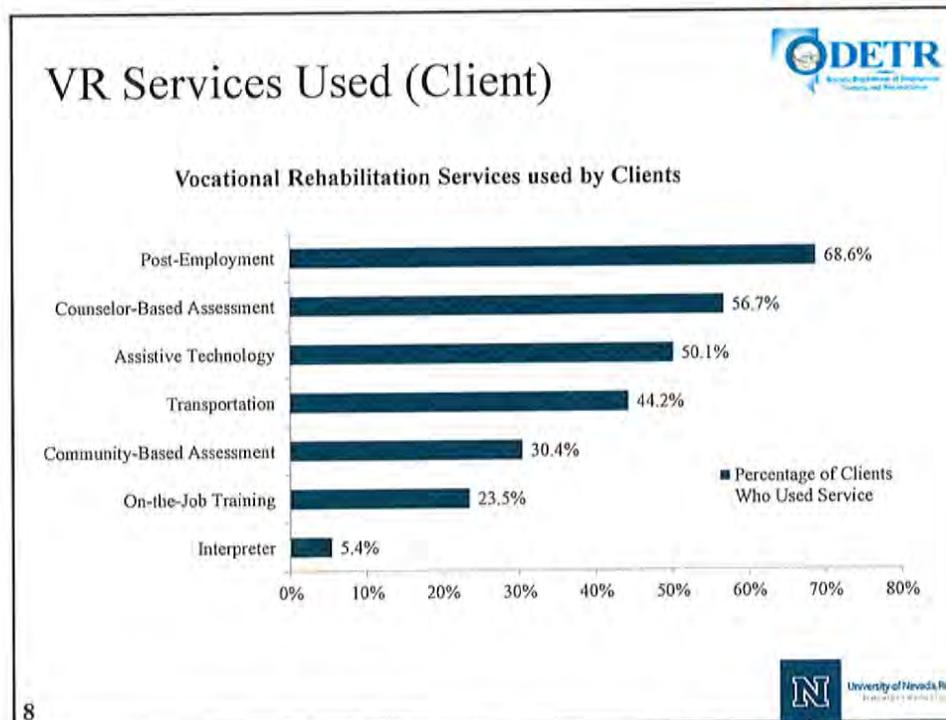
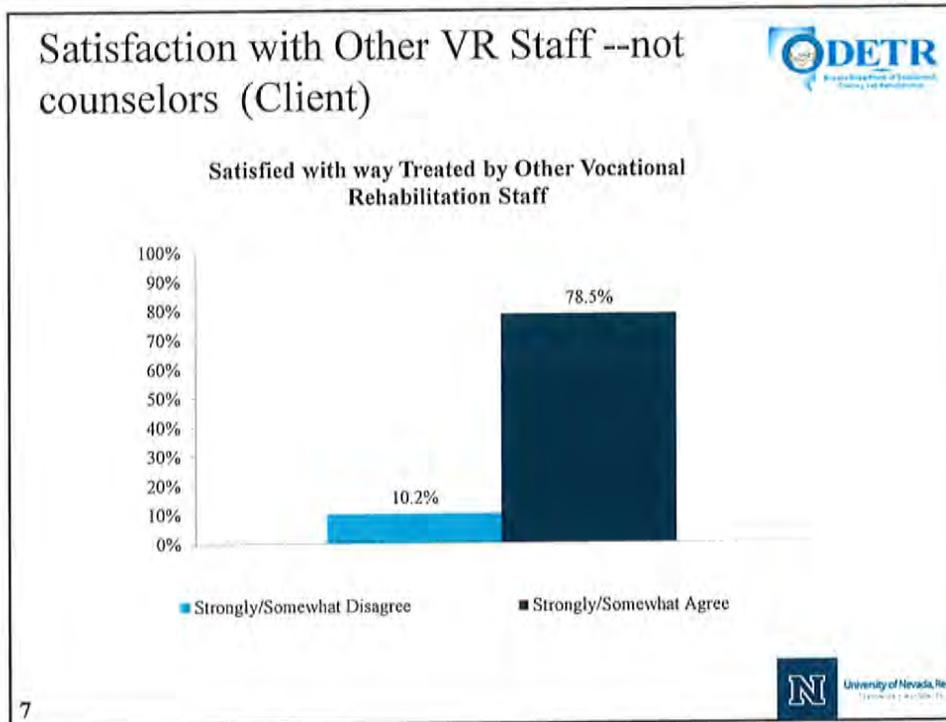


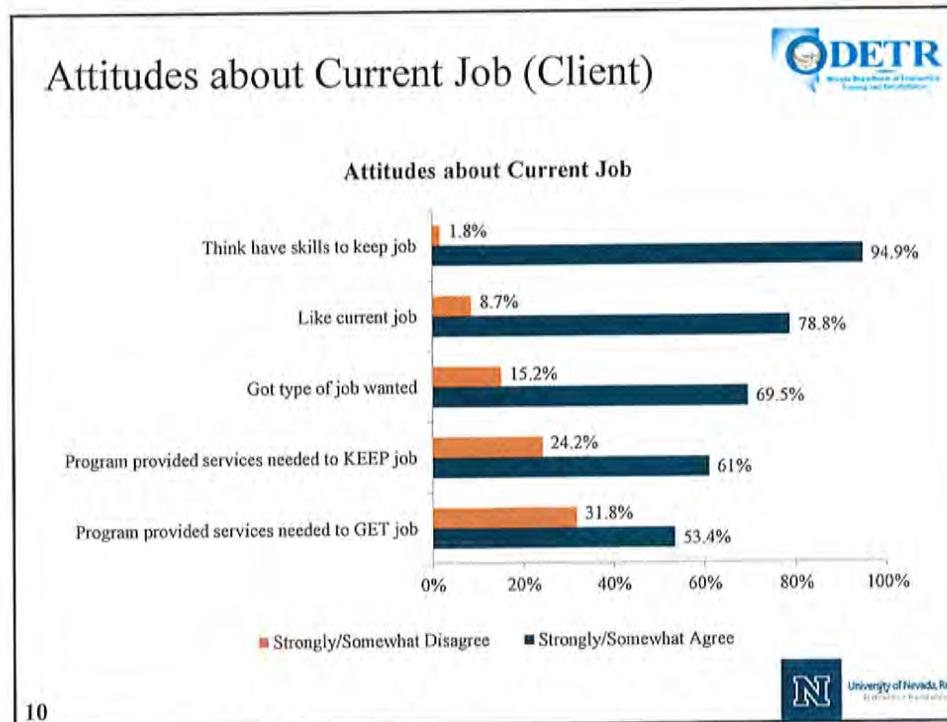
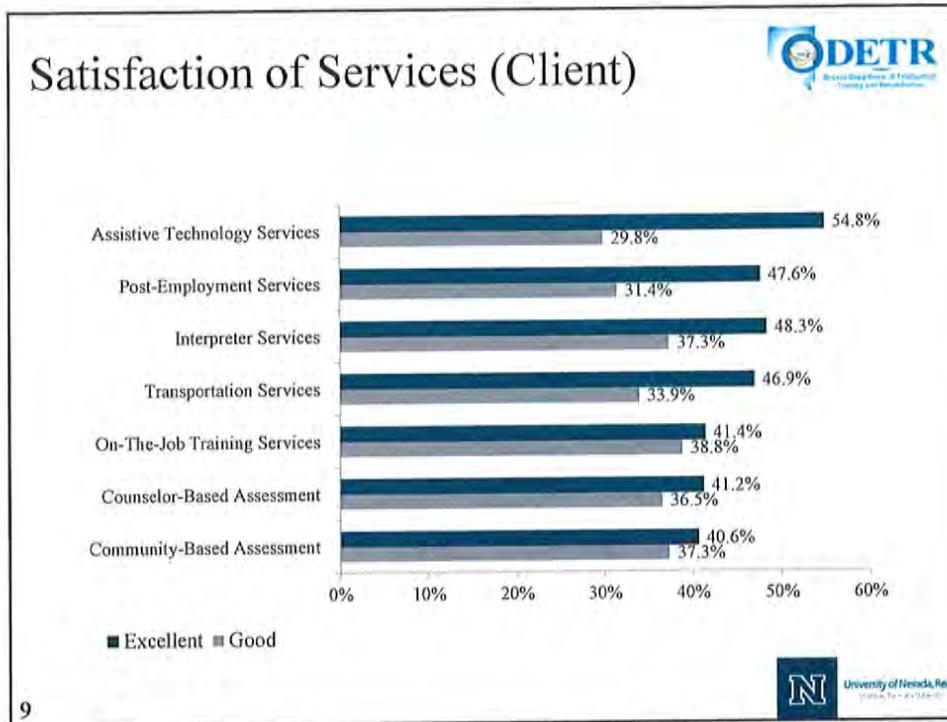


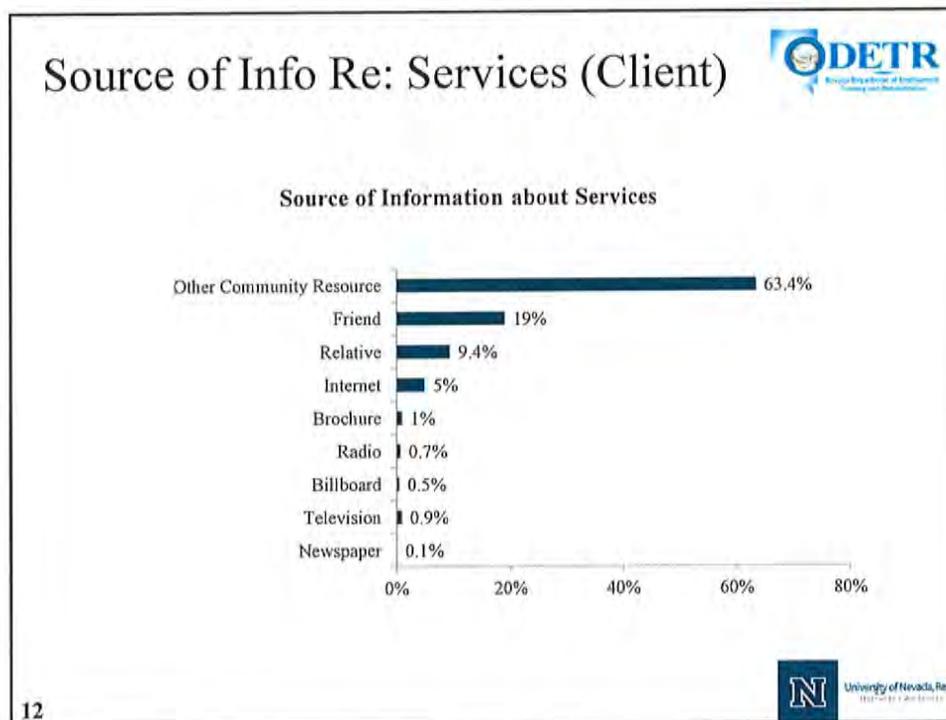
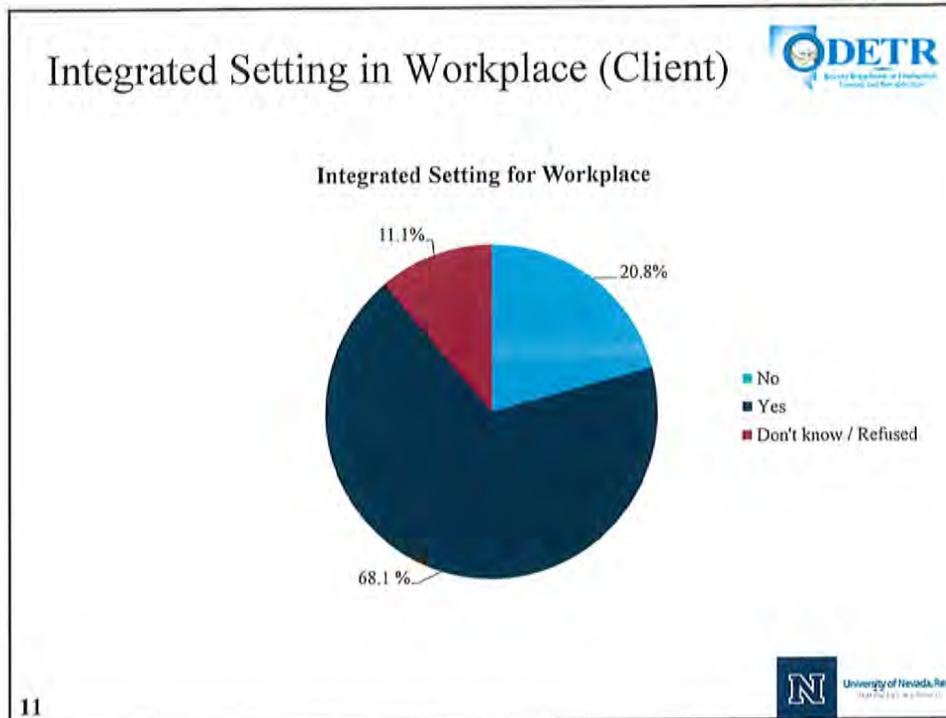
General Client Satisfaction Survey

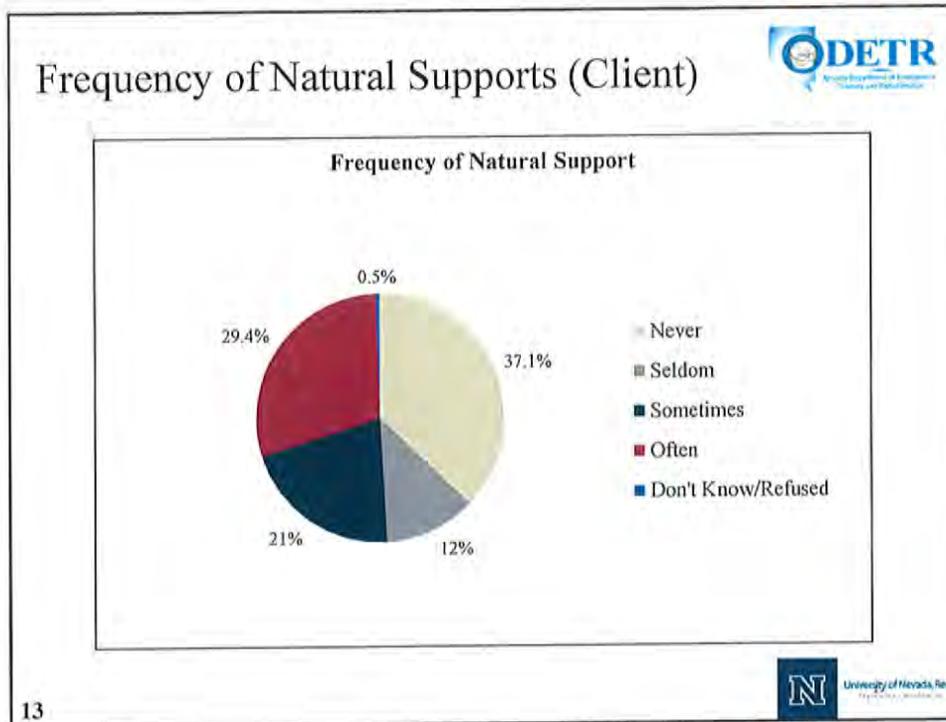
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- ### Changes to IMPROVE the program? (Client)
- **Improvement of counselors' disability experience and knowledge**
 - **Updates/follow-up with counselors**
 - **More information/advertisements about services for the general public**
-
- 14

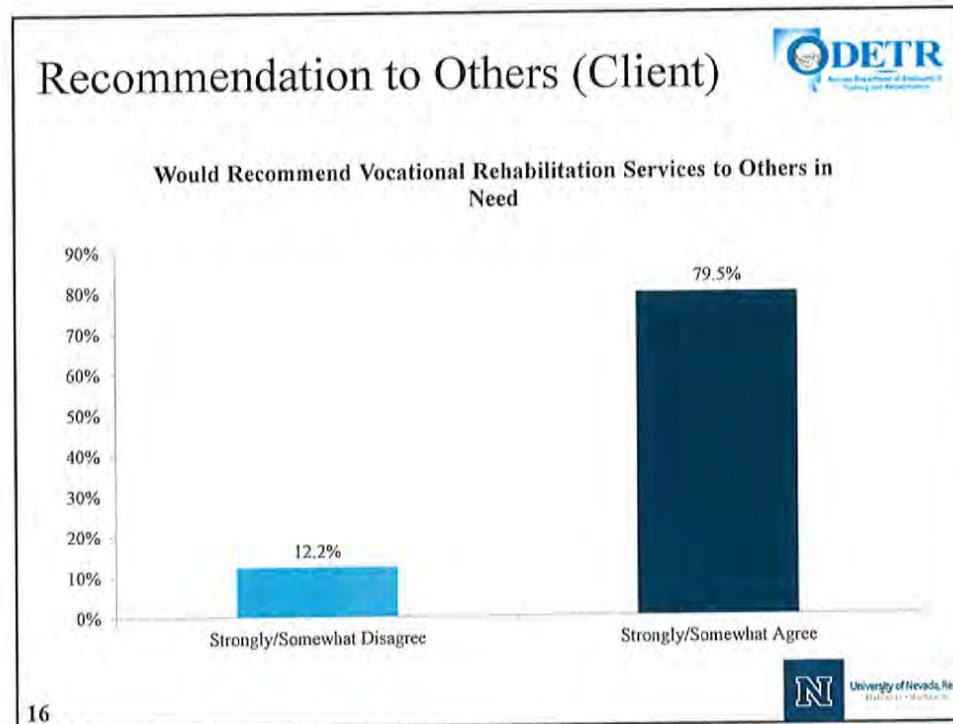
Continue in the program? (Client)



- Work Related Resources
- Courses
- Assessments



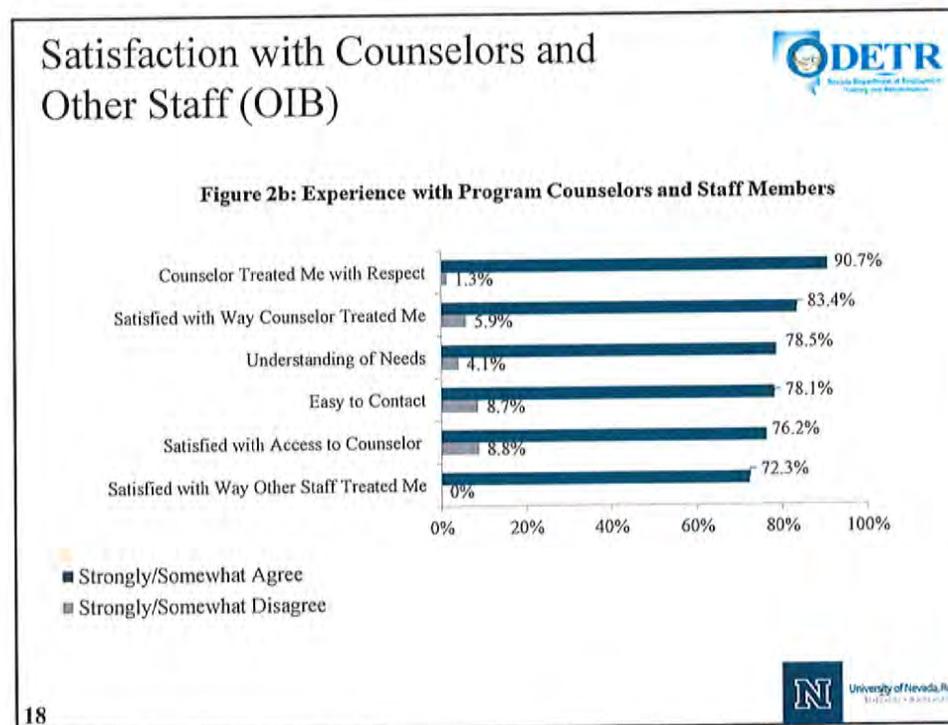
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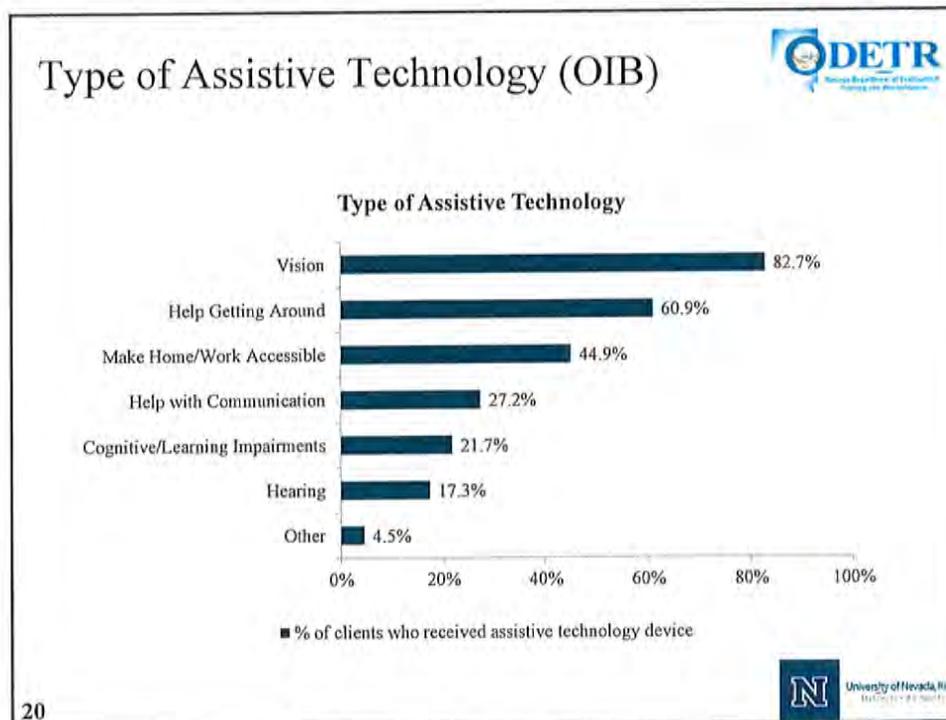
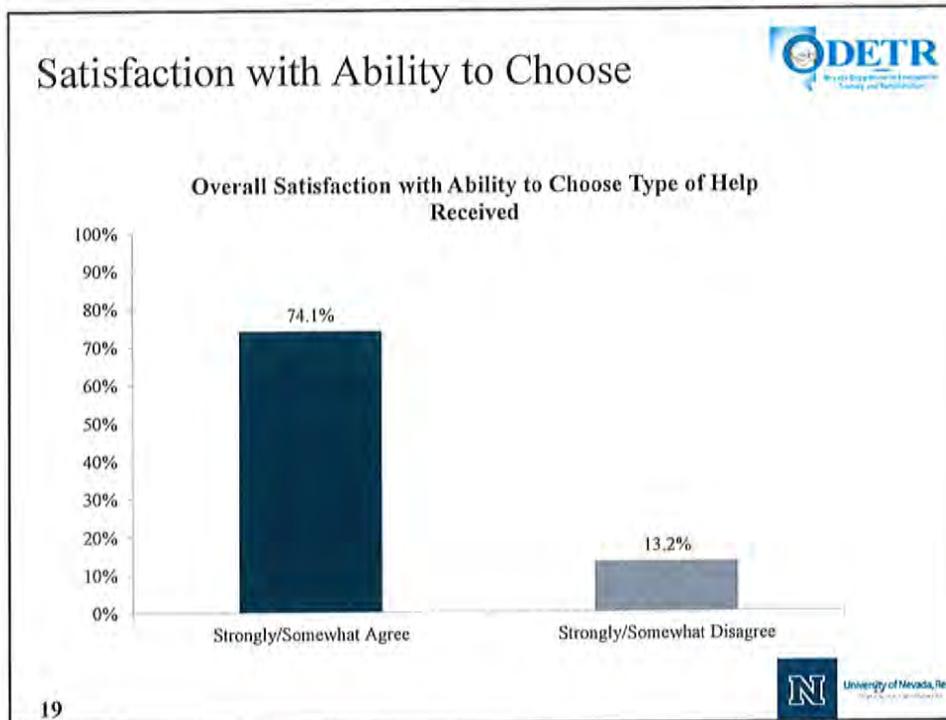


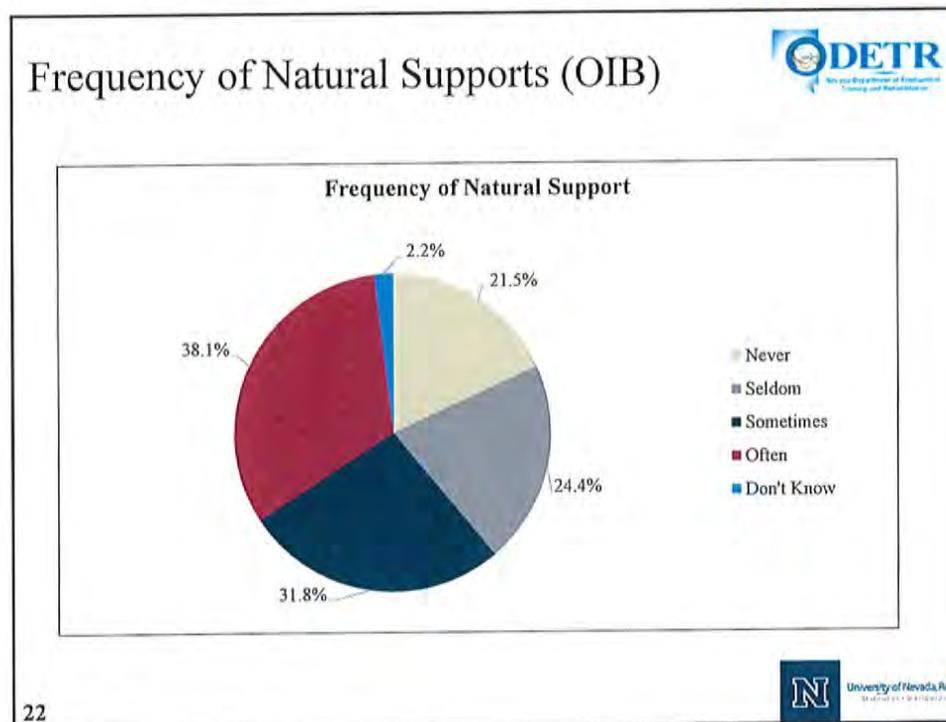
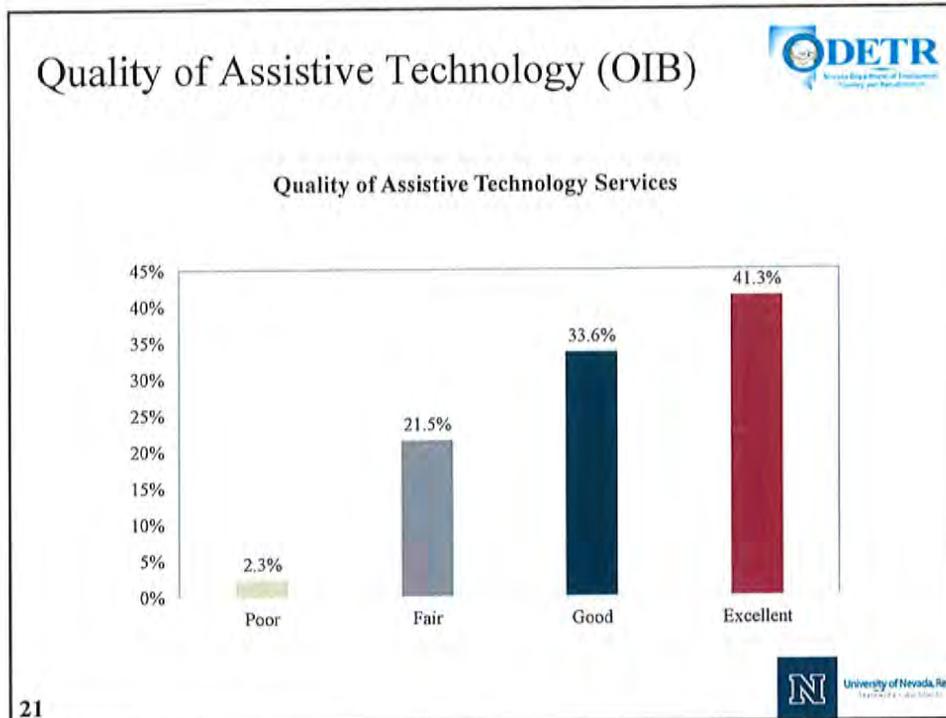


Older Individuals Who are Blind (OIB) Satisfaction Survey

17







Changes to IMPROVE the program? (OIB)



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



23

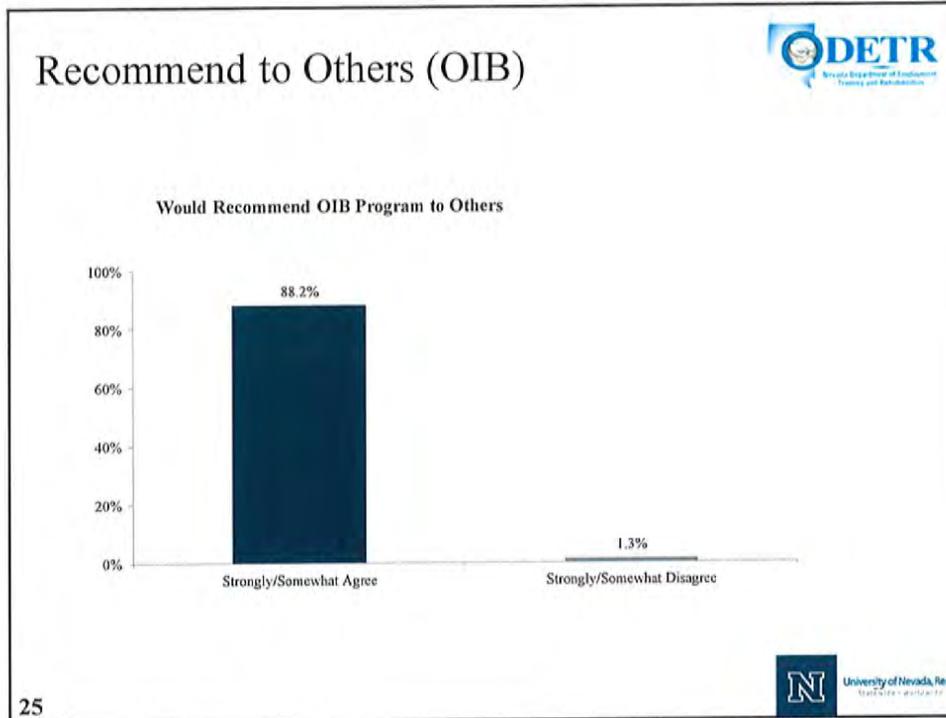
Continue in the Program? (OIB)

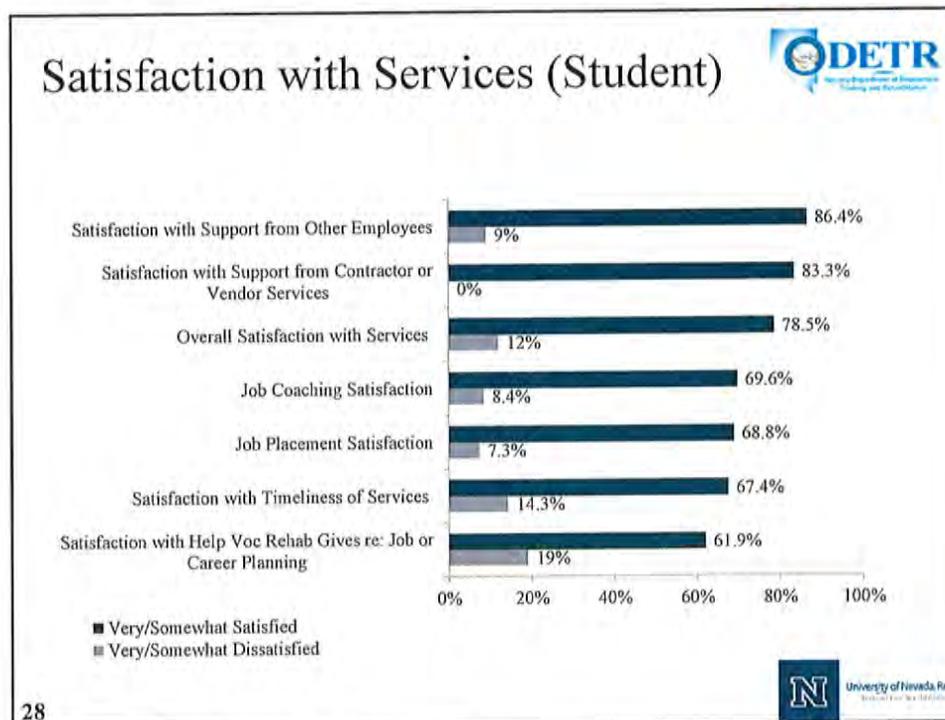
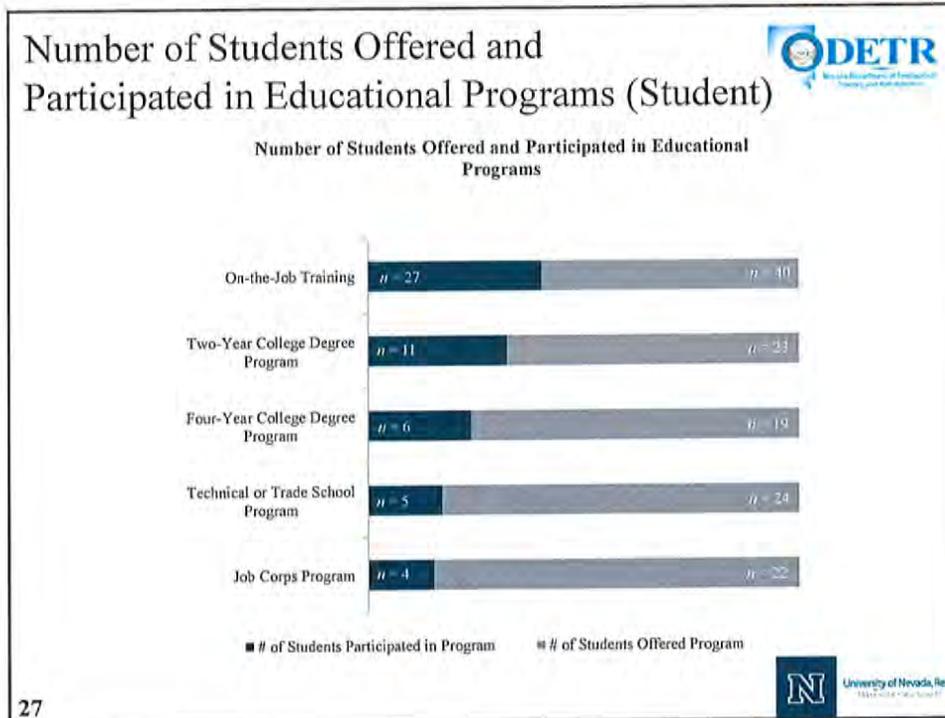


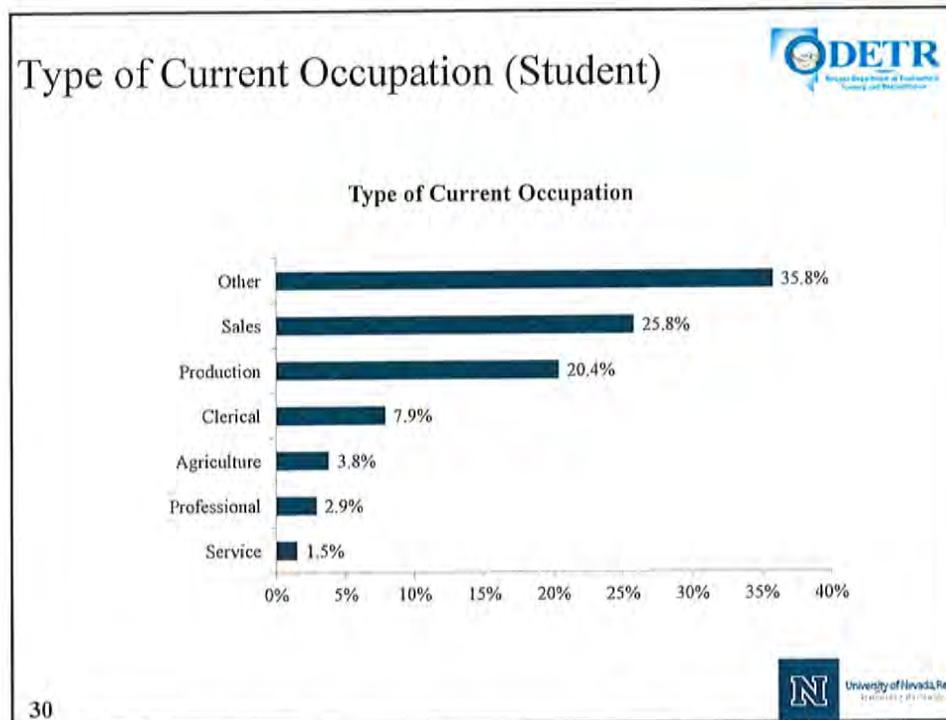
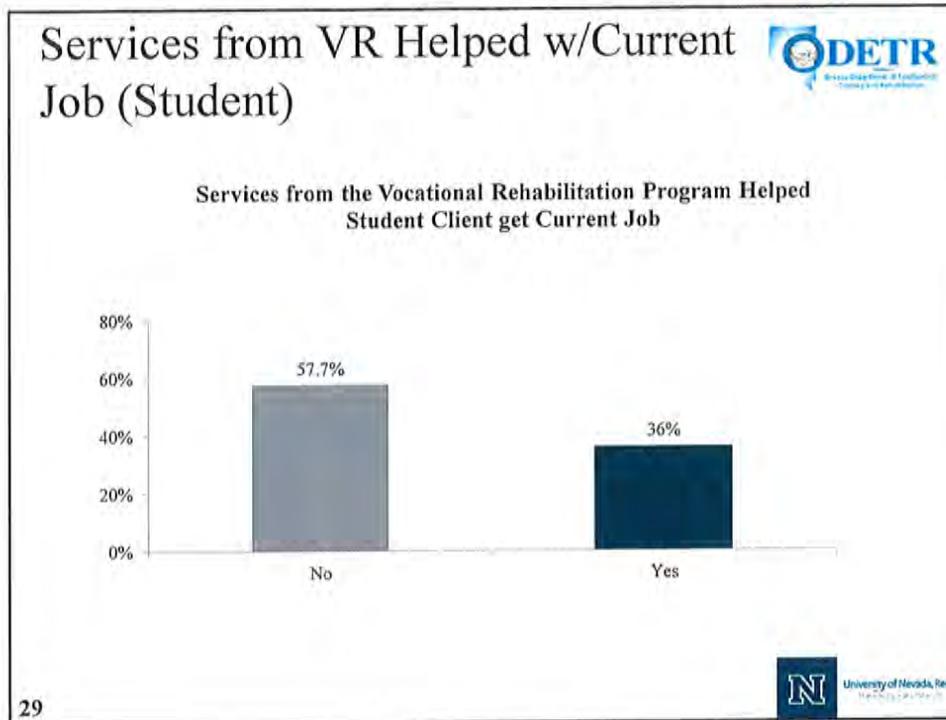
- **Counselors/Staff**
- **Equipment/Training**

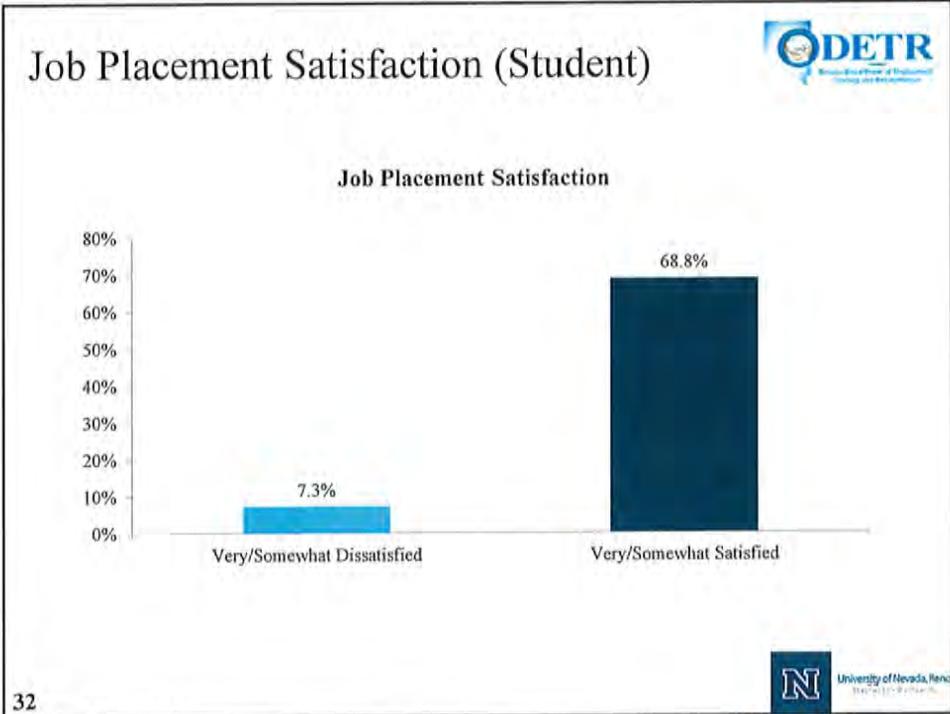
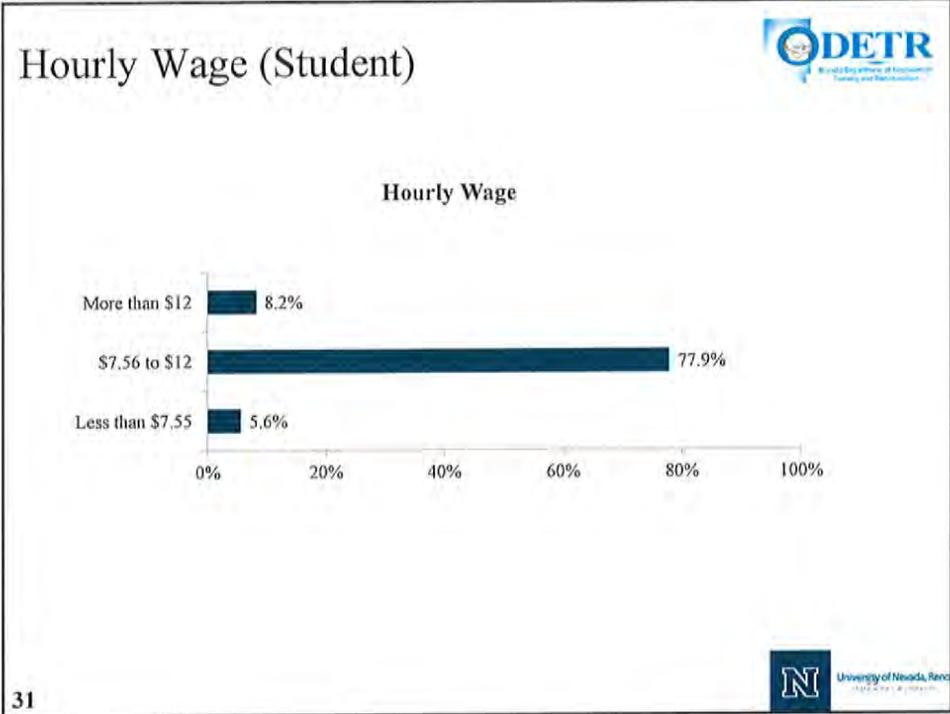


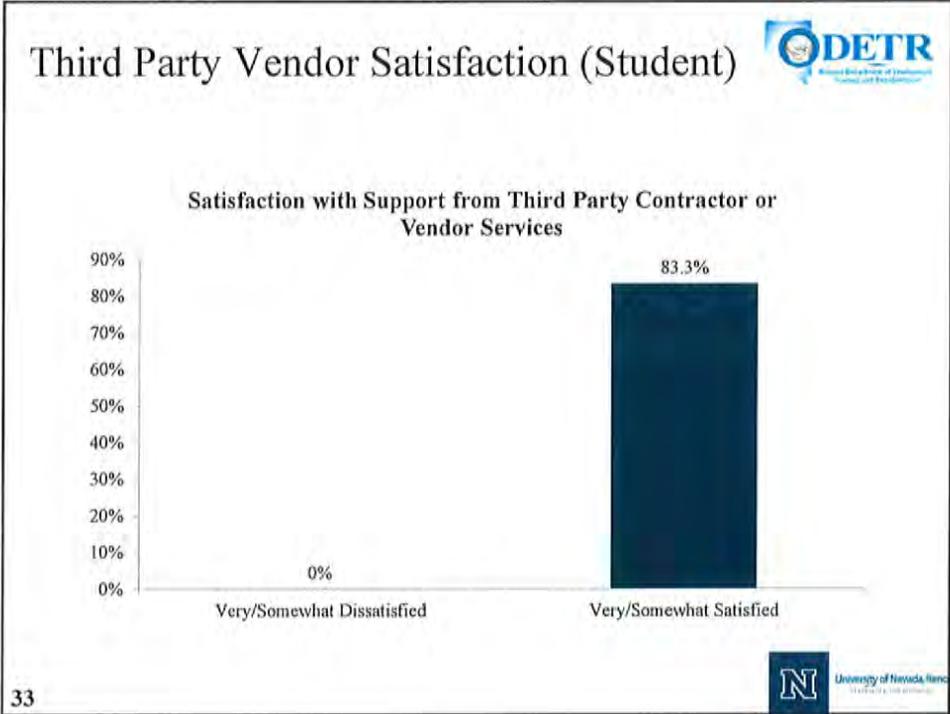
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- ### Changes to IMPROVE the program? (Student)
- **Counselors/Staff**
 - **Needs of Clients**
 - **Job Placement Needs**
-
- 34
-

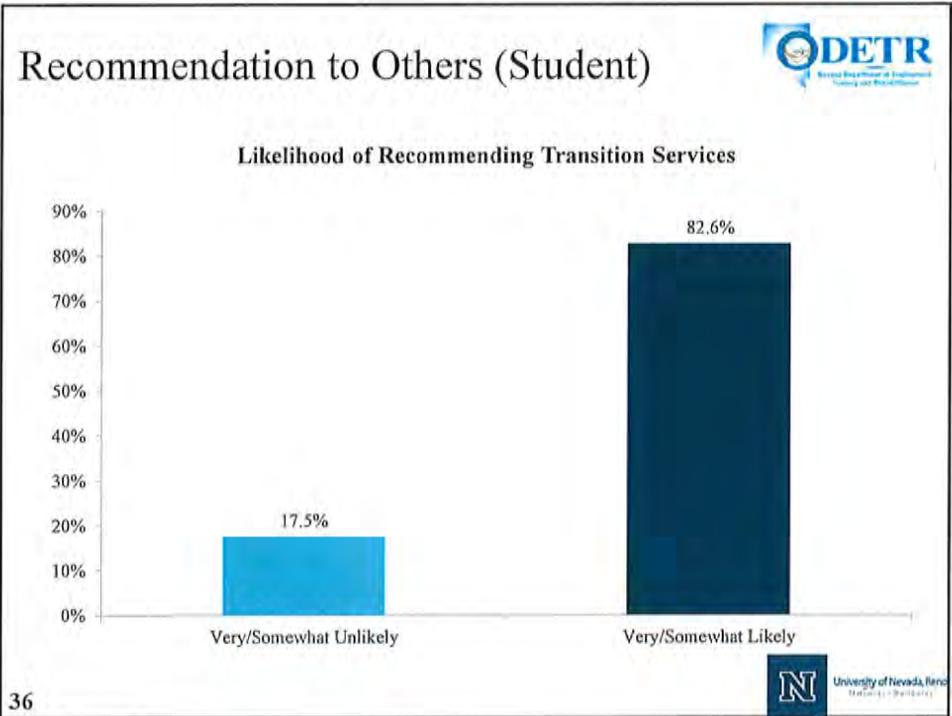
Continue in the program? (Student)



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



35

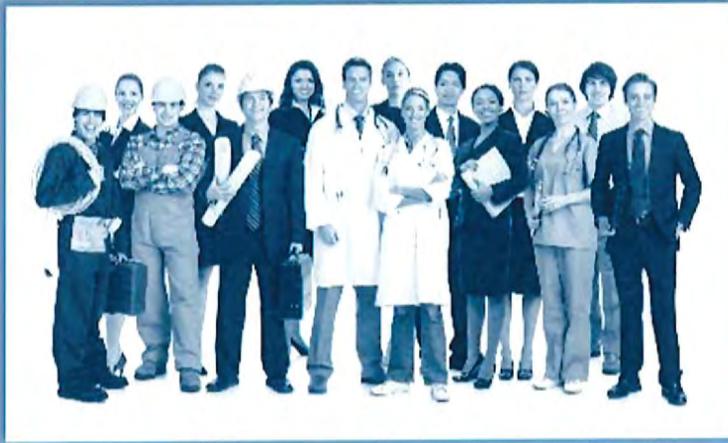


The slide features a white background with a black border. In the top right corner is the ODETR logo, which includes a circular icon with a gear and the text 'ODETR Nevada Department of Transportation Training and Certification'. In the center, the text 'Thank You!' and 'Any Questions?' is displayed in a large, blue, serif font. In the bottom left corner is the number '37'. In the bottom right corner is the University of Nevada, Reno logo, which includes a blue square with a white 'N' and the text 'University of Nevada, Reno'.



University of Nevada, Reno
Statewide • Worldwide

Federal FY 2015
(Service Dates: Oct 2014 – Sept 2015)



Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division

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

Report Date: August 29, 2016



Ann E. Jones, M.A.
Graduate Research Assistant,

Michael J. Doane, M.A.
Graduate Research Assistant, CRDA

Veronica B. Dahir, Ph.D.¹
Director, Survey Operations Lab
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Table of Contents

Executive Summary	5
General Clients	5
Older Individuals Who Are Blind	6
Transition Students.....	6
Introduction	8
Methodology	8
General Clients.....	9
Older Individuals Who Are Blind	12
Transition Students.....	14
Results: General Client Population	16
Satisfaction with the Vocational Rehabilitation Division	16
Experiences with the Vocational Rehabilitation Program, Counselors, and Other Staff.....	18
Other Rehabilitation Staff Members	20
Ability to Choose	21
Overall Satisfaction with Services Received from the Vocational Rehabilitation Program.....	22
Program Recommendation	23
Specific Services: Client Utilization and Satisfaction.....	23
Counselor-Based Assessment.....	24
Community-Based Assessment	24
Assistive Technology	25
Type of Assistive Technology.....	25
Transportation.....	26
Interpreter	26
On-the-Job Training	27
Post-Employment	27
Currently Employed Clients.....	28
Employment Benefits	28
Attitudes about Current Employment.....	29
Source of Information about Services	31
Format of Information	31
Natural Support	32
Client Reactions and Suggestions	32

Service Location.....	32
Results: Older Individuals Who Are Blind Population.....	34
Satisfaction with the Older Individuals Who Are Blind Program	34
Experience with Program Counselors and Other Staff	34
Ability to Choose	35
Satisfaction with Services Received	36
Recommending the Program to Others	36
Employment Information	37
Assistive Technology Services.....	37
Service Locations	39
Source of Information about Services	40
Format of Information	40
Natural Support	41
Results: Transition Student Population.....	42
Satisfaction with Overall Services of Vocational Rehabilitation Division	42
Experiences and Satisfaction with the High School Program.....	43
Experiences and Satisfaction with Other	44
Educational Programs	44
GED Program	44
Technical or Trade School Program.....	44
On-the-Job Training Program.....	45
Two-Year College Degree Program	45
Four-Year College Degree Program.....	45
Job Corps Program	45
General Employment History and Satisfaction.....	47
Current Employment	47
Unemployment.....	50
General Experiences and Satisfaction with Job Placement, Job Coaching, and Other Support Services	50
Job Placement.....	51
Job Coaching	52
Other support from Vocational Rehabilitation employees other than your Counselor	53
Third Party Contractor or Vendor Services.....	54
Assistive Technology Devices	55
Recommendations of Transition Student Services.....	56

Source of Information about Services.....	56
Format of Information.....	57
Natural Support.....	57
Service Locations.....	58
Appendix A: Post-Weighting Methodology.....	59
Appendix B: Satisfaction Surveys.....	61
General Client Satisfaction Survey.....	62
OIB Satisfaction Survey.....	81
Transition Student Satisfaction Survey.....	92
Appendix C: Cover Letter Invitations.....	115
Cover Letter Invitation to General Clients.....	116
Cover Letter Invitation to OIB Clients.....	117
Cover Letter Invitation to Student Clients.....	118
Appendix D: Website Information about Study.....	119
Client FAQ.....	120
OIB Client FAQ.....	123
Student Client FAQ.....	126
Appendix E: List of Nevada Areas Called.....	129
Appendix F: Open-Ended Response Themes.....	131
General Client: Improvement to the Program.....	132
General Client: Positive Aspects of Program.....	134
OIB: Improvement to the Program.....	135
OIB: Positive Aspects of Program.....	136
Student: Improvement to the Program.....	137
Student: Positive Aspects of Program.....	138

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 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.

Introduction

Mixed-mode telephone and web-based surveys were conducted by the Center for Research Design and Analysis (herein referred to as the “Center” or “CRDA”) to assess clients’ satisfaction with the Vocational Rehabilitation services provided by the State of Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division (herein referred to as “the Division”). Data collection occurred quarterly between January 2015 and December 2015. Three surveys were conducted in total, one survey for each of the three populations that DETR assists: general clients, older individuals who are blind, and transition students.

Post-stratification weighting was used to make the responses from the samples better reflect the three populations of clients. During analyses, weights were applied so that the responses from each group were represented in the overall results, in proportion to their real size in the population. This strategy corrects for inaccurate conclusions that can be drawn if the survey over-represented some groups, while under-representing others. Detailed information regarding the weighting methodology is provided in Appendix A. All tables listed in the report indicate confidence intervals (C.I.), the unweighted sample response frequency (*n*), and the weighted prevalence rates in percentages (%).¹ Throughout the text of this report, all results mentioned refer to the weighted analyses, unless otherwise stated.

The surveys utilized instruments that were used during the previous year for the same assessment objectives. Copy of the telephone version of the survey instruments are presented in Appendix B. The web-based version of the surveys contained identical items; however, the introductory section was omitted. Web-based versions of the surveys were available for general clients and transition students only. Appendix C contains examples of the introductory letters that were mailed to clients and Appendix D contains website information about the survey. Further, Appendix E contains a list of all areas within Nevada called for this survey. All Figures are located within the text of the report. In addition, the most common responses from the open-ended items are found in Appendix F.

Methodology

The sampling frame for the survey was drawn from a list of all rehabilitation clients who were deemed eligible to receive services between October 1, 2014 and September 30, 2015. The population list was provided to CRDA in quarters. Clients who received services from October 1, 2014 – December 31, 2014 were part of first quarter. Clients who received services from January 1, 2015 – March 31, 2015 were second quarter. Clients who received services from April 1, 2015 – June 30, 2015 were third quarter. Finally, clients who received services from July 1, 2015 – September 30, 2015 were part of the fourth quarter distribution. The sampling

¹ For all tables:

- C.I. = Confidence Interval. The points (range) between which the true population parameter (population estimate) will fall 95% of the time, if statistical assumptions regarding sampling are met.
- “N”= sample response frequency (unweighted).
- “%”= weighted prevalence rates.

frame was provided by the Division in this manner to ensure that potential participants were contacted using the most up to date information possible. Thus, recruitment of first quarter participants was able to commence in January 2015 rather than October 2015, which would have been the case if the entire sampling frame had been provided at once in September 2015.

The total list that was provided by the Division comprised all clients who went through the Application and Eligibility processes. Once they had been determined eligible, a plan was developed for services. Only those clients deemed eligible for services were included in the sampling frame provided by the Division. Again, it should be noted that only weighted results are reported.

The calling protocol for contacting clients was set at 8 call attempts. In addition, it was determined by the Division and CRDA that CRDA's 1-800 telephone number would be left on answering machines on the 3rd, 6th, and 8th call attempts. Additionally, the website address for the survey was left on answering machines on the 6th call attempt. CRDA also called back all "soft" refusals.² Thus, the calling protocol was 8 call attempts with no contact, two "soft" refusals, or one "hard" refusal, regardless of the number of call attempts made.

General Clients

The total population originally contained 1,705 clients. From this list, 191 were removed because they did not keep in contact with DETR, did not have contact information, were deceased, or no longer lived in Nevada. This process resulted in a final population of 1514 clients. A total of 655 surveys were completed. For this survey, the entire population was sampled. Table 1a illustrates how the client population and final number of completed interviews were represented by stratum.

Table 1a: General Client Population and Completed Surveys by Stratum

STRATUM	CLIENT POPULATION	COMPLETED SURVEYS
Southern Nevada	770 (50.9%)	318 (48.6%)
Northern Nevada	557 (36.8%)	243 (37.1%)
Rural Nevada	187 (12.4%)	94 (14.4%)
Total	1514 (100%)	655 (100%)

All clients were sent a cover letter introducing the survey and an invitation to participate in either the telephone or web-based version of the survey (see Appendix C). All prospective participants were told that CRDA staff members would be contacting them within two to three weeks of receiving the letter. Letters to the clients also included information regarding the incentive to

² A "soft" refusal is considered one in which the informant (the person that answered the phone) or the respondent (the client), seemed interested in participating but the interviewer just called at an inconvenient time (e.g., "We're in the middle of dinner," "I was just running out the door.>"). A "hard" refusal is a call where the informant or the respondent is rude to the interviewer, uses profanity, or says something like, "Take me off your list!" or "Don't ever call!"

participate (i.e., chance to win one of four prepaid \$50 VISA gift cards) and directions to visit CRDA's website should participants require further information. The informational website included a description of the study, information about the Division and CRDA, and answers to frequently asked questions (see Appendix D). A total of 165 introduction letters were returned to the Center and were not forwarded.

There were 150 phone numbers provided by the Division that were no longer correct or disconnected. The accuracy of a further 270 numbers could not be determined because no one in the residence answered the telephone over the course of the 8 call attempt protocol. Four clients had impairments too severe to complete the interview. Five otherwise eligible client could not complete the interview because they were out of the state or not at his or her place of residence for the duration of data collection.

A total of 655 interviews were completed (633 on the telephone, 12 on the internet), for a raw response rate of 43% (655 out of 1514). Of the 1514 eligible clients in the population, 842 were contacted via phone and deemed eligible for phone participation. Of these 842 participants, 643 completed the entire interview, 3 partially completed the interview, 24 refused to participate, and 144 never started the interview and never refused. Excluding the respondents that were never reached, a cooperation rate of 78% (655 out of 842) was achieved for both the telephone and web interviews.

Relatively equal numbers of men (54%) and women (46%) received services from the Vocational Rehabilitation Division and the largest age groups of clients was between the ages of 55 to 64 (21%) and 45 to 54 (24%; see Table 2a). The majority of clients identify as White (64%), while the minority of clients identified with another racial category (36%). The largest group of clients was located in the Southern stratum of the state (51%), with smaller numbers in the Northern (37%) and Rural (12%) strata. The Division serves clients with a wide variety of impairments, of which the most common were "cognitive impairments" (22%), "psychosocial impairments" (15%), "other physical impairments" (9%), and "other mental impairments" (8%; see Table 2a).

Table 2a: Characteristics of the General Client Population

	Response Frequency (N)	Weighted Response Frequency (N)	Weighted Response Rate (%)	C.I. (95%)
Total	655	1514	100%	(100.0-100.0)
Female	317 ^a	693 ^b	41.78% ^c	(41.78-49.82) ^d
Male	338	821	54.20	(50.18-58.22)
<=24	57	152	10.03	(7.24-12.82)
Age 25 to 34	122	315	20.79	(17.39-24.19)
Age 35 to 44	109	282	18.60	(15.39-21.81)
Age 45 to 54	153	364	24.05	(20.61-27.49)
Age 55 to 64	167	311	20.56	(17.59-23.52)
Age 65 or older	47	91	5.98	(4.21-7.73)
Southern	318	774	51.15	(47.10-55.19)
Northern	243	555	36.63	(32.70-40.57)
Rural	94	185	12.22	(9.76-14.69)
White	419	964	63.70	(59.80-67.60)
Non-White	236	550	36.30	(32.40-40.20)
Blindness	33	79	5.24	(3.41-7.06)
Cognitive Impairments	140	345	22.77	(19.35-26.19)
Communicative Impairments	6	25	1.62	(0.00-3.43)
Deafness, Communication Auditory	15	36	2.38	(1.14-3.61)
Deafness, Communication Visual	10	24	1.61	(0.56-2.65)
General Physical Debilitation	31	72	4.72	(3.02-6.43)
Hearing Loss, Communication Auditory	30	62	4.08	(2.56-5.61)
Hearing Loss, Communication Visual	1	3	1.89	(0.00-0.52)
Manipulation / Dexterity	13	29	1.89	(0.81-2.95)
Mobility and Manipulation	7	16	1.08	(0.26-1.90)
Mobility Orthopedic / Neurological Impairments	47	104	6.90	(4.93-8.86)
Other Hearing Impairments	47	102	6.72	(4.79-8.65)
Other Mental Impairments	58	128	8.42	(7.26-11.70)
Other Orthopedic Impairments	34	70	4.64	(3.07-6.21)
Other Physical Impairments	69	144	9.48	(7.26-11.70)
Other Visual Impairments	22	47	3.09	(1.76-4.41)
Psychosocial Impairments	91	228	15.03	(12.07-17.98)
Respiratory Impairments	1	2.51	0.17	(0.00-0.49)

a. Response frequency is the number of participants in the sample for each category. For example, 317 of all participants in the sample are female. b. Weighted response frequency is the approximate number of individuals in the population that is represented by the sample after accounting for differential sampling. For example, 317 females in the sample is equivalent to 693 females in the entire client population. c. Weighted response rate is the approximate proportion of individuals in the population that is represented by the sample after accounting for differential sampling. For example, the 317 females in the sample represent 41.78% of the population. d. Confidence Interval (C. I.) means that 95% of the time, the "true point estimate" will fall between the lower and upper bounds of the 95%. For example, the true percentages of females in the population (based on the 317 females from the sample) will fall between 41.78% and 49.82%.

Older Individuals Who Are Blind

The total population originally contained 170 clients. From this list, four were removed because they did not keep in contact with DETR, did not have contact information, were deceased, or no longer lived in Nevada. This process resulted in a final population of 166 clients. For this survey, the entire population was sampled. Table 1b illustrates how the OIB population and final number of completed interviews were represented by stratum.

Table 1b: OIB Population and Completed Surveys by Stratum

STRATUM	OIB POPULATION	COMPLETED SURVEYS
Southern Nevada	95 (57.2%)	34 (55.3%)
Northern Nevada	42 (25.3%)	20 (28.1%)
Rural Nevada	29 (17.5%)	12 (27.47%)
Total	166 (100%)	66 (100%)

All OIB clients were sent a letter introducing the survey and inviting them to participate (see Appendix C). All prospective participants were told that CRDA staff members would be contacting them within two to three weeks of receiving the letter. Letters to the clients also included information regarding the incentive to participate (i.e., chance to win one of two prepaid \$50.00 VISA gift cards) and directions to visit the CRDA's website should participants require further information about the study. The informational website included a description of the study, information about the Division and CRDA, and answers to frequently asked questions (see Appendix D). A total of 8 introduction letters were returned to the Center and not forwarded. Only a phone survey was conducted for OIB participants.

Interviewers were unable to interview 46 clients for various reasons. For instance, there were 24 phone numbers provided by the Division that were no longer correct or were disconnected. Another 4 were deemed to be ineligible because they said they had never received any services from the Division. Five clients had impairments too severe to complete the interview. Finally, one client was away for the duration of the survey.

A total of 66 interviews were completed via phone only, for a raw response rate of 40% (66 out of 166). Of the 166 eligible clients in the population, 112 were contacted via phone and deemed eligible for participation. Of these 112, 2 refused to participate, and 1 never started the interview and never refused. Another 38 respondents were unable to be interviewed, therefore, a cooperation rate of 89% (66 out of 74) was achieved.

More females (69%) than males (31%) received services through the Older Individuals Who Are Blind Program (see Table 2b). Approximately 52% of OIB clients were below the age of 75, while 24% were between the ages of 75-84 and 24% were age 85 or older. The majority of clients were located in the Southern stratum of the state (55%), with smaller numbers in the

Northern (28%) and Rural (17%) strata. Most OIB clients were white (81%) compared to those who identified with other racial categories (19%). OIB clients have a small number of impairments, of which the most common were “legally blind” (40%), “severe visual impairment” (28%), “cardiac” (20%), and “cancer” (4%; see Table 2).

Table 2b: Characteristics of OIB population

	Response Frequency (N)	Weighted Response Frequency (N)	Weighted Response Rate (%)	C.I. (95%)
Total	66	166	100%	(100.0-100.0)
Female	46 ^a	114 ^b	68.7 ^c	(56.08-81.39) ^d
Male	20	52	31.3	(18.61-43.92)
<=74	33	87	52.4	(39.40-65.44)
Age 75-84	17	40	24.0	(13.26-34.66)
Age 85 or older	16	39	23.62	(12.85-34.38)
Southern	34	92	55.3	(42.45-68.16)
Northern	20	47	28.1	(16.96-39.32)
Rural	12	27	16.6	(7.20-25.91)
White	58	135	81.1	(68.57-93.54)
Non-White	8	31	18.9	(6.46-31.43)
Legally Blind	296	67	40.2	(27.39-53.04)
Severe Visual Impairment	17	46	27.6	(15.22-40.04)
Cardiac	15	34	20.2	(10.47-30.00)
Cancer	3	7	4.1	(0.00-8.86)
Total Blindness	2	5	3.1	(0.00-8.87)
Diabetes Mellitus	1	3	1.9	(0.00-5.78)
End State Renal Disease	1	2	1.4	(0.00-4.14)

a. Response frequency is the number of participants in the sample for each category. For example, 46 of all participants in the sample are female. b. Weighted response frequency is the approximate number of individuals in the population that is represented by the sample after accounting for differential sampling. For example, 46 females in the sample is equivalent to 114 females in the entire client population. c. Weighted response rate is the approximate proportion of individuals in the population that is represented by the sample after accounting for differential sampling. For example, the 46 females in the sample represent 68.7% of the population. d. Confidence Interval (C. I.) means that 95% of the time, the "true point estimate" will fall between the lower and upper bounds of the 95%. For example, the true percentages of females in the population (based on the 46 females from the sample) will fall between 56.08% and 81.39%.

Transition Students

The total population originally contained 334 clients. From this completed list, one student was removed because they did not keep in contact with DETR, did not have contact information, were deceased, or no longer lived in Nevada. This process resulted in a final population of 333 transition students. For this survey, the entire population was sampled. Table 1c illustrates how the student population and final number of completed interviews were represented by stratum.

Table 1c: Transition Student Population and Completed Surveys by Stratum

STRATUM	STUDENT POPULATION	COMPLETED SURVEYS
Southern Nevada	185 (55.6%)	35 (56.0%)
Northern Nevada	91 (27.3%)	29 (27.1%)
Rural Nevada	57 (17.1%)	21 (16.9%)
Total	333 (100%)	85 (100%)

The 333 individuals in the transition student population were sent a cover letter that introduced the survey, detailed the incentive for participation (i.e., chance to win one of six prepaid \$50 Visa gift cards), and provided directions on how to participate by either telephone or web (see Appendix C). Two to three weeks later, transition students were contacted by Center interviewers via telephone to participate in the survey. A total of 22 letters were returned to the CRDA and not forwarded.

A total of 85 interviews were completed on the telephone, for a raw response rate of 27% (85 out of 333). Of the 333 transition students interviewers attempted to contact, 244 were not successfully contacted or were unable to participate. Specifically, there were 36 numbers provided by the Division that were no longer correct or were disconnected. The accuracy of a further 119 numbers could not be determined because no one in the residence ever answered the telephone over the course of the 8 call protocol.

A total of 97 eligible transition students, of the 333 student clients called, were successfully contacted by telephone and eligible for participation. Of these, 85 completed the interview over the phone, one refused to participate, and four never started the interview and never refused. Excluding the respondents that were never reached or were ineligible, a cooperation rate of 88% (85 out of 97 successfully contacted) was achieved.

A majority of the transition student clients are located in the Southern stratum of the state (44%), with smaller numbers located in the Northern stratum (27%) and Rural stratum (17%; see Table 2c). There are more men than women (66% vs. 34% respectively) who received the Division's Transition Student services. The majority of transition student clients were 19 years of age or older (93%). Under half of clients identified as White (39%). The largest majority of impairments of the transition student clients are cognitive (70%), followed by "psychosocial impairments" (7%) and "other mental impairments" (4%; see Table 2c). The majority of students had enrolled in a high school program (97%) and on-the-job training program (64%).

Table 2c: Characteristics of Student population

	Response Frequency (N)	Weighted Response Frequency (N)	Weighted Response Rate (%)	C.I. (95%)
Total	85	333	100%	(100.0-100.0)
Female	34 ^a	114 ^b	34.29 ^c	(23.18-45.41) ^d
Male	51	219	65.71	(54.59-76.82)
<=18	7	23	7.00	(01.64-12.37)
Age 19 or older	78	310	93.00	(87.63-98.36)
Southern	35	187	56.03	(44.00-68.05)
Northern	29	90	27.12	(17.23-37.02)
Rural	21	56	16.85	(09.48-24.22)
White	24	130	39.19	(25.62-52.76)
Non-White	61	203	60.81	(47.24-74.38)
Mobility Orthopedic/Neurological Impairments	1	4	1.21	(00.00-03.64)
Other Hearing Impairments	1	3	0.86	(00.00-02.59)
Communication Impairments	1	3	0.89	(00.00-02.65)
Other Mental Impairments	4	12	3.71	(00.00-07.46)
Other Physical Impairments	1	3	0.89	(00.00-02.65)
Cognitive Impairments	64	263	78.90	(69.94-87.86)
Psychosocial Impairments	6	23	6.87	(01.27-12.68)
Other Orthopedic Impairments	1	3	0.88	(00.00-02.65)
Blindness	1	4	1.22	(00.00-03.64)
Deafness, Communication Auditory	1	3	0.89	(00.00-02.65)
Deafness, Communication Visual	1	4	1.22	(00.00-03.64)
Hearing Loss, Communication Auditory	1	3	0.89	(00.00-02.65)
Mobility and Manipulation	1	2	0.73	(00.00-02.23)
Other Visual Impairments	1	3	0.82	(00.00-0.245)
High School: Yes	82	324	97.41	(94.27-100.00)
GED Program: Yes	4	23	6.99	(00.00-15.10)
Technical or Trade School: Yes	5	13	13.76	(00.78-26.73)
2-Year College Degree: Yes	11	39	49.19	(26.01-72.37)
4-Year College Degree: Yes	6	19	30.63	(07.36-53.91)
On-the-Job Training: Yes	27	107	63.56	(44.29-82.82)
Job Corps: Yes	4	23	26.41	(00.00-54.57)

a. Response frequency is the number of participants in the sample for each category. For example, 34 of all participants in the sample are female. b. Weighted response frequency is the approximate number of individuals in the population that is represented by the sample after accounting for differential sampling. For example, 34 females in the sample is equivalent to 114 females in the entire client population. c. Weighted response rate is the approximate proportion of individuals in the population that is represented by the sample after accounting for differential sampling. For example, the 34 females in the sample represent 34.29% of the population. d. Confidence Interval (C. I.) means that 95% of the time, the "true point estimate" will fall between the lower and upper bounds of the 95%. For example, the true percentages of females in the population (based on the 34 females from the sample) will fall between 23.17% and 45.41%.

Results: General Client Population

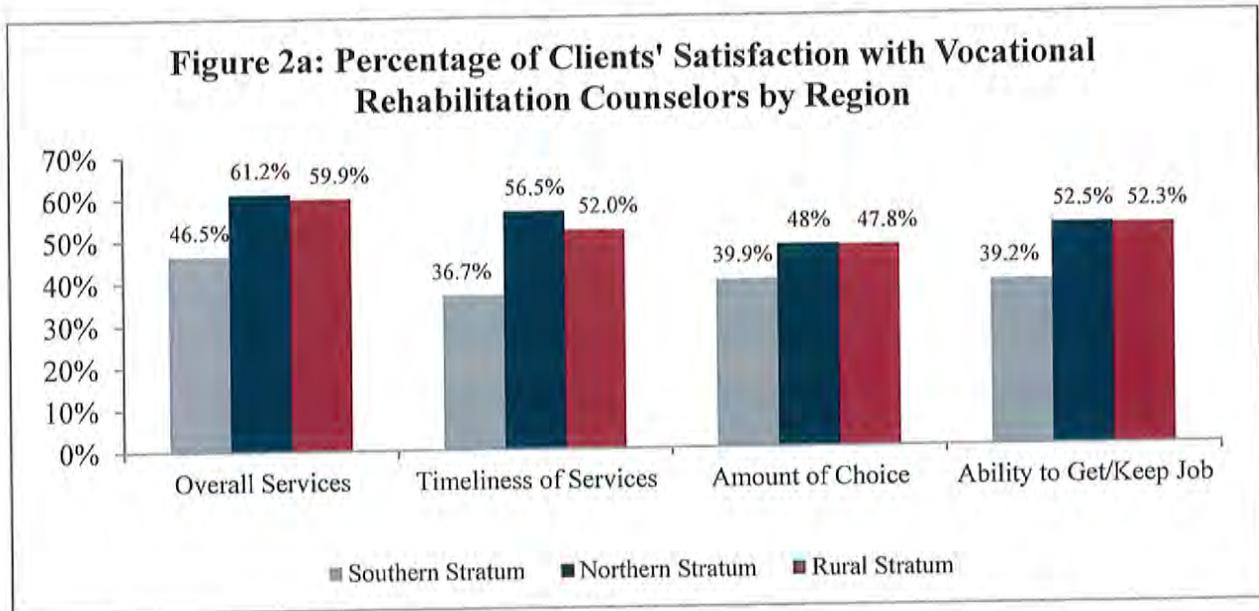
Satisfaction with the Vocational Rehabilitation Division

Clients were asked several questions to assess their level of satisfaction with specific aspects of the Vocational Rehabilitation Division. Overall, the majority of clients indicated that they were satisfied with the Division (see Figure 1a).

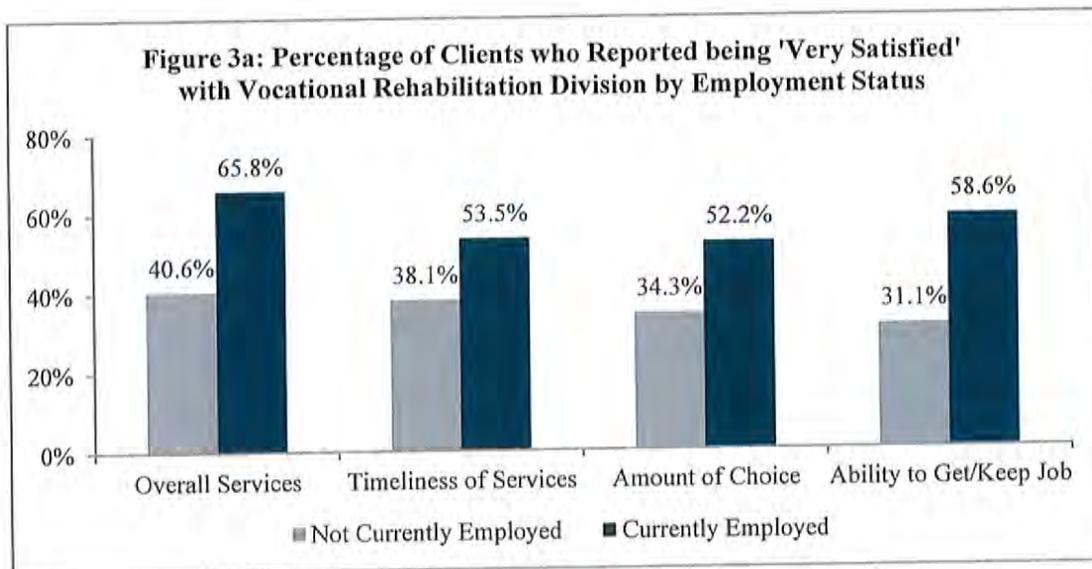
Approximately 73% percent of all clients were “somewhat” or “very satisfied” with the overall services they received from the Vocational Rehabilitation Program, whereas approximately 14% were “somewhat” or “very dissatisfied” (see Figure 1a). Slightly fewer clients were satisfied with the timeliness of the services they received (69% satisfied and 17% dissatisfied), the amount of choice between providers of services (66% satisfied and 18% dissatisfied), and the ability of the program to help clients get or keep a job (63% satisfied and 23% dissatisfied).



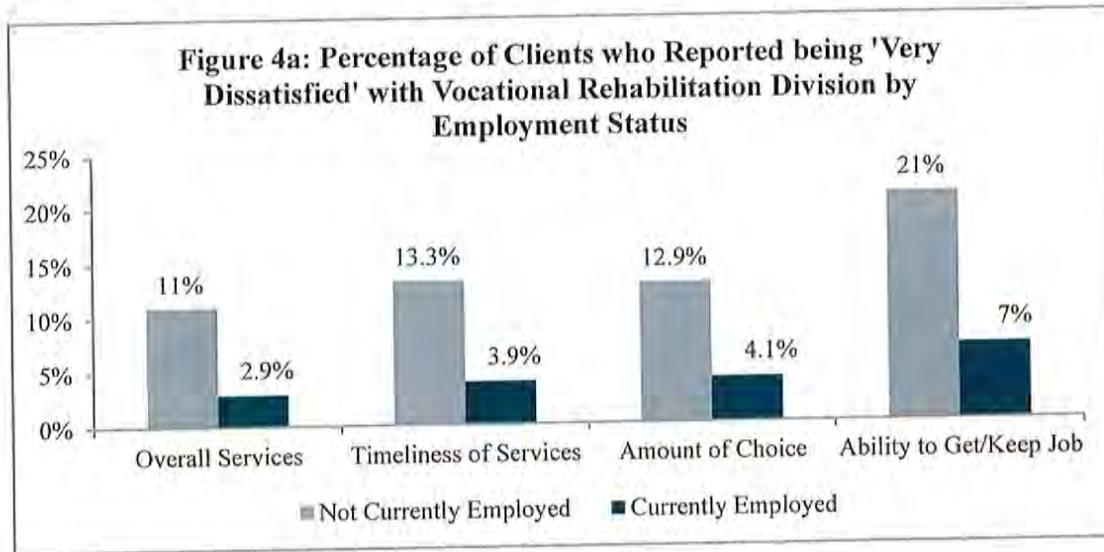
There were differences in satisfaction with overall services received from the Vocational Rehabilitation Program by region: clients in the southern region were less likely to be “very satisfied” with the services (47%) relative to clients in the northern (61%) and rural regions (60%; see Figure 2a). This difference in satisfaction by region was consistent for timeliness of services and amount of choice between providers of services (see Figure 2a).



Of particular interest are the differences in satisfaction based on employment status. Compared to unemployed clients, a noticeably larger percentage of employed clients reported being “very satisfied” across the four satisfaction domains of the Vocational Rehabilitation Division, including overall services (66%), timeliness of services (54%), amount of choice (52%), and ability to get or keep a job (59%; see Figure 3a).

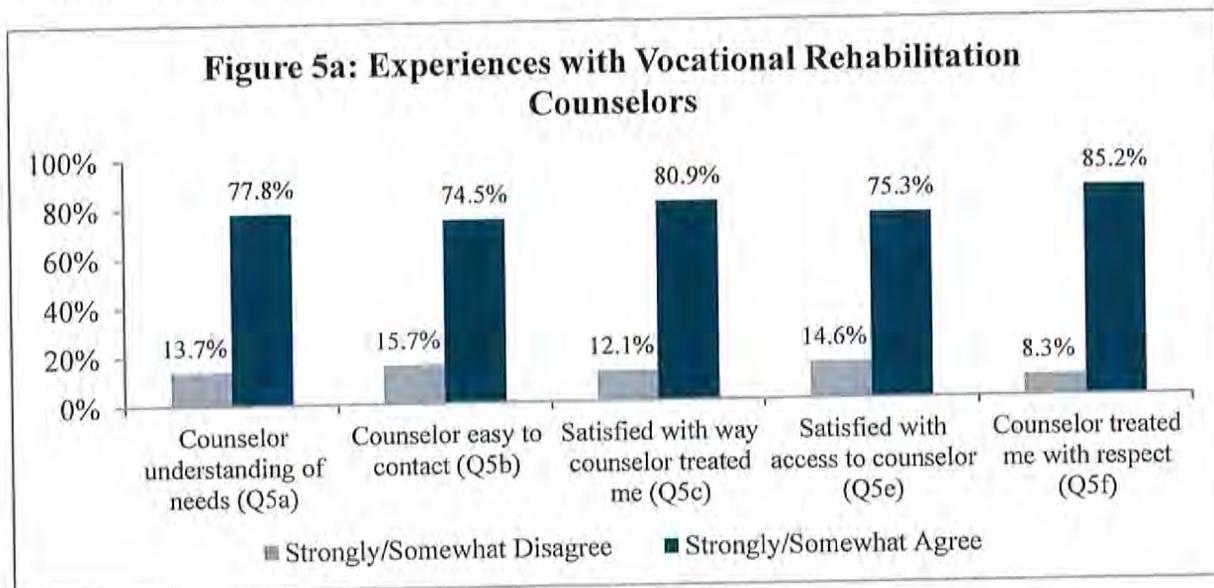


Unemployed clients also tended to report a higher level of dissatisfaction with all domains when compared to individuals who currently held a job (see Figure 4a). For example, unemployed clients were more likely to report being “very dissatisfied” with their ability to get or keep a job (21%) compared to employed clients (7%).



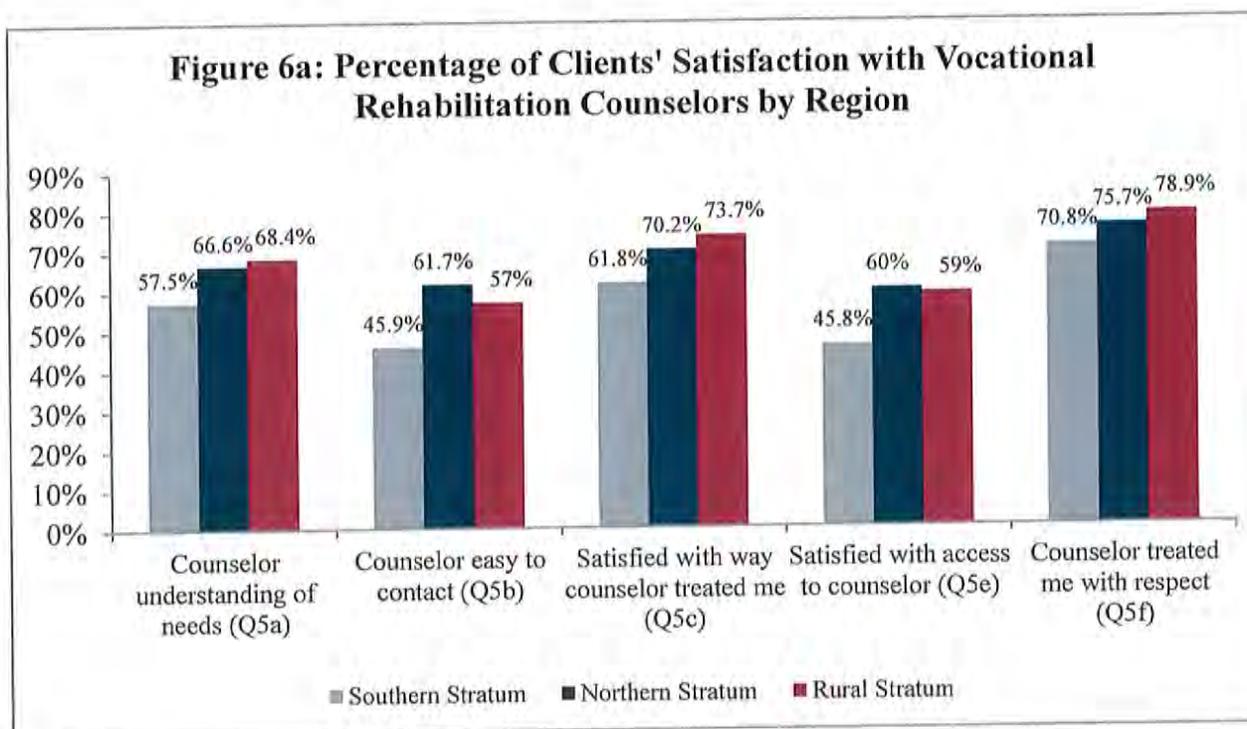
Experiences with the Vocational Rehabilitation Program, Counselors, and Other Staff

Vocational Rehabilitation clients were consistently positive in their assessments of their specific experiences with their counselors and other Vocational Rehabilitation staff. For each of the specific items that asked about their experiences with their counselors, most clients chose to agree with positive evaluations (see Figure 5a).

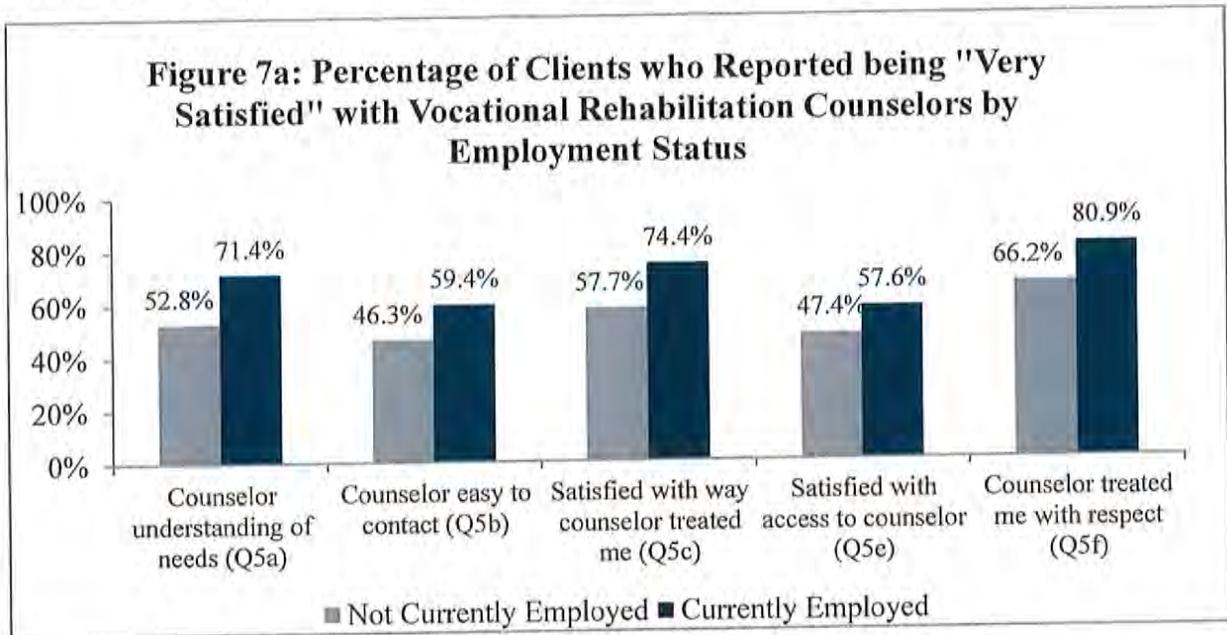


Approximately 78% of clients agreed, either “somewhat” or “strongly,” that their counselors understood their needs. Further, approximately 75% of clients indicated with satisfaction that their counselors were easy to contact, and most clients (81%) were satisfied with the way their counselors treated them. Approximately 75% of clients indicated that they were satisfied with the amount of access they had to their counselors, and 85% of clients agreed that their counselors treated them with respect.

Overall assessment of Vocational Rehabilitation counselors tended to vary by region of services received. Clients from the Northern region were more likely to “strongly agree” that their counselors understood their needs (67%) compared to clients from the Southern region (58%; see Figure 6a). Clients from the Rural region were more likely to “strongly agree” that their counselors were easy to contact (57%) compared to clients from the Southern region (46%; see Figure 6a). Clients from both the Rural and Northern regions were more likely to “strongly agree” with being satisfied with the way their counselors treated them (74% and 70%, respectively) compared to clients from the Southern region (62%; see Figure 6a). Clients from the Northern region and Rural region were more likely to “strongly agree” that they were satisfied with their access to their counselors (60% and 59%, respectively) compared to clients from the Southern region (46%; see Figure 6a). There were no regional differences in level of agreement for being treated with respect by counselors, however (see Figure 6a).



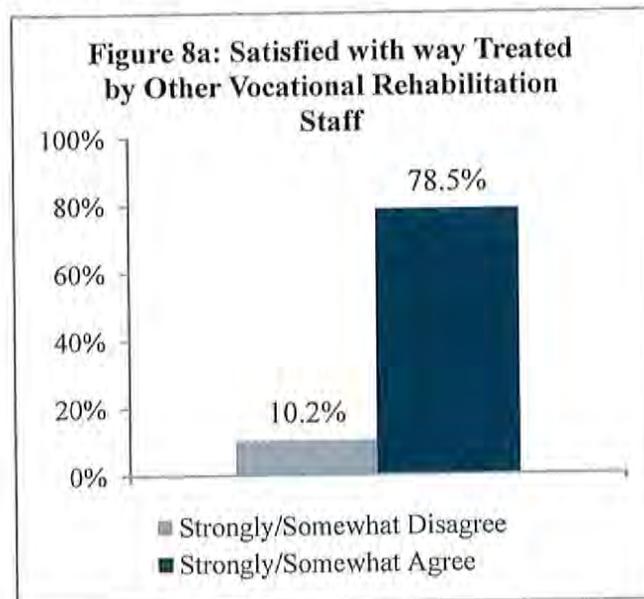
Clients who were employed were more likely to report that they “strongly agreed” that their counselors understood their needs (72%) compared to those clients who were not employed (53%; see Figure 7a). Versus unemployed clients, employed clients were also more likely to state that they ‘strongly agreed’ that they were satisfied with how their counselor treated them (74% vs. 58%) and were satisfied with the amount of access they had to their counselor (58% vs. 47%; see Figure 7a). Employed clients were also more likely to report that they “strongly agreed” that they had been treated with respect by their counselor during the rehabilitation process (81%) compared to their unemployed counterparts (66%; see Figure 7a).

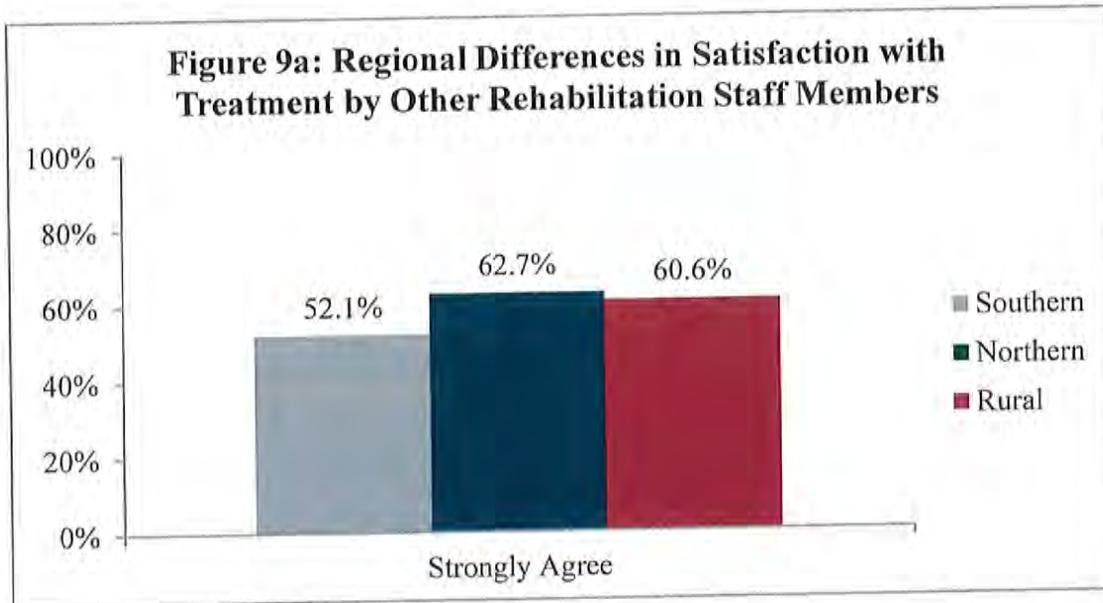


Other Rehabilitation Staff Members

Clients were equally happy with other Rehabilitation staff members. Approximately 79% of clients agreed, either “strongly” or “somewhat,” that they were satisfied with the way other Vocational Rehabilitation Staff treated them, whereas only 10% of clients disagreed (see Figure 8a).

Clients from the Northern and Rural regions indicated that they “strongly agreed” that they were satisfied with the way other staff members treated them (63% and 61%, respectively), a higher percentage than those clients from the Southern region (52%; see Figure 9a).

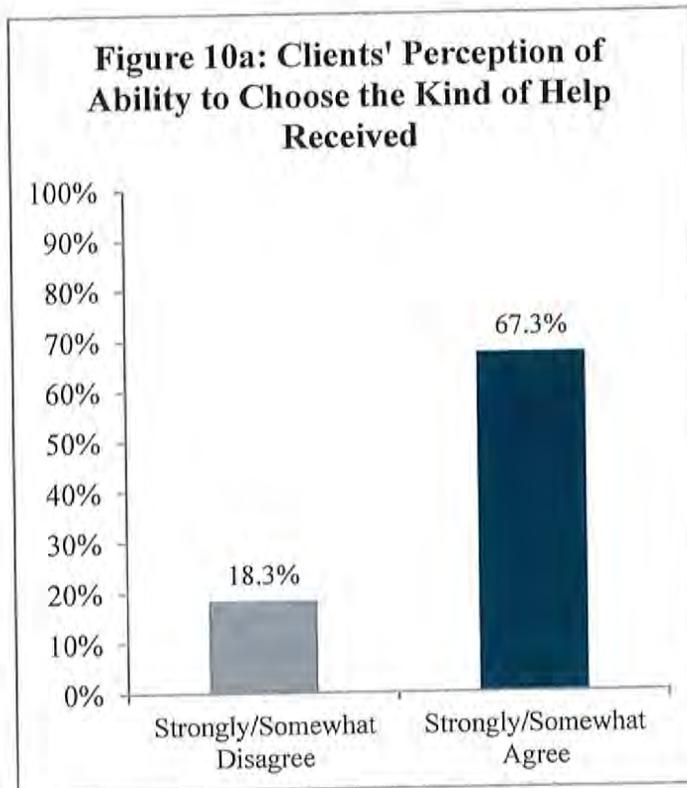


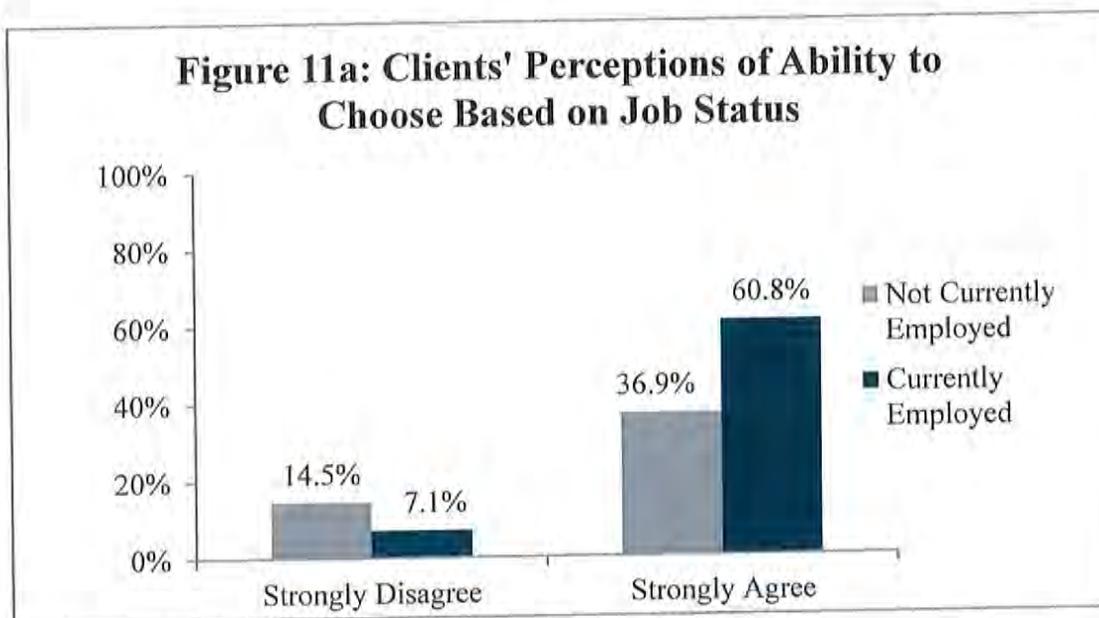


Ability to Choose

Clients were for the most part happy with the amount of choice they had during the vocational rehabilitation process, with 67% agreeing that they were able to choose the kind of help they received (see Figure 10a). A minority of respondents (18%) disagreed with that statement (see Figure 10a).

There were differences with agreement regarding the ability to choose the kind of help received based on clients' employment status. Clients that were employed were more likely to 'strongly agree' that they had the ability to choose the kind of help received (61%) compared to clients who were not currently employed (37%; see Figure 11a).

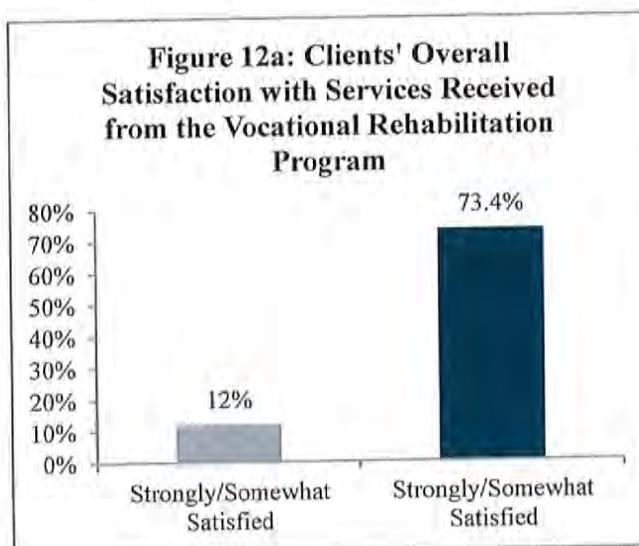




Overall Satisfaction with Services Received from the Vocational Rehabilitation Program

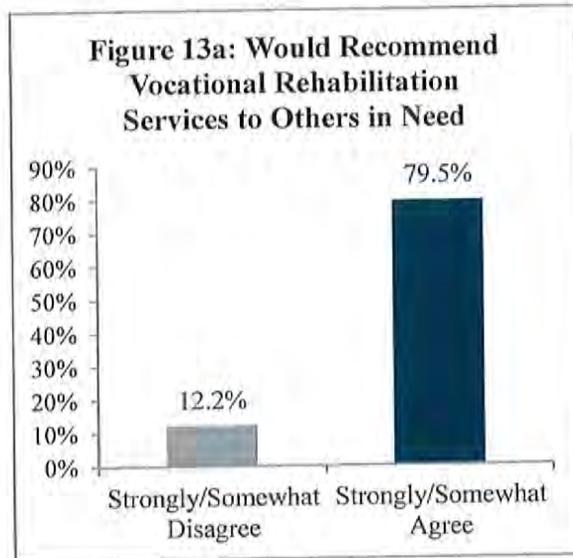
When clients were asked to indicate their level of satisfaction with their services received from the Vocational Rehabilitation Program, approximately 73% of all clients were “somewhat or very satisfied,” compared with 12% who were “somewhat or very dissatisfied” (see Figure 12a).

Clients reported differences in overall satisfaction with the services they received depending on their current employment status. For example, those clients who were employed were also more likely to “strongly agree” that they were satisfied with the services that they received (65%) compared to those clients who were unemployed (42%).



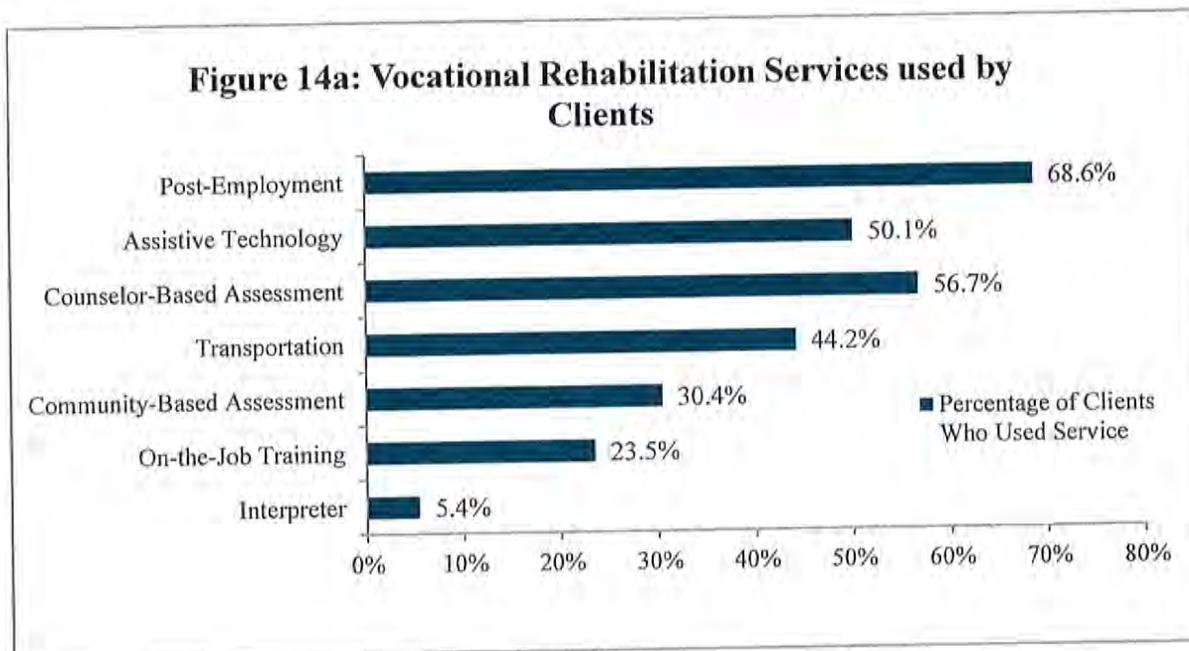
Program Recommendation

Clients were asked about their agreement or disagreement with a statement regarding a recommendation of the program's services to other people. Overall, 80% of clients said that they would recommend Nevada's Vocational Rehabilitation services to other people who may need it (see Figure 13a). Approximately 12% said they would not recommend it, and 8% were non-committal (i.e., "neither agree nor disagree"). There were regional differences in the likelihood to indicate "strongly agree" to recommending services to other people, with clients in the Northern and Rural regions being more willing to recommend services (72% and 69%, respectively) compared to clients in the Southern region (61%).



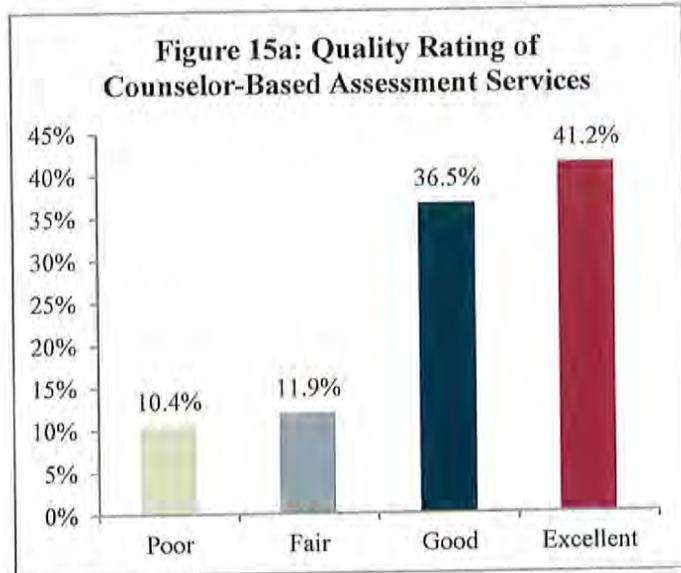
Specific Services: Client Utilization and Satisfaction

See Figure 14a below for a compilation of the percentages of clients who utilized and rated each of the services listed in the sections below.

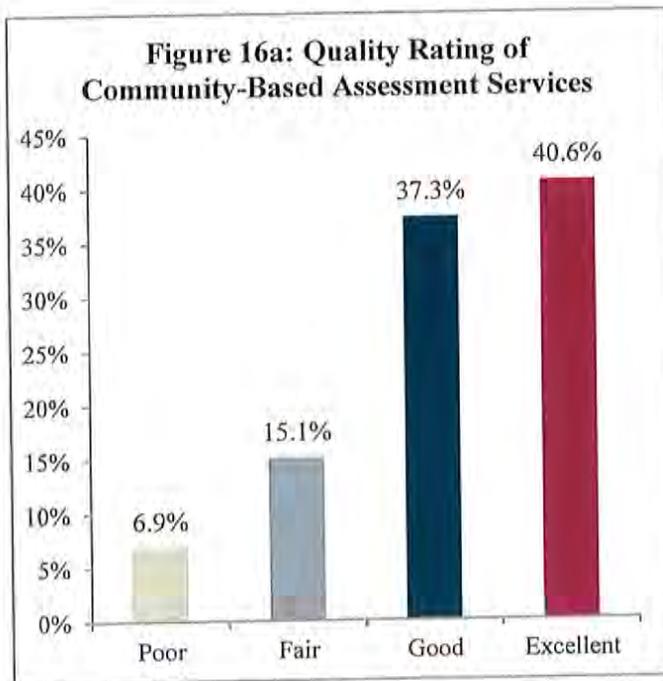


Counselor-Based Assessment

Counselor-based assessments include things like job interest and aptitude tests, medical tests (e.g., checkups and x-rays), and other evaluations of clients' abilities. Fifty-seven percent of clients said that they received counselor-based assessment services from the Vocational Rehabilitation Program (see Figure 14a). Of the clients who received counselor-based assessment services, 41% rated the services as "excellent" and 37% as "good," while 12% rated these services as "fair" and 10% rated them as "poor" (see Figure 15a).



Community-Based Assessment



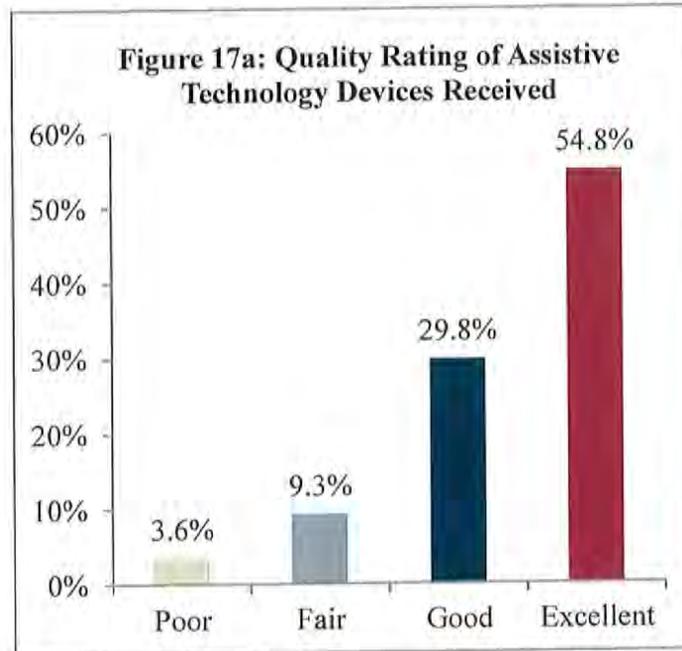
Community-based assessment services include things like trial work experiences and assessments of clients' behavior on the job. Approximately 30% of clients received community-based assessment services from the Vocational Rehabilitation Program (see Figure 14a). Of the clients who received these services, 41% rated them as "excellent," 37% as "good," 15% as "fair," and 7% as "poor" (see Figure 16a).

There were regional differences in the reported utilization of community-based services from the Rehabilitation Program. Clients in the Southern region (38%) were more likely to report receiving this type of service compared to individuals in the Rural region (25%).

Assistive Technology

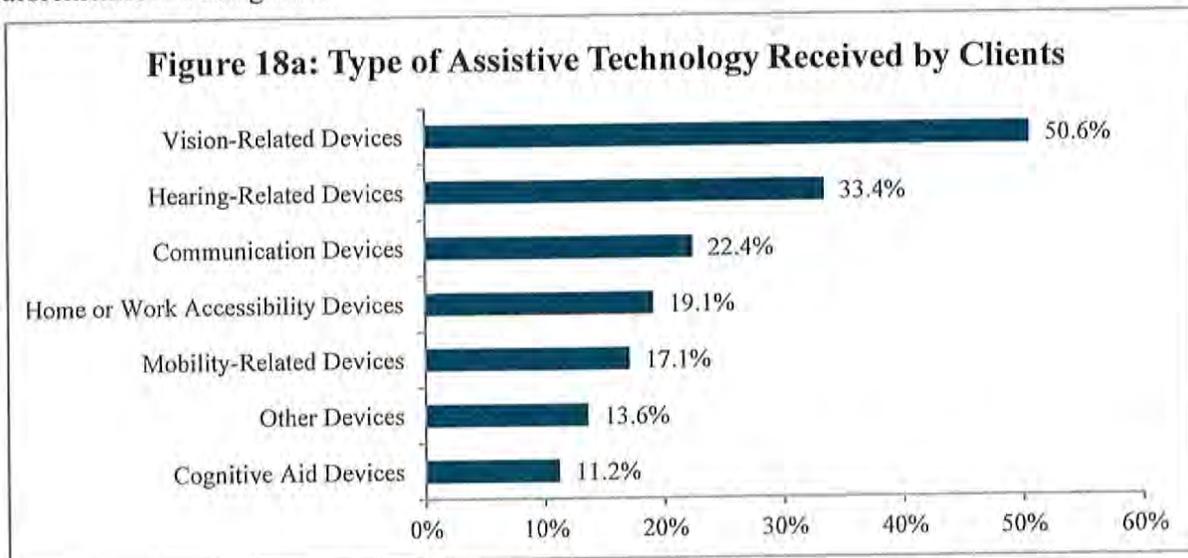
The Vocational Rehabilitation Program provides clients with assistive technology services such as providing or purchasing devices to help with vision, hearing, communication, or changes to the clients' homes or workplaces. More than half of all clients (50%) received assistive technology services from the Program (see Figure 14a).

Of the clients who received these services, 55% rated the quality of the assistive technology services they received as "excellent," 30% as "good," 9% as "fair," and 4% as "poor" (see Figure 17a).



Type of Assistive Technology

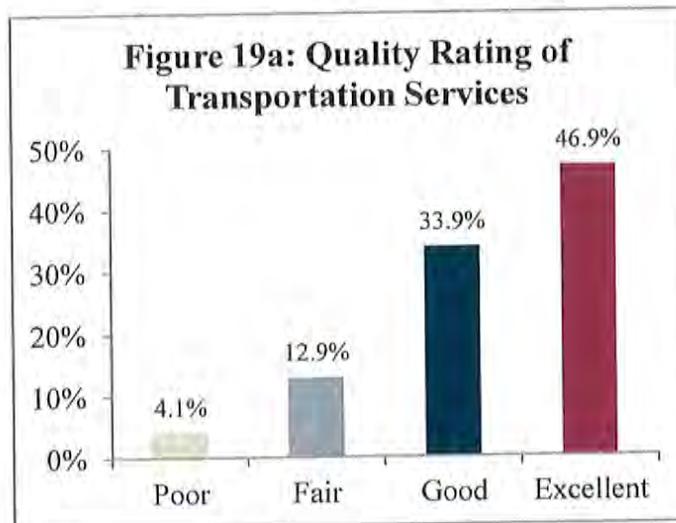
A complete list of the types of assistive technology devices received by clients can be found in Figure 18a below. The most prominent assistive technology devices received by clients were vision-related devices (51%) and hearing-related devices (33%). Nearly 22% of clients received communication devices, 19% of clients received home or workplace accessibility devices, 17% received mobility-related devices, and 11% received cognitive aid devices. Approximately 14% of the clients reported receiving assistive technology devices that do not fit into one of the aforementioned categories.



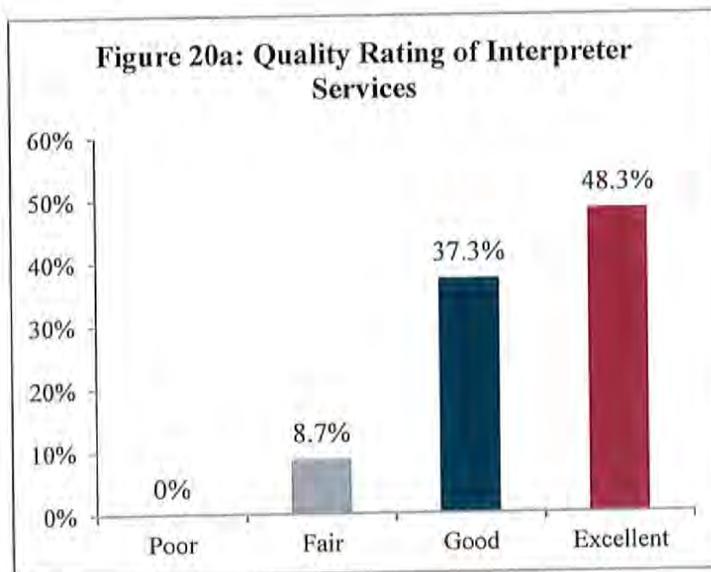
Transportation

Transportation services include things like providing private or public transportation, attendant care fees, and paying for relocation expenses.

Forty-four percent of clients reported receiving these types of services from the Vocational Rehabilitation program (see Figure 14a). Of the clients who received transportation services, 47% rated the transportation services as “excellent” and 34% rated them as “good,” while only 13% rated them as “fair,” and 4% rated them as “poor” (see Figure 19a).



Interpreter



The Vocational Rehabilitation Program also provides eligible clients with interpreter services (e.g., sign language interpretation, braille). Only 5% of clients received these interpreter services (see Figure 14a).

The majority of clients who received interpreter services rated these services positively; 48% rated the quality of interpreter services as “good” and 37% rated these services as “excellent.” Nine percent of clients rated these services as “fair” and 0 rated these services as “poor” (see Figure 20a).

On-the-Job Training

Approximately 24% of clients received on-the-job training services from the Vocational Rehabilitation Program (see Figure 14a).

Of these clients, 41% rated the quality of the on-the-job services as “excellent,” 39% as “good,” 15% as “fair,” and 5% rated the services as “poor” (see Figure 21a).



Post-Employment

Post-employment services from the Vocation Rehabilitation Program, such as computer classes, job coaching, additional training, assistive technology services, and providing employers with information, are designed to assist clients keep a job. Sixty-nine percent of clients received post-employment services (see Figure 14a).

Of these clients, 30% reported that they were currently employed. Half (48%) of the clients who received post-employment services rated them as “excellent,” 31% as “good,” 15% as “fair,” and 6% as “poor” (see Figure 22a).



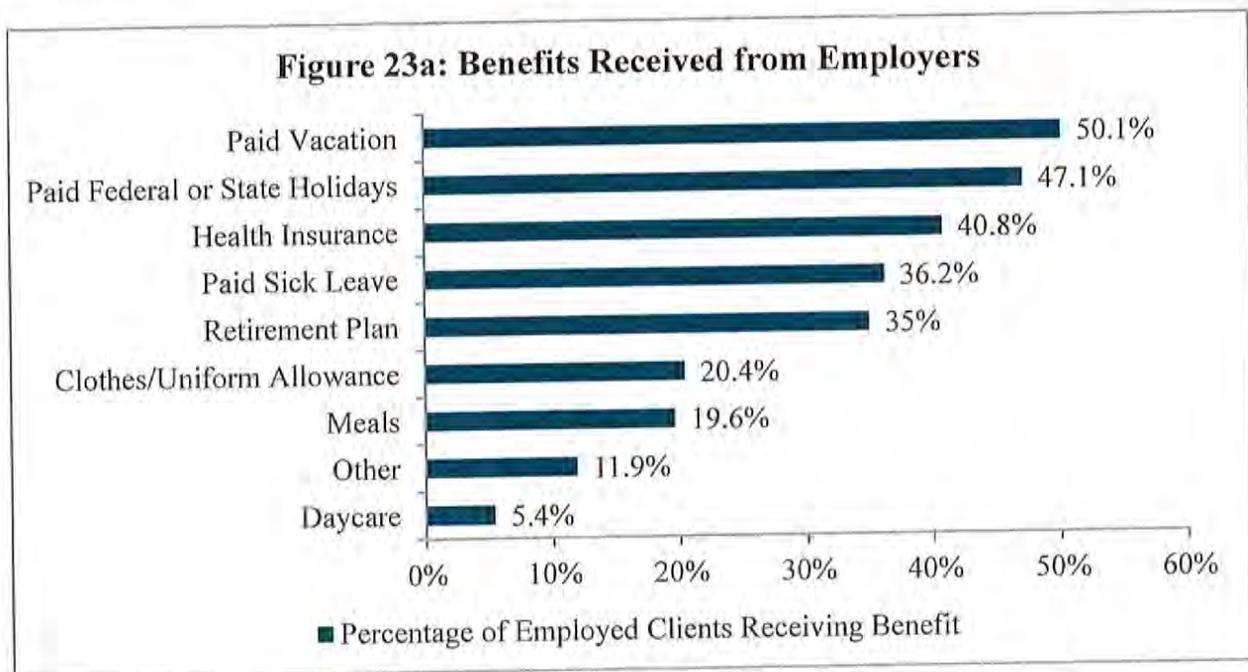
Currently Employed Clients

Fifty-three percent of all clients reported they were employed at the time of data collection. Roughly the same number of females (45%) and males (55%) reported that they were currently employed. Of those who were employed, 43% said that they got their current job as a result of the services they received from the Vocational Rehabilitation Program. Of the 55% of clients ($n = 196$) who indicated they did not get their current job as a result of Vocational Rehabilitation Program services, only 25% ($n = 117$) reported that they got *any* job as a result of Program services. Forty-three percent of clients indicated being in a job that the Vocational Rehabilitation Program placed them in when their cases were closed.

Of the employed clients, 26% were in their current job for 6 months or less, 39% were in their current job for 7 to 12 months, and 34% were in their current job for 13 months or longer. Twenty-six percent of clients reported working 20 hours or less, 21% of clients worked 21 to 39 hours, 39% of clients worked 40 hours, and 10% of clients worked more than 41 hours each week. Eighteen percent of clients made \$8.50 or less per hour, 25% made between \$8.51 and \$10.50 per hour, 25% made between \$10.51 and \$16.50 per hour, and 16% made \$16.51 or more per hour.

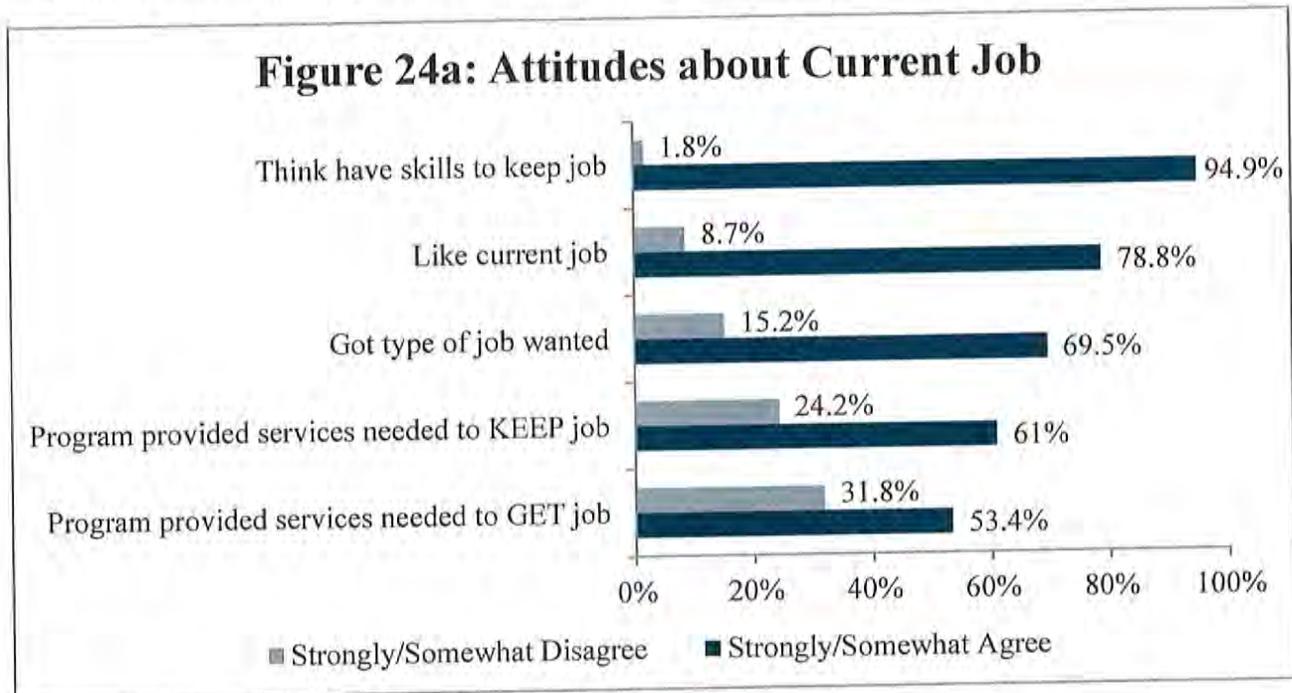
Employment Benefits

Those clients who were employed were asked about the benefits they received from their employers (see Figure 23). Half of clients received paid federal or state holidays with their current job and 47% of clients received paid vacations. Approximately 41% of all employed received health insurance, 35% received a retirement plan, and 36% received paid sick leave. Relatively smaller percentages of clients received clothes or a uniform allowance (20%), meals (20%), and daycare (5%). Twelve percent of employed clients reported that they received other benefits not mentioned previously, including discounts and bonuses.

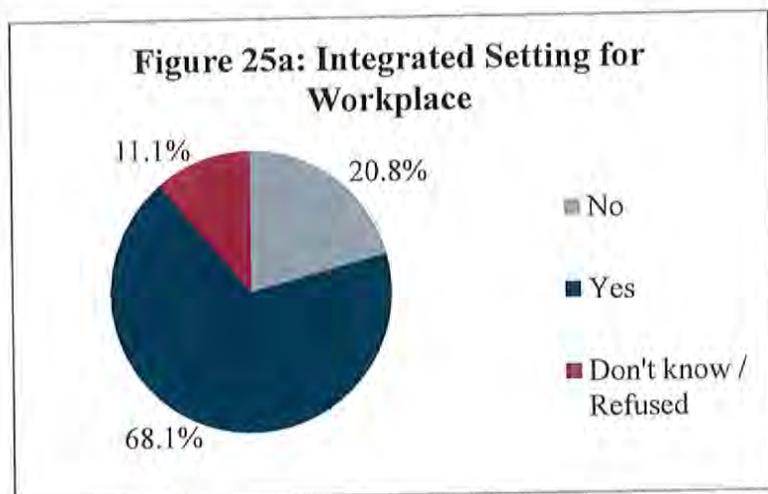


Attitudes about Current Employment

Employed clients were asked several questions about their attitudes toward their current job (see Figure 24a). The majority of clients who were employed agreed, either “somewhat” or “strongly,” that they got the kind of job that they wanted (70%), and that they liked their current jobs (79%). An overwhelming majority of clients agreed that they had skills necessary to keep their current jobs (95%). Somewhat smaller percentages of clients felt that the program had provided them with the services needed to *get* their current job (53%), and felt that the program provided services that helped them *keep* their current jobs (61%).



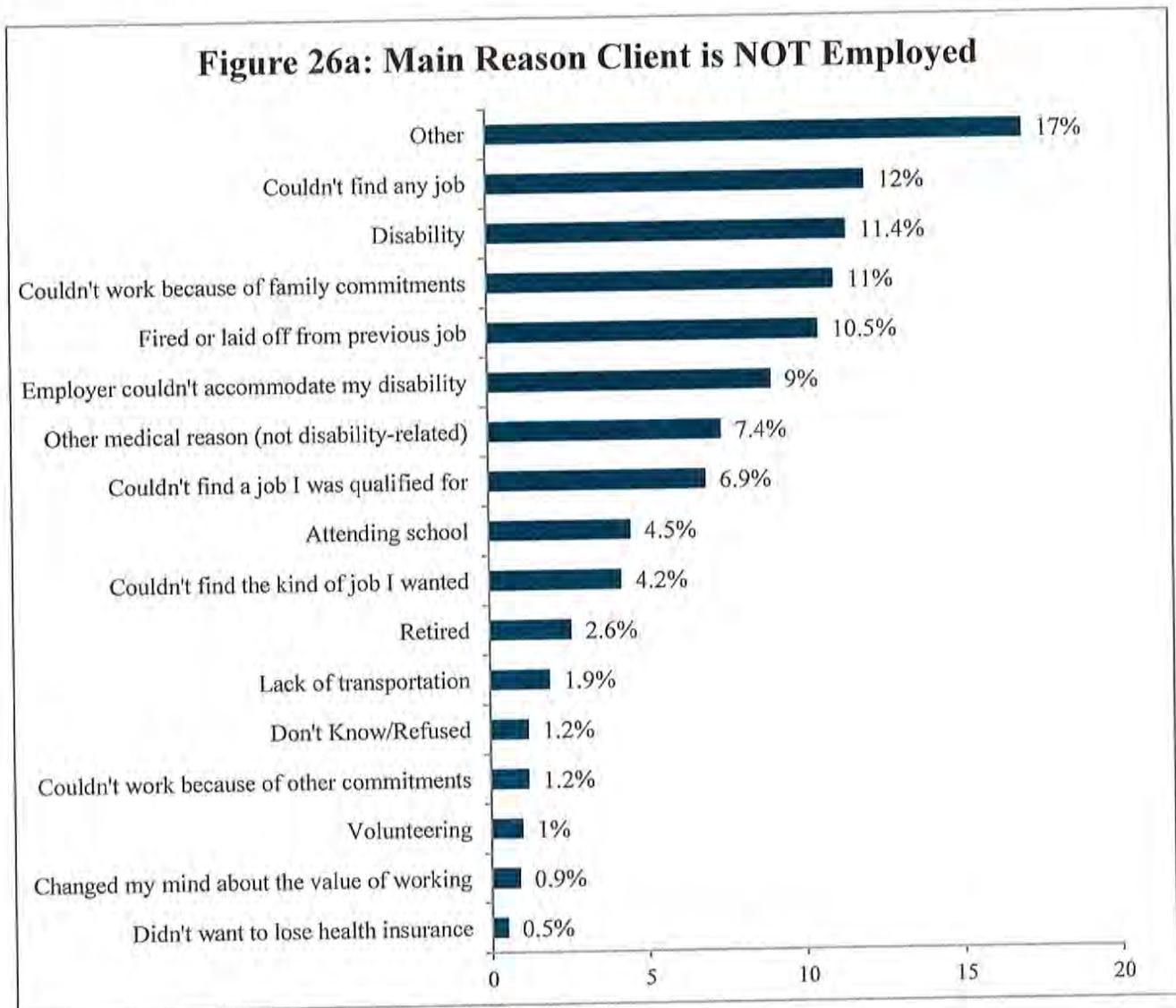
Participants were asked to indicate if they felt their job was in an integrated setting. An integrated setting means that the workplace has an adequate representation of those individuals both with and without disabilities. The majority of employed clients (68%) agreed that their workplace is an integrated setting (see Figure 25a). Just under 21% of clients indicated that their workplace was not an integrated setting, while 11% did not know or refused.



Currently Unemployed Clients

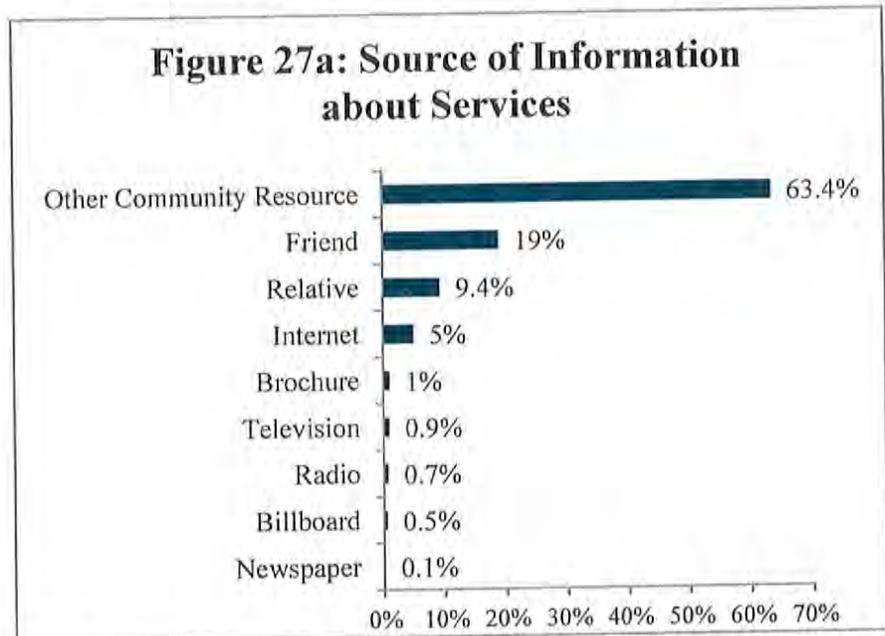
Clients who were not employed were given a list of reasons for their unemployment status and asked to endorse the *main* reason they were unemployed (see Figure 26a).

The largest percentage of clients (17%) reported that they were unemployed due to another reason not listed on the survey. Twelve percent of clients reported they were unemployed because they could not find any job. Eleven percent of clients were unemployed because of their disability and another 11% were unemployed because they could not work because of family commitments. Approximately 11% indicated that their employer could not accommodate their disability. Smaller percentages of clients reported being unemployed because they were unable to find a job for which they were qualified (7%), they were attending school (5%), unable to find a desired job (4%), or were retired (3%; see Figure 26a).



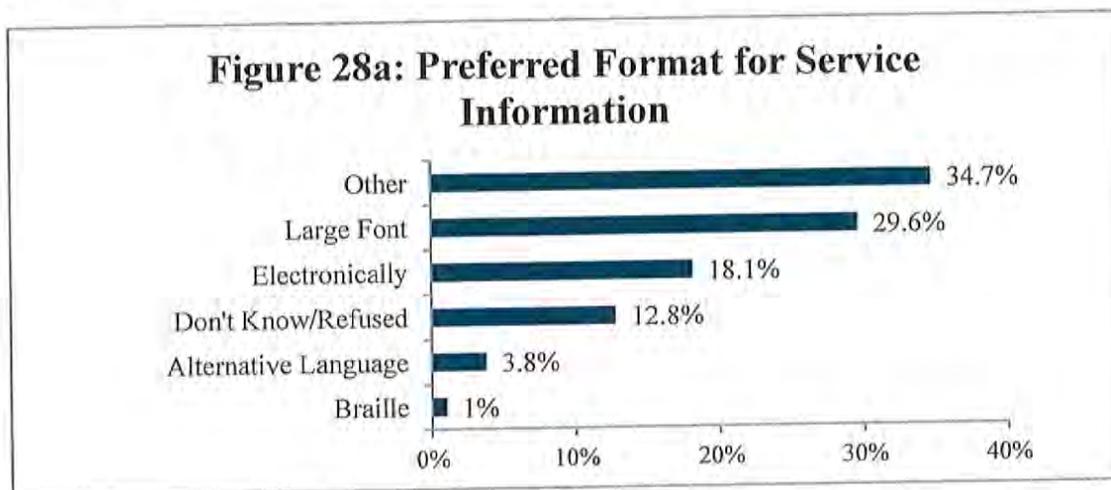
Source of Information about Services

Respondents were asked to indicate how they first found out about the services offered by the Vocational Rehabilitation Program (see Figure 27a). Among the seven choices, the most frequently cited source of information was through “Other Community Resources” (63%). These other sources included Job Connect and medical doctors. Clients also indicated they found out about services through friends (19%), relatives (9%), and the Internet (5%).



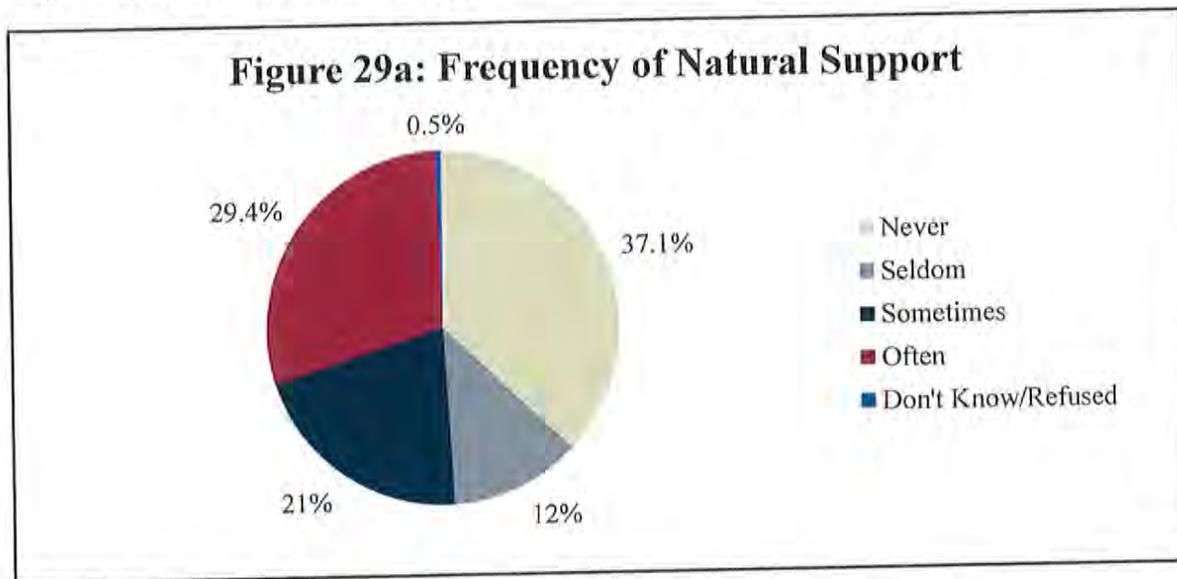
Format of Information

Respondents were asked whether they had received information about services offered by the Vocational Rehabilitation Program in the format that they preferred. Although 74% of respondents reported that they did receive information in their preferred format, 20% of respondents did not. Among those who did not receive information in their preferred format ($n = 124$), the most commonly requested formats were large font (30%) and electronically (18%; see Figure 28a). Thirty-five percent of respondents indicated “other,” which mostly included a preference for in-person offering of information.



Natural Support

Respondents indicated the extent to which they received “natural support” during the services provided by the Vocational Rehabilitation Program. Examples of natural support include help from friends and family. Most respondents indicated that they either “never” received natural support (37%) or “often” received natural support (29%; see Figure 29a). Twenty-one percent of respondents indicated that they “sometimes” received natural support while 12% indicated that they “seldom” received natural support.



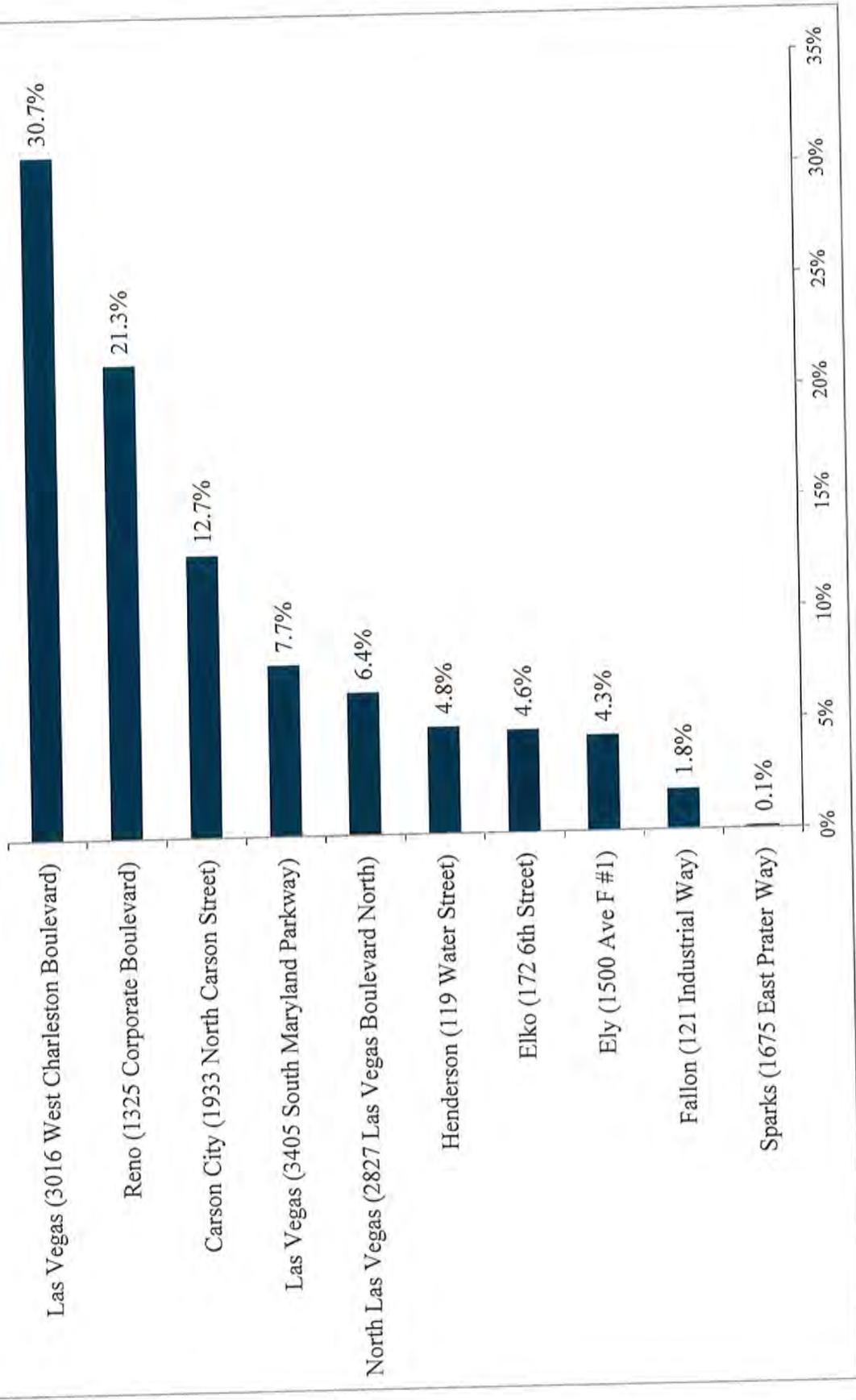
Client Reactions and Suggestions

Survey respondents were given the opportunity to comment on the strengths of the program, as well as improvements that could be made to strengthen the program in the future. Common response themes provided by the clients are summarized in Appendix F. 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.

Service Location

Finally, survey respondents were asked to indicate the Vocational Rehabilitation location from which they received all or a majority of their services (see Figure 30a). The largest percentage of clients (50%) received Vocational Rehabilitation services from Las Vegas (which includes Henderson and North Las Vegas) and the second largest percentage of clients (21%) received services at Reno locations (e.g., 1325 Corporate Boulevard).

Figure 30a: Service Location



Results: Older Individuals Who Are Blind Population

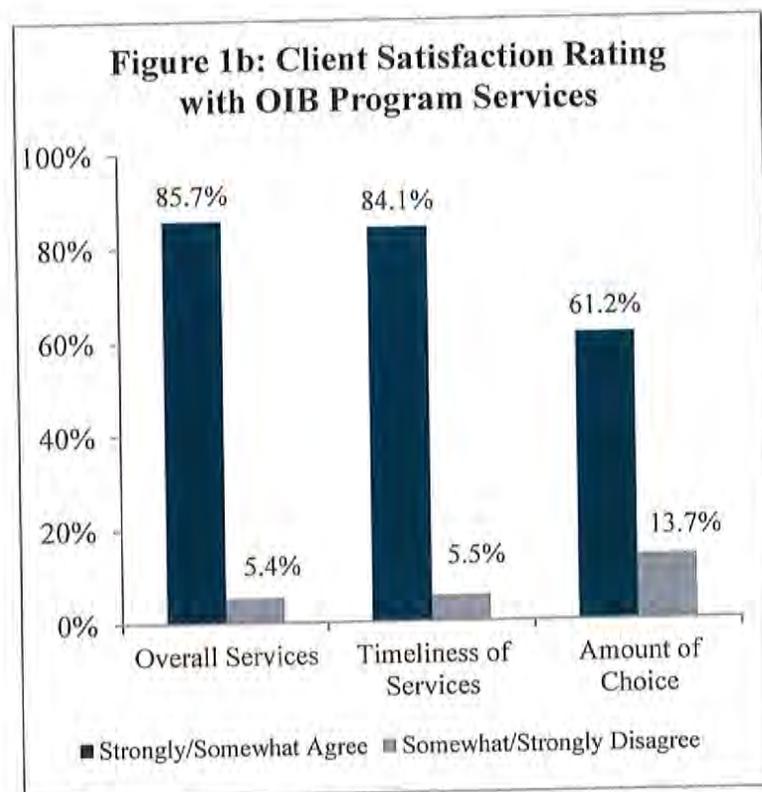
Satisfaction with the Older Individuals Who Are Blind Program

Respondents were asked several questions to assess their level of satisfaction with the Older Individuals Who Are Blind Program (see Figure 1b). Overall, respondents reported being satisfied with the OIB Program.

Most respondents (86%) were “somewhat” or “very satisfied” with the quality of the services received, compared to 5% who were “somewhat” or “very dissatisfied”.

Likewise, 84% of respondents reported being “somewhat” or “very satisfied” with the timeliness, while 6% reported being “somewhat” or “very dissatisfied” with the timeliness of the services.

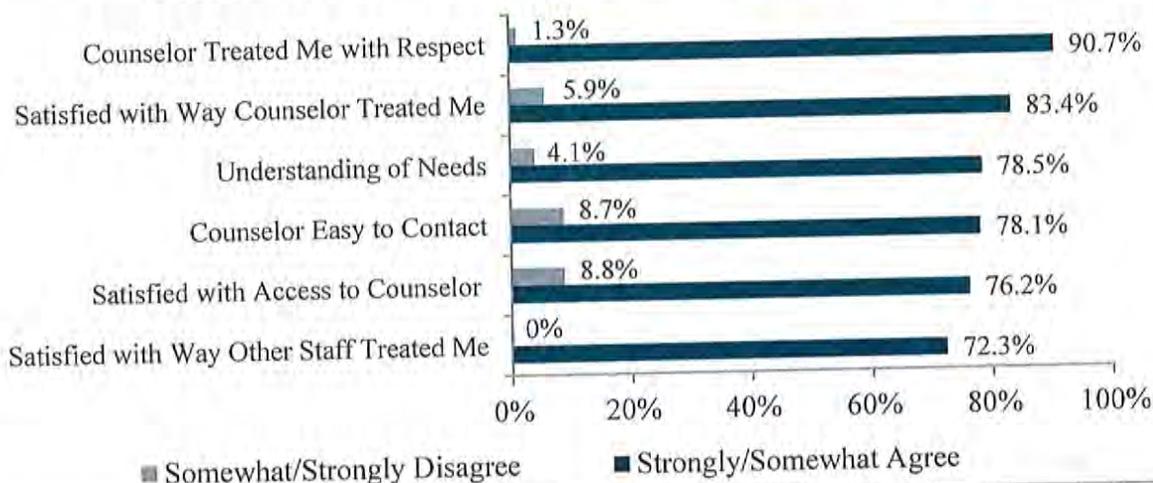
Respondents were generally satisfied with the amount of choice offered by the program; 61% of respondents reporting being “somewhat” or “very satisfied,” while 14% reported being “somewhat” or “very dissatisfied” by the amount of choice offered.



Experience with Program Counselors and Other Staff

Respondents were asked a series of questions regarding their agreement with statements about program counselors and staff. Respondents generally responded positively toward program counselors and staff (see Figure 2b). The majority of respondents “somewhat” or “strongly agreed” that their counselors treated them with respect during the process of the program (91%) and were satisfied with the treatment they received from their counselors (83%). The majority of respondents also agreed, either “somewhat” or “strongly,” that their counselors were understanding of their needs (79%), easy to contact (78%), and were satisfied with the amount of access they had to their counselor (76%).

Figure 2b: Experience with Program Counselors and Staff Members

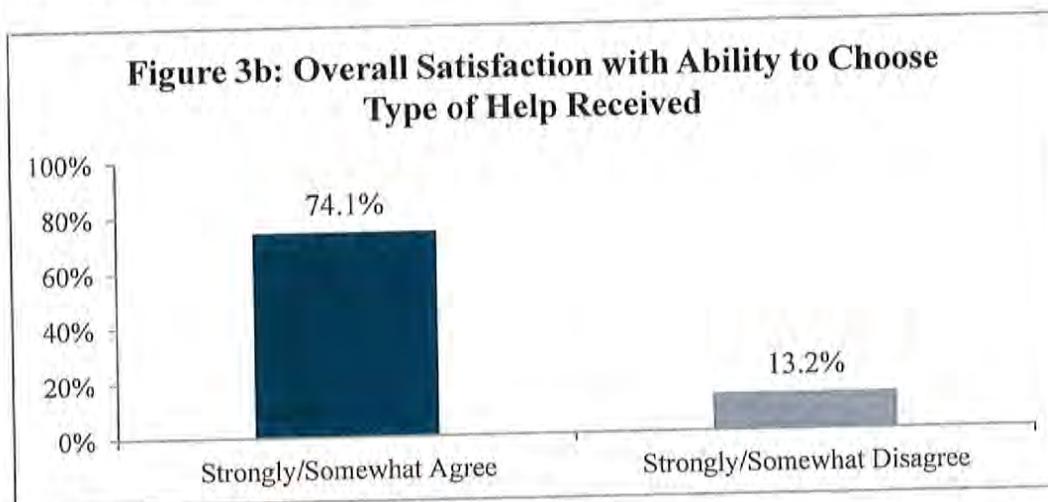


Respondents were slightly less positive when evaluating the treatment they received from *other* program staff members; 72% agreed, either “somewhat” or “strongly,” that they were satisfied with the way other OIB staff (besides their counselors) treated them (see Figure 2b).

Ability to Choose

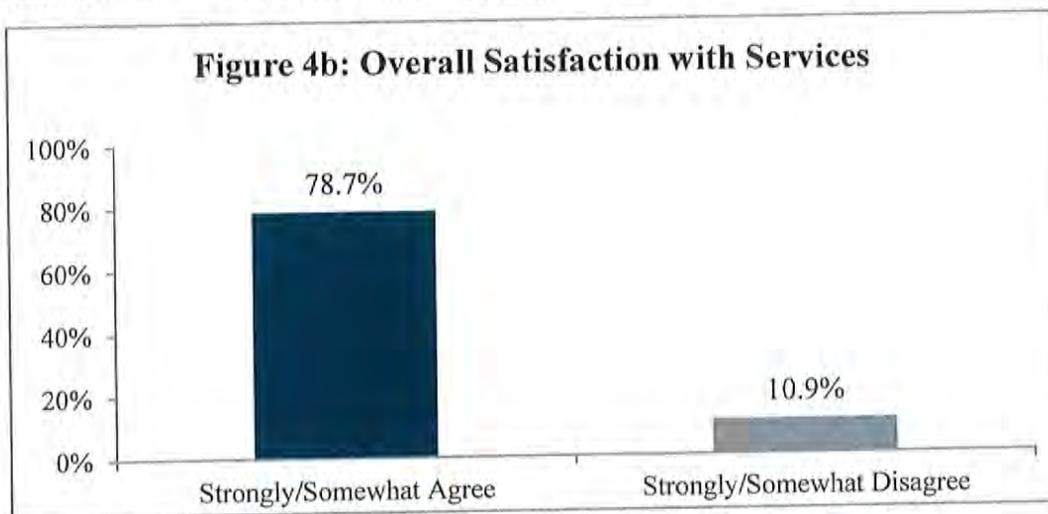
Respondents were somewhat less satisfied with the amount of choice they had regarding the type of help they received. Approximately 74% “somewhat” or “strongly agreed” that they were able to choose the kind of help they received, while 13% of respondents disagreed either “somewhat” or “strongly” (see Figure 3b).

Figure 3b: Overall Satisfaction with Ability to Choose Type of Help Received



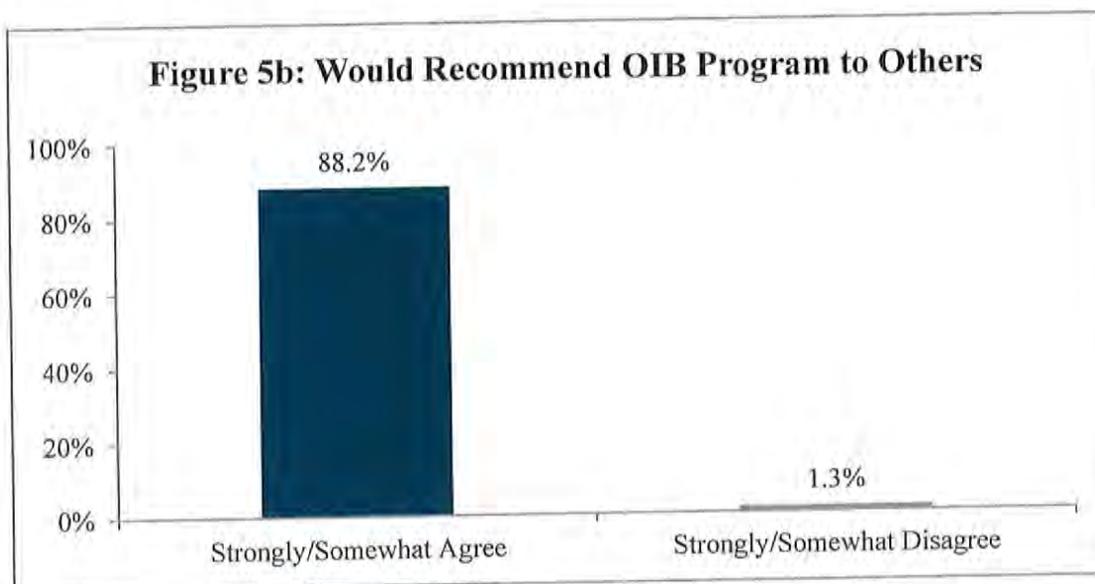
Satisfaction with Services Received

Overall, respondents reported being satisfied with the services received from the Older Individuals Who Are Blind Program; 79% either “somewhat” or “strongly agreed” with the statement, while 11% disagreed, either “somewhat” or “strongly” (see Figure 4b).



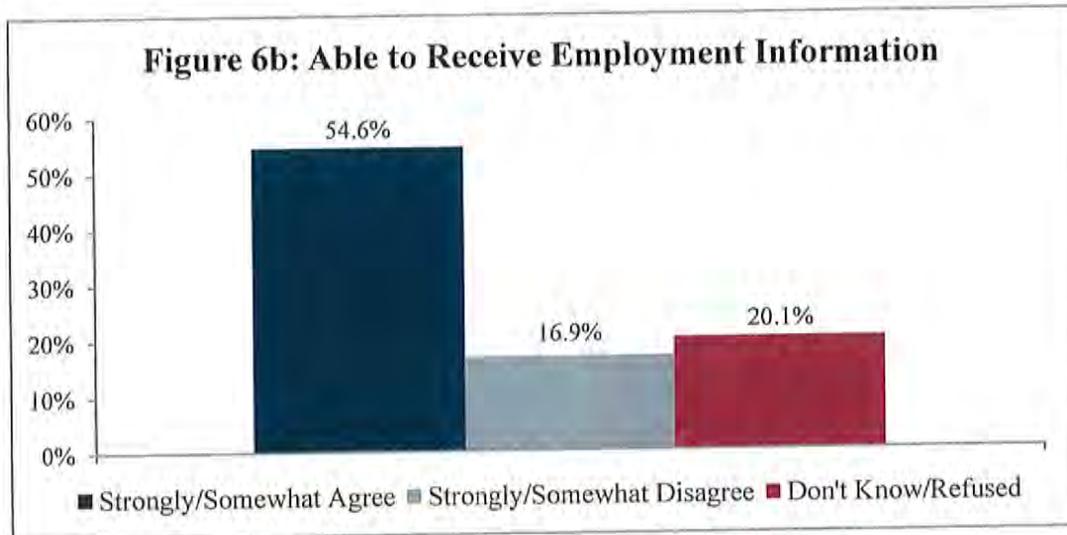
Recommending the Program to Others

Overall, 88% of respondents reported that they “somewhat” or “strongly agreed” that they would recommend the Older Individuals Who Are Blind Program to other people who needed the services; while only 1% “somewhat” or “strongly disagreed” with this statement (see Figure 5b).



Employment Information

Slightly more than half of respondents (55%) agreed, either “somewhat” or “strongly,” that they were able to receive employment information if and when they were interested, compared to 17% who ‘strongly disagreed’ or ‘somewhat disagreed’ and 20% who either “did not know” or refused to respond to this item (see Figure 6b). Another 8.4% “neither agreed nor disagreed” with this item.

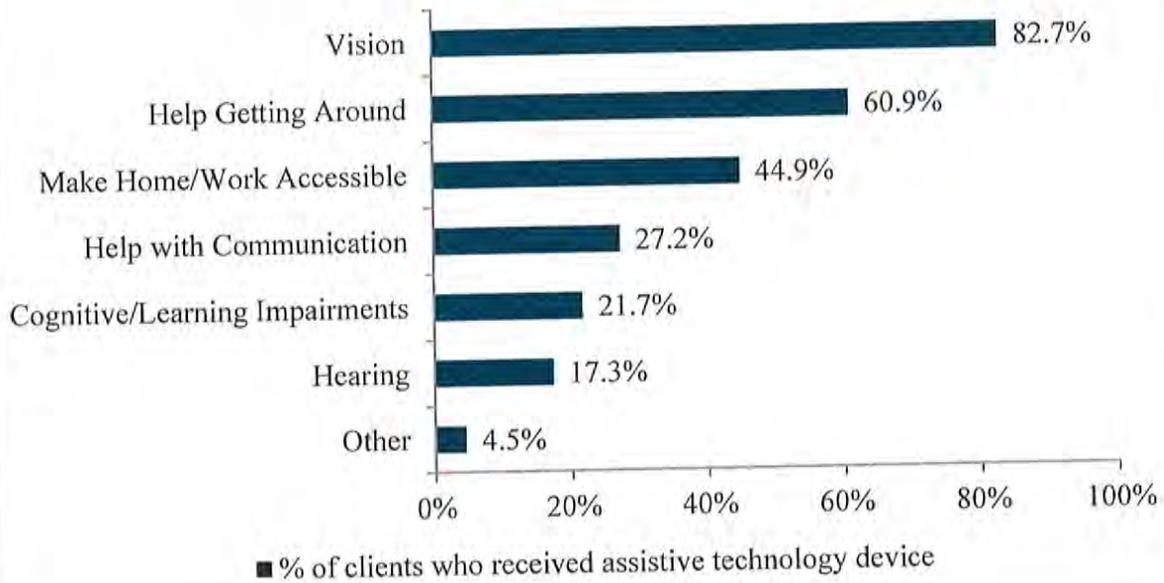


Assistive Technology Services

Respondents had the opportunity to receive Assistive Technology Services from the Older Individuals Who Are Blind Program. These services included devices to help with vision (e.g., magnifiers, talking or large print devices, canes) hearing (e.g., hearing aids and alert signal systems), getting around (e.g., canes or wheelchairs), communication (e.g., iPhone), or modification to the home or workplace (e.g., specialized office equipment). Ninety-six percent of OIB clients reported receiving assistive technology services of some kind.

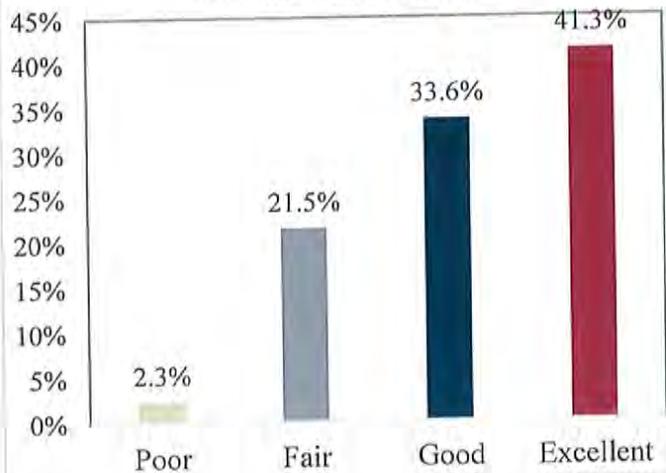
See Figure 7b for a complete breakdown of the types of assistive technology received. The most frequently received assistive technology device was related to vision (83%). Almost 61% of respondents received devices to help with getting around such as transportation, while 27% received devices to assist with communication. In addition, approximately 45% received devices to help make their home or workplace more accessible, and 17% received devices to help with hearing. Twenty-two percent of respondents received devices to help with cognitive and learning impairments. Five percent of respondents indicated that they received “other” types of assistive technology not listed in the survey, such as computers.

Figure 7b: Type of Assistive Technology



Those respondents who received assistive technology services rated the overall quality of the services positively, with 41% rating the services as “excellent” and 34% as “good.” Only 24% rated the overall quality of assistive technology services as “fair” or “poor” (see Figure 8b).

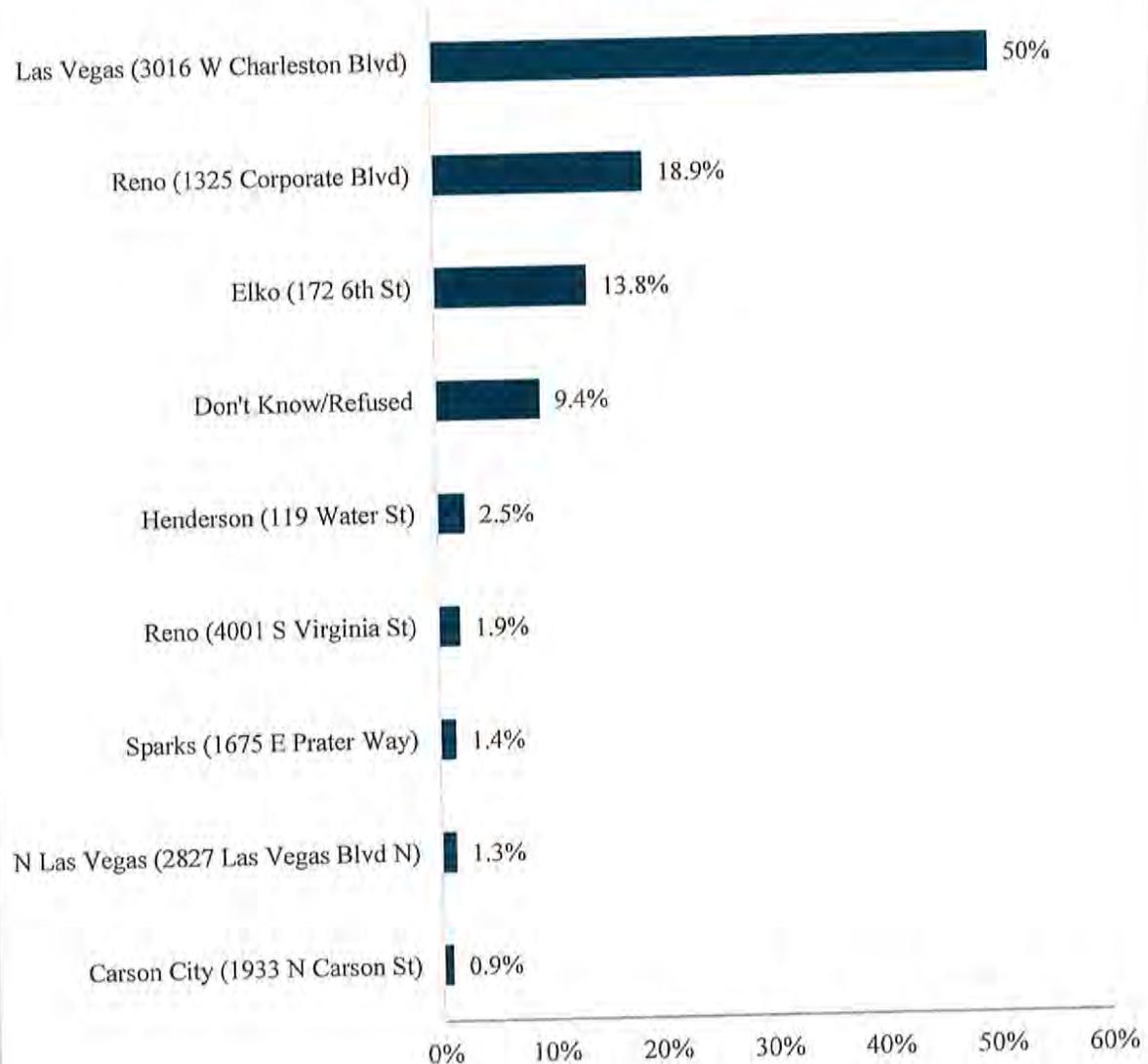
Figure 8b: Quality of Assistive Technology Services



Service Locations

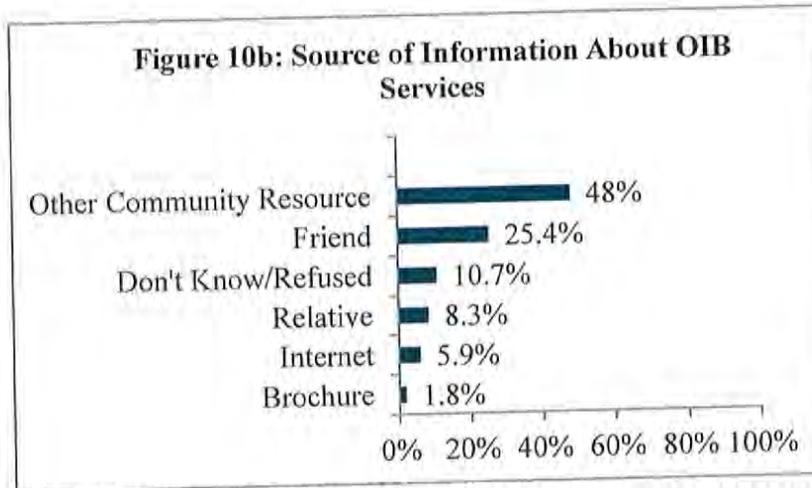
Of the eight service locations available, a large percentage of OIB clients (9%) reported that they did not know from which location they were served (see Figure 9b). Of those respondents who were able to identify the location from which they received services, 54% reported receiving services in Las Vegas Area, which includes Las Vegas (3016 West Charleston Boulevard and 2827 Las Vegas Boulevard), Henderson, and North Las Vegas. Approximately 22% of respondents reported being served in the Reno area, which includes Reno (1325 Corporate Boulevard and 4001 South Virginia Street) and Sparks (1675 East Prater Way; see Figure 9b).

Figure 9b: Service Locations



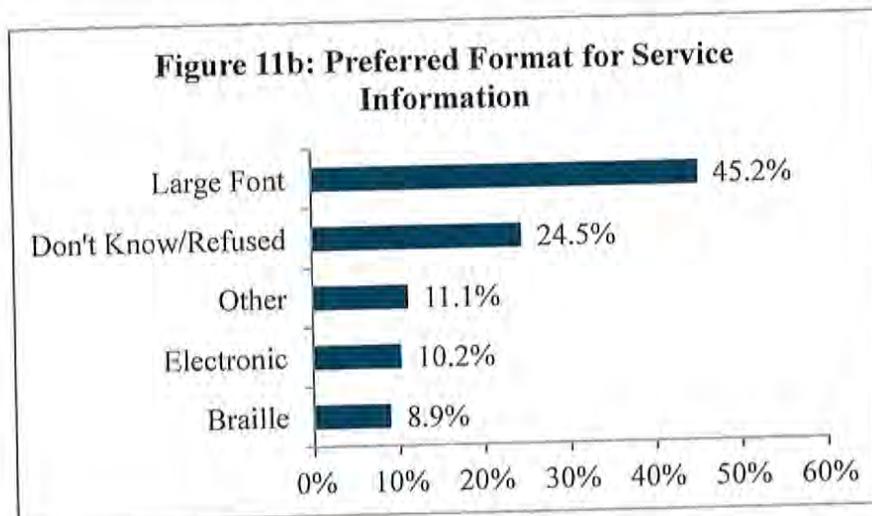
Source of Information about Services

Respondents were asked to indicate how they first found out about the services offered by OIB program. Of the choices, the most frequently cited source of information was through “Other Community Resources” that were not listed (e.g., doctor, social worker; 48%). Friends (25%), being unsure (11%), and relatives (8%) were the next more common sources of information about OIB services. The least common sources were the internet (6%) and brochure (2%; see Figure 10b).



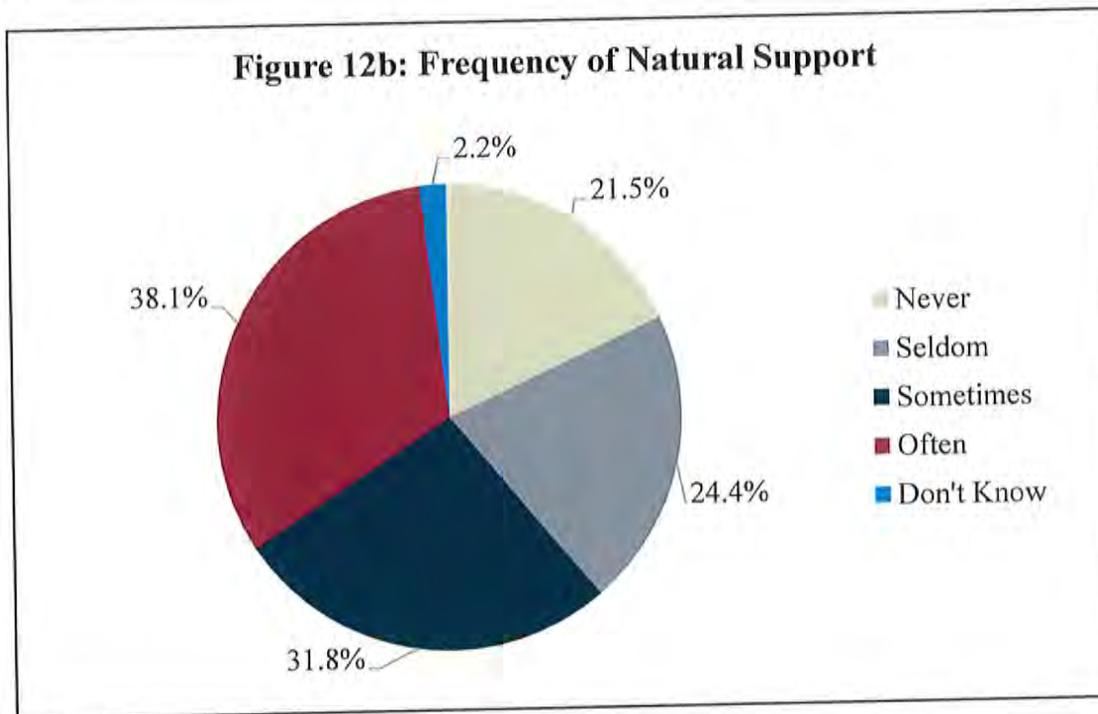
Format of Information

Respondents were asked whether they received information about OIB services in the format that they preferred. Although 51% of individuals reported that they did receive information in the preferred format, roughly 36% of individuals did not. Among those who did not receive information in the preferred format, the most commonly requested format was printed information with “large font” (45%) followed by “electronic” media (10%) and “braille” (9%). Eleven percent of respondents indicated “other,” including in-person and recordings. Approximately 25% of individuals refused to respond or did not know how to properly respond (see Figure 11b).



Natural Support

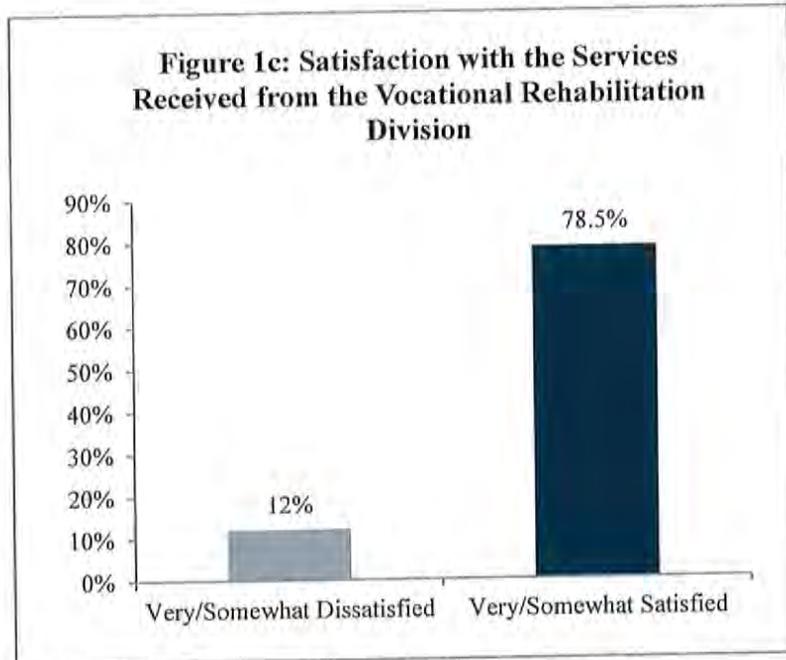
Respondents indicated the extent to which they received “natural support” during the services provided by the OIB program. Examples of natural support include help from friends and family. Equal numbers of respondents indicated that they “often” and “sometimes” received natural support (70%). Smaller numbers of respondents indicated that they “seldom” (24%) or “never” (22%) received natural support. About 2% of respondents did not respond (see Figure 12b).



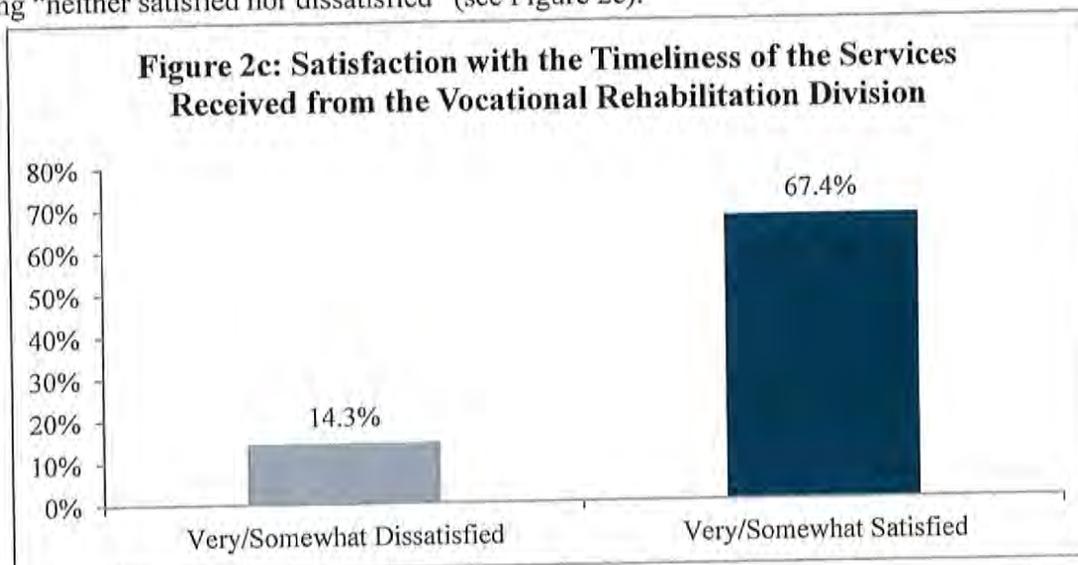
Results: Transition Student Population

Satisfaction with Overall Services of Vocational Rehabilitation Division

Transition students were asked two items regarding their satisfaction with services received and with the timeliness of services received. The majority of transition students (79%) reported being “somewhat” or “very satisfied” overall with the services they received from the Vocational Rehabilitation Division, while only 12% reported being “somewhat” or “very dissatisfied” (see Figure 1c). Further, approximately 8% of students reported being ‘neither satisfied nor dissatisfied’ with the services they received.

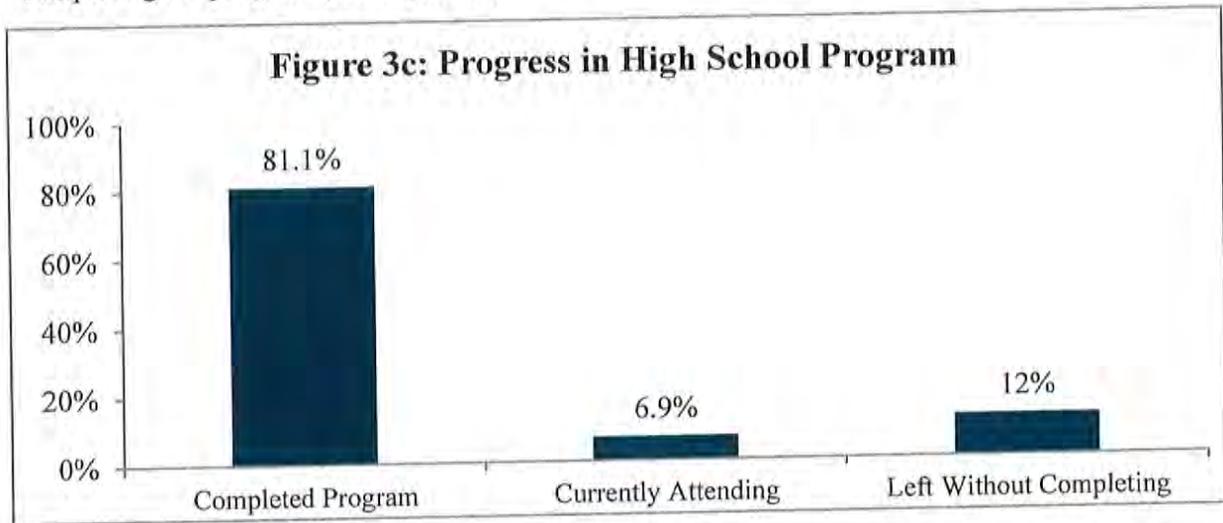


Regarding timeliness of services, the majority of transition students again reported being “somewhat” or “very satisfied” (67%). Only 14% of transition students reported being “somewhat” or “very dissatisfied” with the timeliness of services and 16% of students reported being “neither satisfied nor dissatisfied” (see Figure 2c).

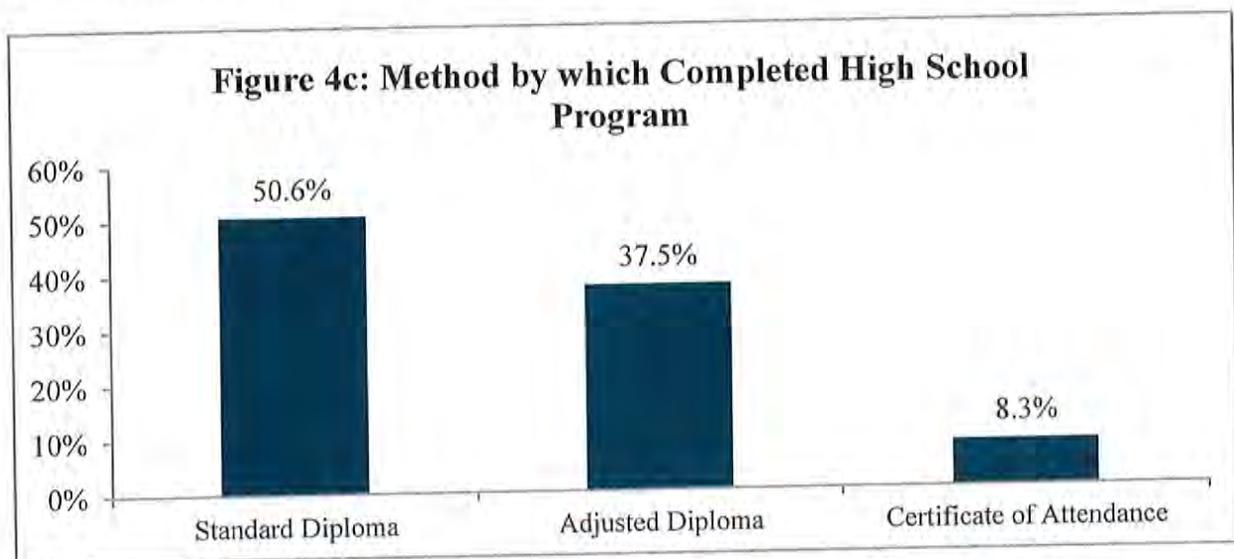


Experiences and Satisfaction with the High School Program

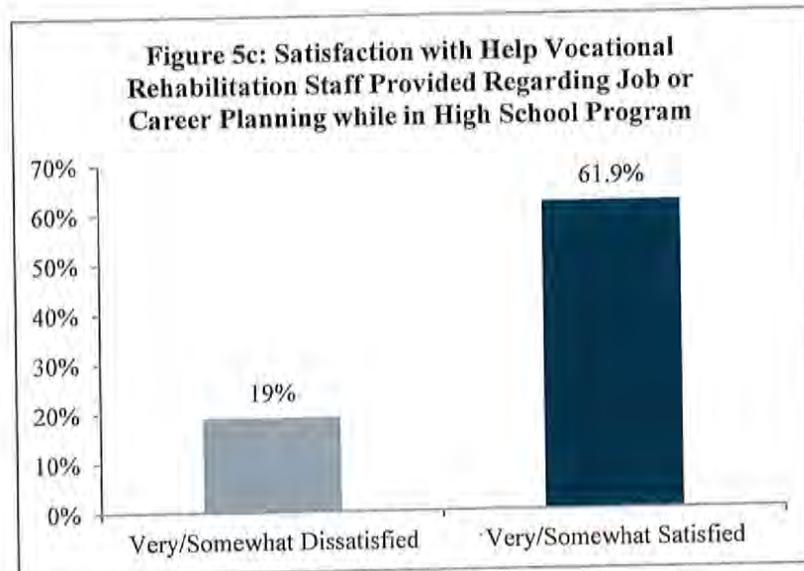
Of the transition students that have been enrolled in the high school program ($n = 82$), 7% are currently attending the program, 81% have completed the program, and 12% left without completing the program (see Figure 3c).



Student clients who indicated that they completed high school reported doing so via three methods: (1) an adjusted diploma (i.e., diploma given to special education students who cannot qualify for a standard diploma), (2) a standard, advance, or honors diploma, or (3) a certificate of attendance (i.e., diploma given to those students who have met all the satisfactory requirements for graduation from high school or completion of an adult education program except that they have not passed one or more of the proficiency examinations). The majority of students received either a standard diploma (51%) or an adjusted diploma (38%), while a smaller number of students received a certificate of attendance (8%; see Figure 4c).



Clients' overall satisfaction with the help the Vocational Rehabilitation Staff gave them with job or career planning while in high school was generally positive; almost two-thirds (62%) of students reported being "somewhat" or "very satisfied" with the help, and only 19% of students reported being "somewhat" or "very dissatisfied" with the help (see Figure 5c).



Experiences and Satisfaction with Other Educational Programs

Students were asked about their enrollment and satisfaction in a total of six different educational programs: (1) GED Program, (2) Technical or Trade School Program, (3) On-the-Job Training, (4) Two-Year College Degree Program, (5) Four-Year College Degree Program, and (6) Job Corps Program. Each of the educational programs had sample sizes too small to allow summary analyses by weighted percentages. In addition, the use of weighted statistics to make comparisons between groups, such as gender, age, and region, is not appropriate, as these descriptions will not be accurate. Below is an overall summary of experience and satisfaction with these programs by non-weighted frequencies (N). Due to the small sample sizes, both weighted percentages and summary analyses regarding between-group comparisons are excluded from this text.

GED Program

Four students reported having enrolled in a GED program. Two students were currently attending and two left without completing their GED Program. Regarding their level of satisfaction with the help that Vocational Rehabilitation Staff gave to them for job or career planning while in the GED program, three students were "somewhat satisfied" and one student was "neither satisfied nor dissatisfied".

Technical or Trade School Program

Twenty-four students (9 males and 15 females) reported being offered the opportunity to participate in a technical or trade school program (see Figure 6c). Of the students who were offered the opportunity, five reported participating in a technical or trade school (see Figure 6c). Students participating in a technical or trade school program comprised of one male and four

females. Of the five students who participated in the technical or trade school program, all five students were “very satisfied” with the help they received from the Vocational Rehabilitation staff for the program.

On-the-Job Training Program

Forty students (16 males and 24 females) reported being offered the opportunity to participate in an on-the-job training program (see Figure 6c). Of the students who were offered the opportunity, 27 reported participating in on-the-job training program (see Figure 6c). Students participating in on-the-job training program were comprised of 11 males and 16 females. Twenty-four students were “somewhat” or “very satisfied” with the help Vocational Rehabilitation Staff gave to them with the on-the-job training program. Only one student was “very dissatisfied,” one was “somewhat dissatisfied,” and one was “neither satisfied nor dissatisfied” with the help they received from the Vocational Rehabilitation Staff for the program.

Two-Year College Degree Program

Twenty-three students (12 males and 11 females) reported being offered the opportunity to participate in a two-year college degree program (see Figure 6c). Of the students who were offered the opportunity, eleven students reported participating in a two-year degree program (see Figure 6c). Students participating in a two-year college degree program were comprised of seven males and four females. Nine of these students were “very” or “somewhat satisfied” with the help they received from the Vocational Rehabilitation Staff with the two-year college degree program, while one student was “very” or “very dissatisfied” and one student was ‘neither satisfied nor dissatisfied’ with the help they received for the program.

Four-Year College Degree Program

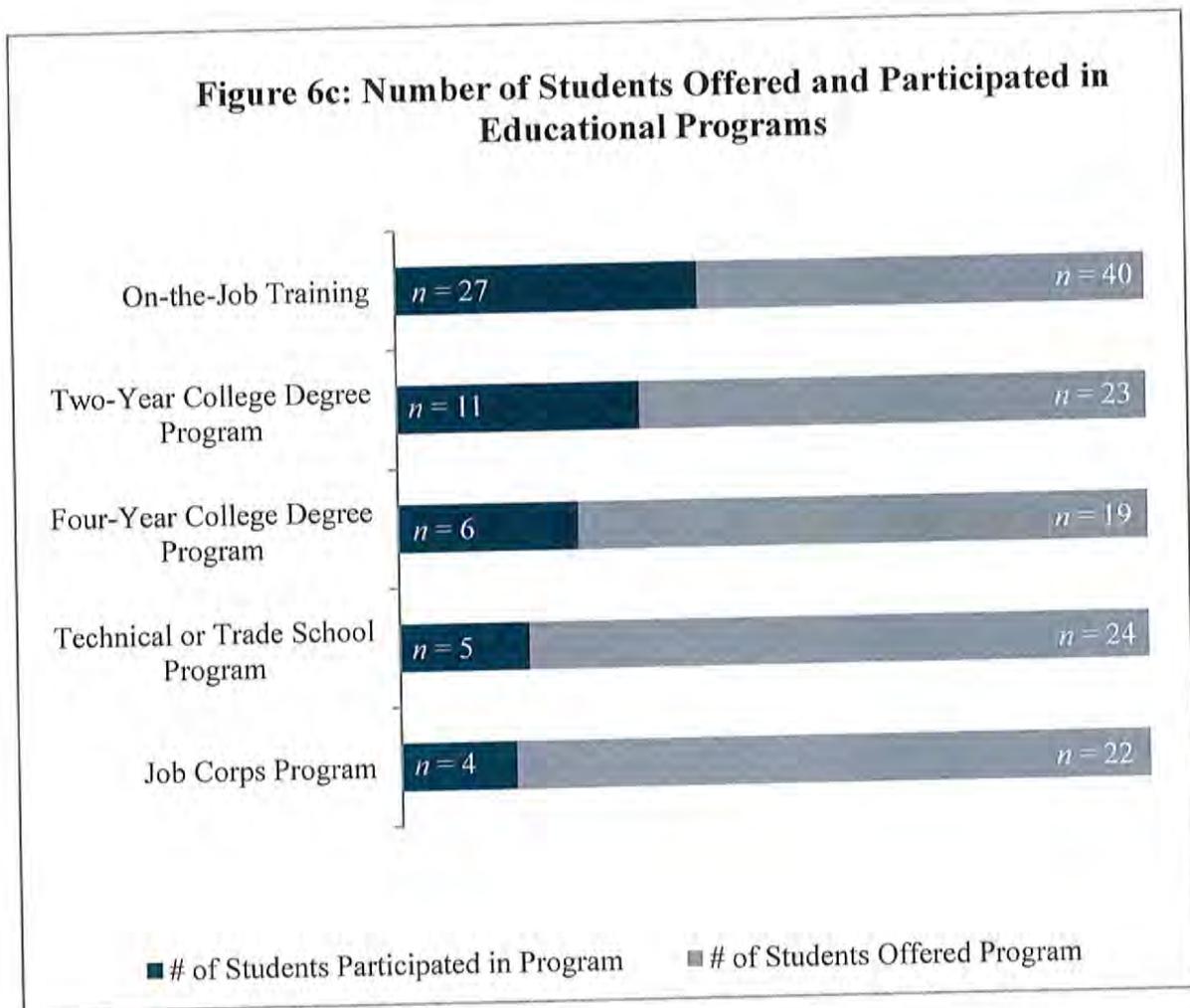
Nineteen students (12 males and 7 females) reported being offered an opportunity to participate in a four-year college degree program (see Figure 6c). Of the students offered the opportunity, six reported participating in a four-year college degree program (see Figure 6c). Students participating in four-year college degree program comprised of three males and three females. Four students reported being satisfied, either “somewhat” or “very,” with the help they received from the Vocational Rehabilitation Staff with the four-year college degree program, while one student was “very dissatisfied” and one student was “neither satisfied nor dissatisfied.”

Job Corps Program

Twenty-two students (10 males and 12 females) reported being offered an opportunity to participate in a Job Corps program (see Figure 6c). Of the students offered the opportunity, four reported participating in a Job Corps Program (see Figure 6c). Students participating in Job Corps Program comprised of two males and two females. Three of these students were “somewhat” or “very satisfied” with the help they received from the Vocational Rehabilitation staff with the Job Corps Program, while only one student was “neither satisfied nor dissatisfied”

with the help they received for the program.

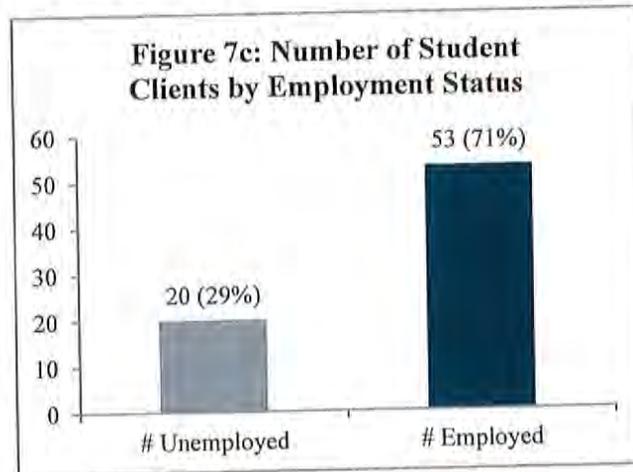
Of all of the programs offered to students, the On-the-Job-Training Program had the highest percentage of participation at 68% (27 of 40 offered the opportunity to participate; see Figure 6c). The Two-Year College Degree Program had a 48% participation rate (11 of 23), the Four-Year College Degree Program had a 32% participation rate (6 out of 19), the Job Corps Program had a 18% participation rate (4 of 22), and the Technical or Trade School Program had a 21% participation rate (5 of 24; see Figure 6c).



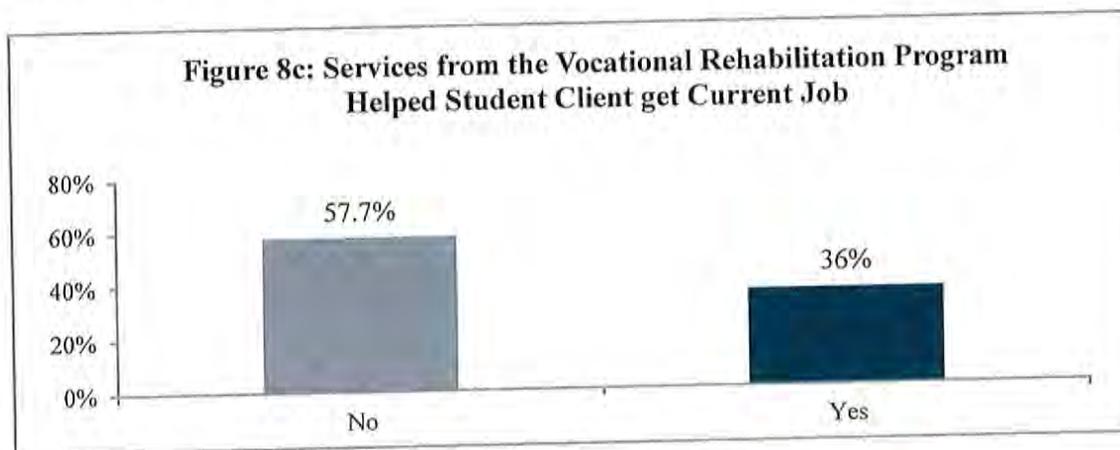
General Employment History and Satisfaction

Current Employment

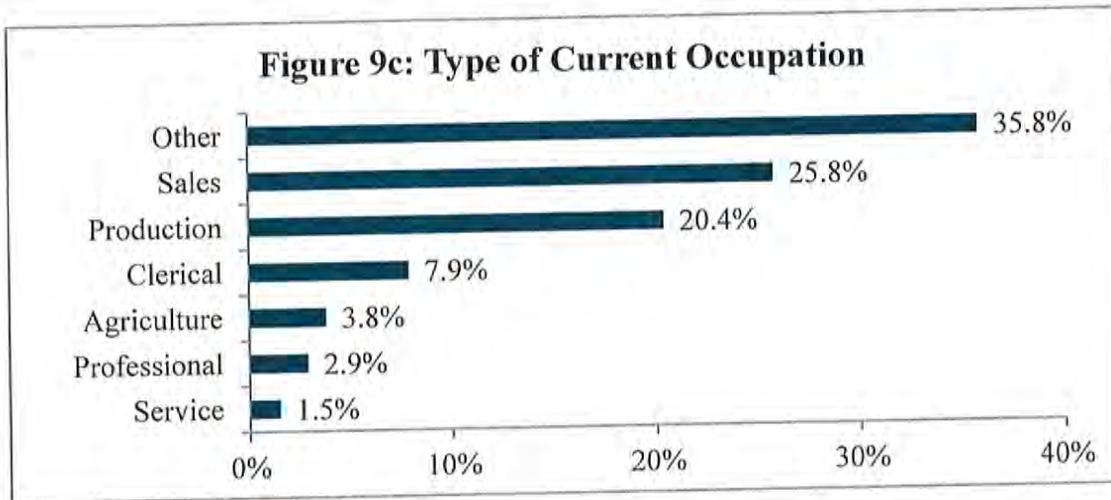
Fifty-three student clients reported being currently employed (71%), while 20 clients (29%) indicated that they were unemployed (see Figure 7c). Of the currently employed students, 36% (n = 20) indicated that they had received their current job as a result of the services they received from the Vocational Rehabilitation Program (see Figure 8c).



Of the 58% (n = 30) of respondents who did not get their current job as a result of Vocational Rehabilitation services, 26% (n = 8) reported getting *any* job as a result of the services they received from the Vocational Rehabilitation Program. Of the respondents who reported getting a previous job as the result of the services they received from the Vocational Rehabilitation Program, no students reported that they held that same job when their case was closed.



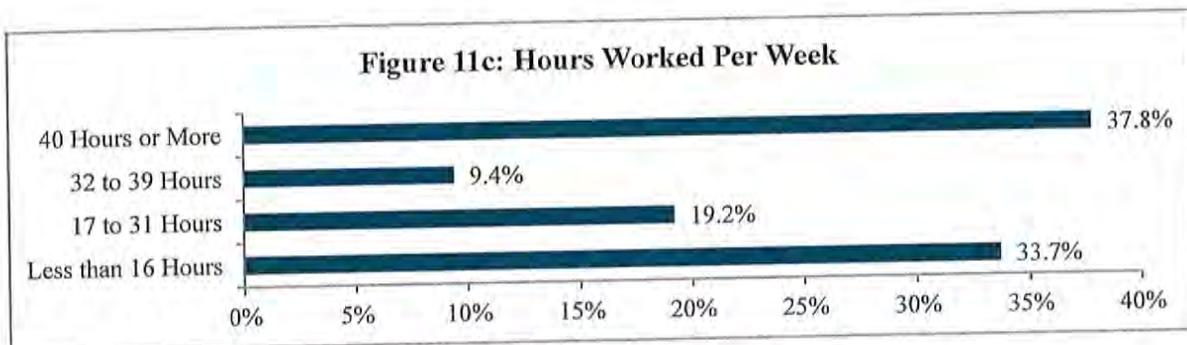
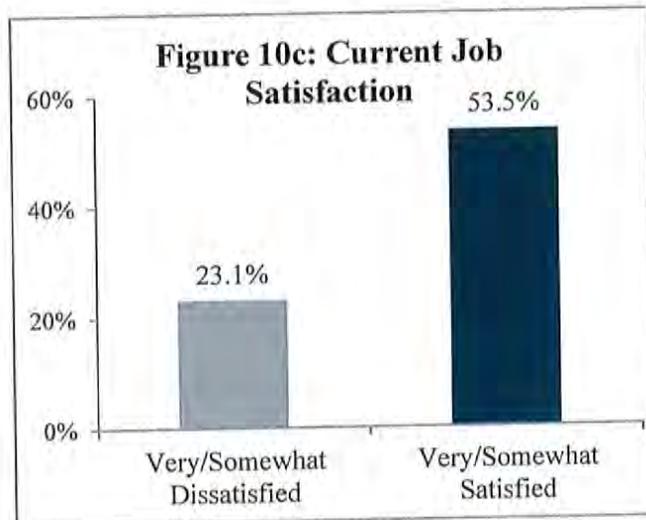
Students were asked what kind of job they were currently employed in at the time of the interview. The majority of students indicated being employed in sales and retail occupations (26%), production, construction, operating, maintenance, and material handling occupations (20%), clerical and administrative support occupations (8%), agricultural, forestry, fishing, and related occupations (4%), professional, paraprofessional, and technical occupations (3%), and service occupations (2%; see Figure 9c). Another 36% of students indicated being in another kind of job not listed. Of those students with a current job, 64% agreed that they were employed in an integrated setting.



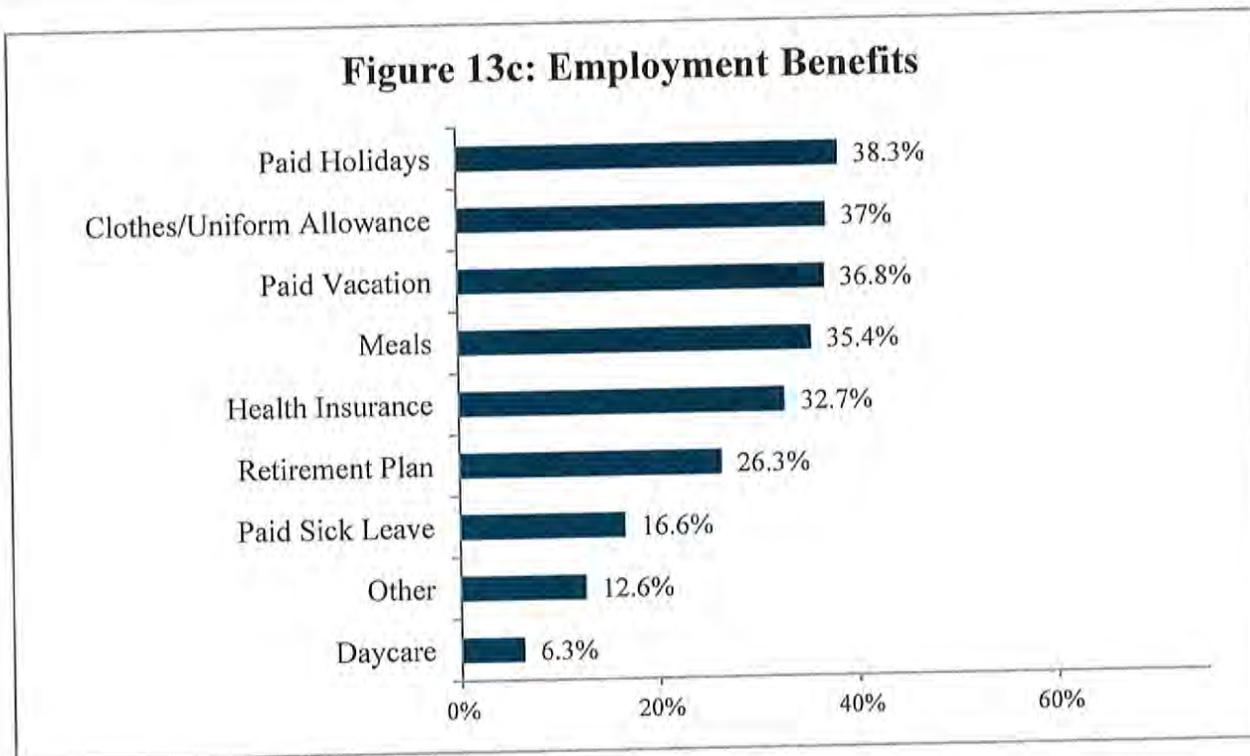
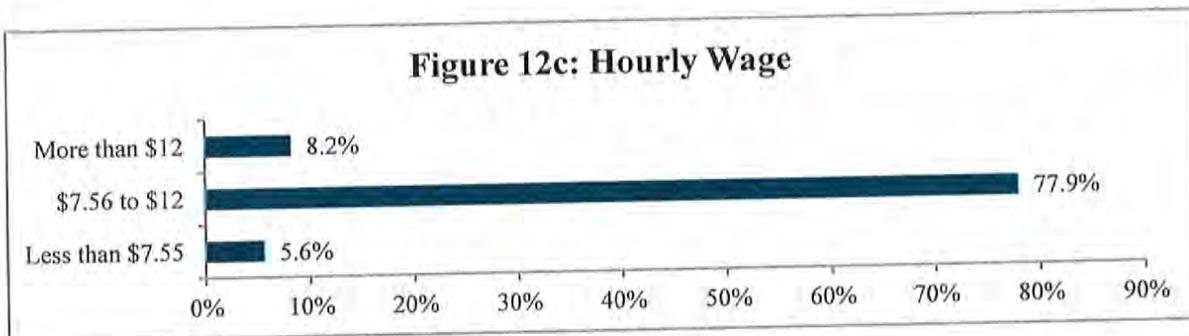
Generally, most students (54%) were “somewhat” or “very satisfied” with their current job, while 23% reported being dissatisfied, either “somewhat” or “very” (see Figure 10c).

Of the students who were currently employed, 4% reported having their current position for less than one month, 14% reported having their current position for 1-2 months, and 82% reported having their current position for more than 2 months.

Of the students who were employed, the largest percentages of students reported working less than 17 hours per week (34%) or between 17 and 31 hours per week (19%; Figure 11c). Thirty-eight percent of students reported working 40 hours or more per week and 9% reported working between 32 and 39 hours per week. Further, approximately 78% of students reported that they earned between \$7.56 and \$12 per hour, followed by 9% who earned more than \$12 per hour and 5% of students who earned less than \$7.56 per hour (see Figure 12c).



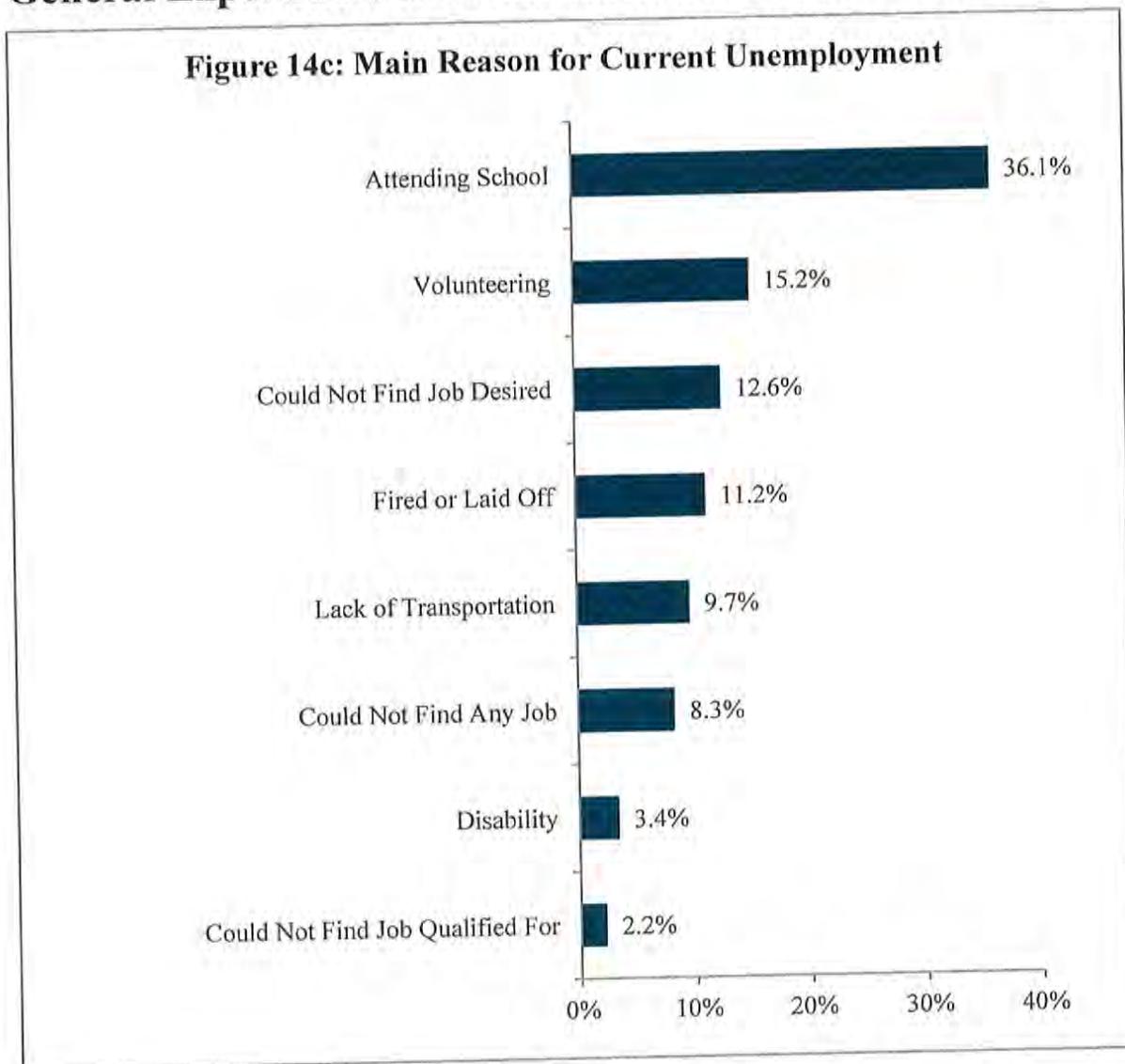
Employed respondents were asked about the benefits that they currently received from their employers. The most commonly received benefits included paid holidays (39%), followed by the receipt of clothes/uniform allowance (37%), paid vacation (37%), meals (35%), health insurance (33%), retirement plan (26%), paid sick leave (17%), 'other' (13%), and daycare (6%; see Figure 13c).



Unemployment

Those students who were currently unemployed during the time of the interview were asked to indicate the main reason why. Overall, the four reasons for unemployment that were highest among the students included that they were attending school (36%) they were volunteering (15%), they could not find a job they desired (13%), and they were fired or laid off (11%). Smaller percentages of students indicated that they were unemployed because they lacked transportation (10%), could not find any job (8%), their employers could not accommodate their disabilities (3%), and could not find a job they qualified for (2%; see Figure 14c).

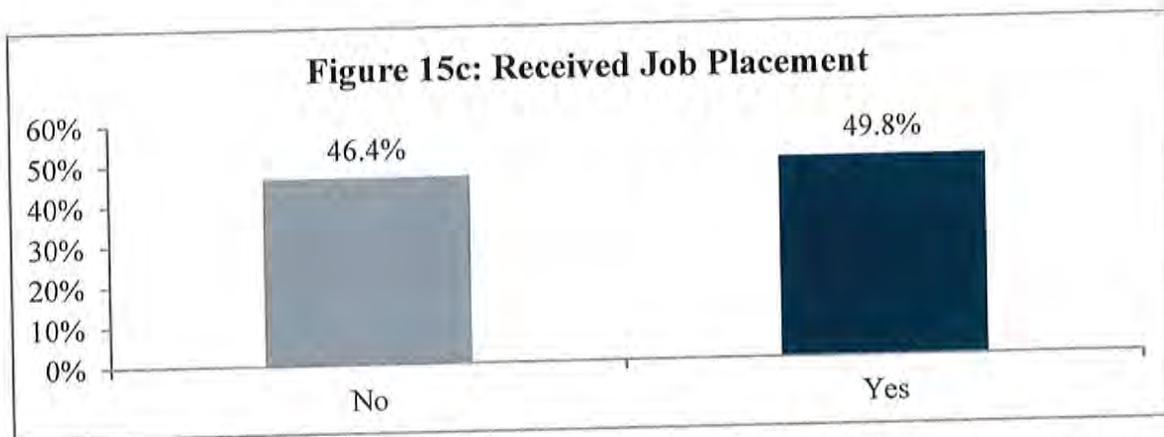
General Experiences and Satisfaction with Job Placement,



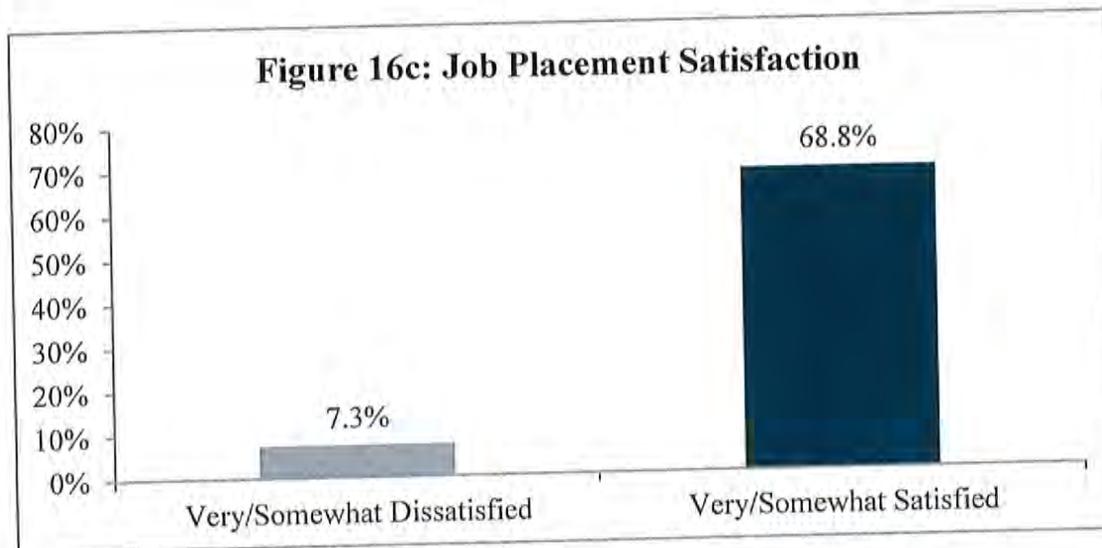
Job Coaching, and Other Support Services

Job Placement

Students were asked to indicate their experiences with the services provided by the Vocational Rehabilitation Program. Half of the students (50%) received job placement services from the Vocational Rehabilitation Program (see Figure 15c).

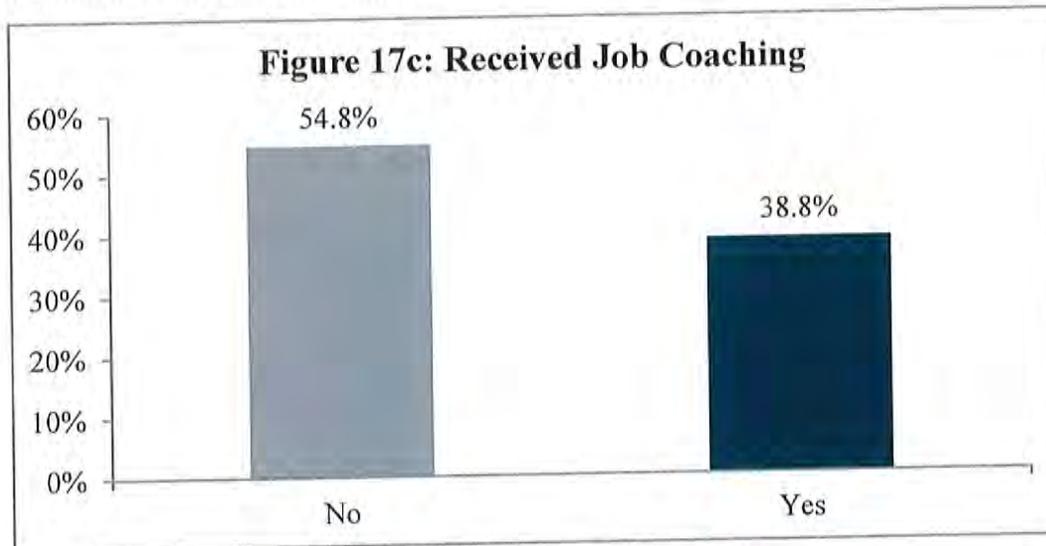


The overall satisfaction with job placement services was high, with 69% being “somewhat” or “very satisfied” with the statement (see Figure 16c). Twenty-four percent reported being “neither satisfied nor dissatisfied” with job placement services, and 7% being “somewhat” or “very dissatisfied” (see Figure 16c).

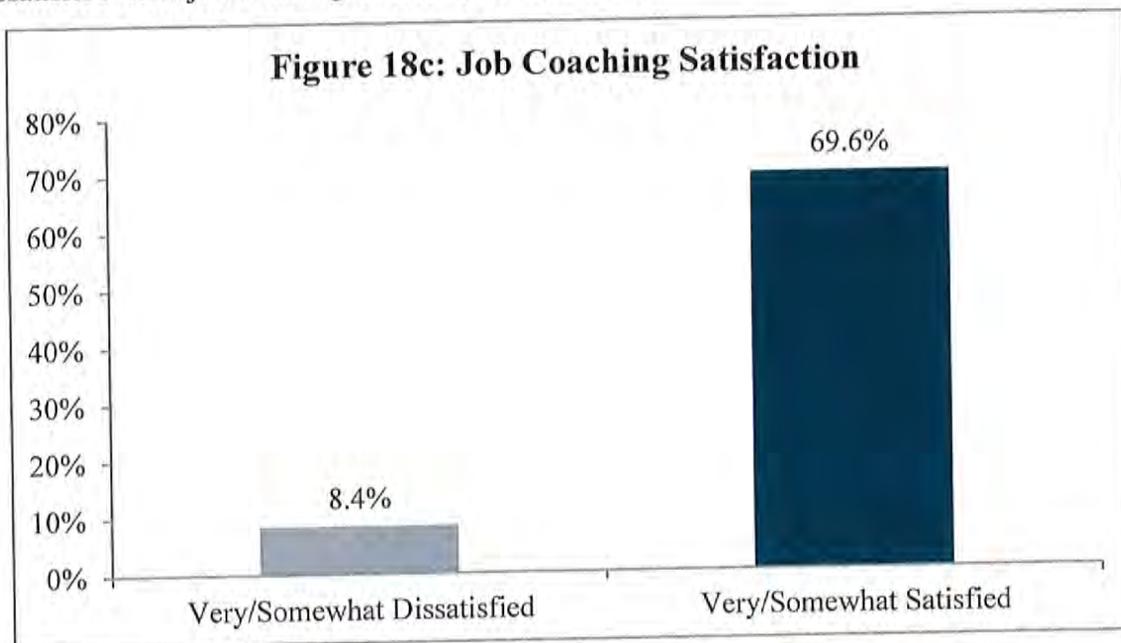


Job Coaching

Approximately 39% of students received job coaching services from the Vocational Rehabilitation Program (see Figure 17c).

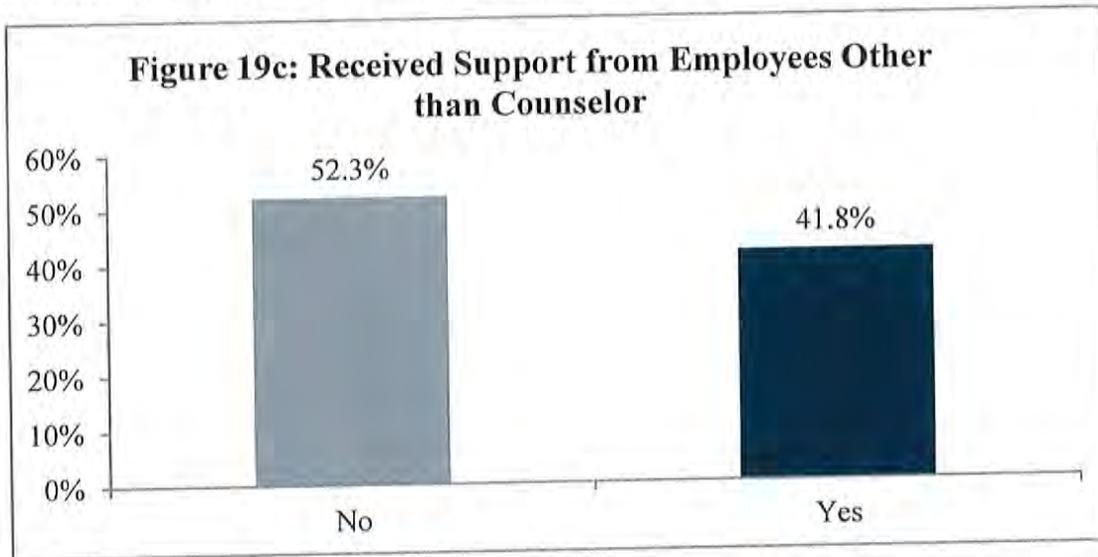


The overall satisfaction of job coaching was high, with 70% of students reporting being “somewhat” or “very satisfied” (see Figure 18c). Approximately 8% reported dissatisfied, either “somewhat” or “very,” and the remaining 22% of students reported being ‘neither satisfied nor dissatisfied’ with job coaching services (see Figure 18c).

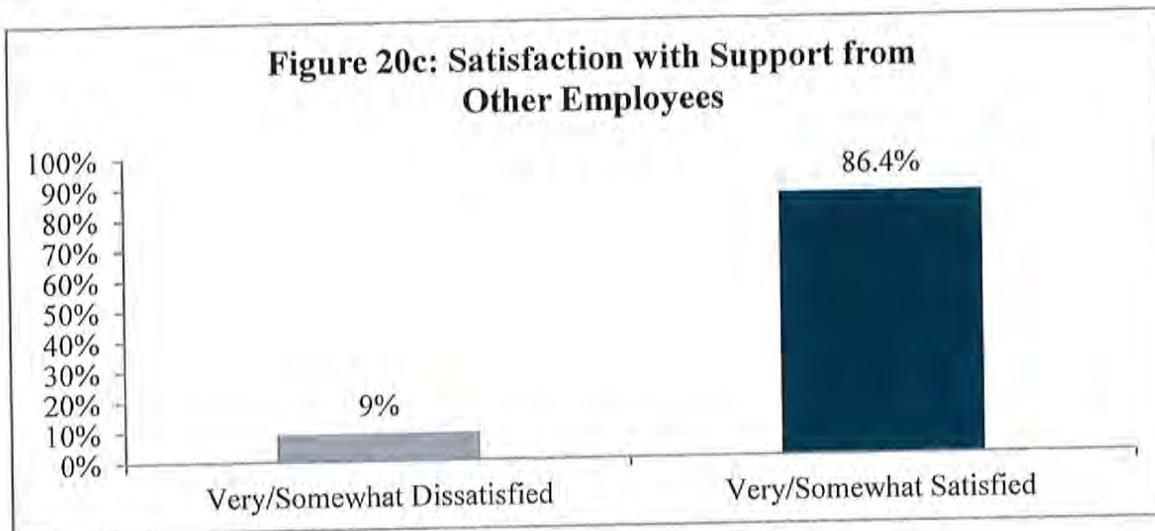


Other support from Vocational Rehabilitation employees other than your Counselor

Approximately 42% of students reported that they have received other support from Vocational Rehabilitation employees other than their primary counselor (see Figure 19c).

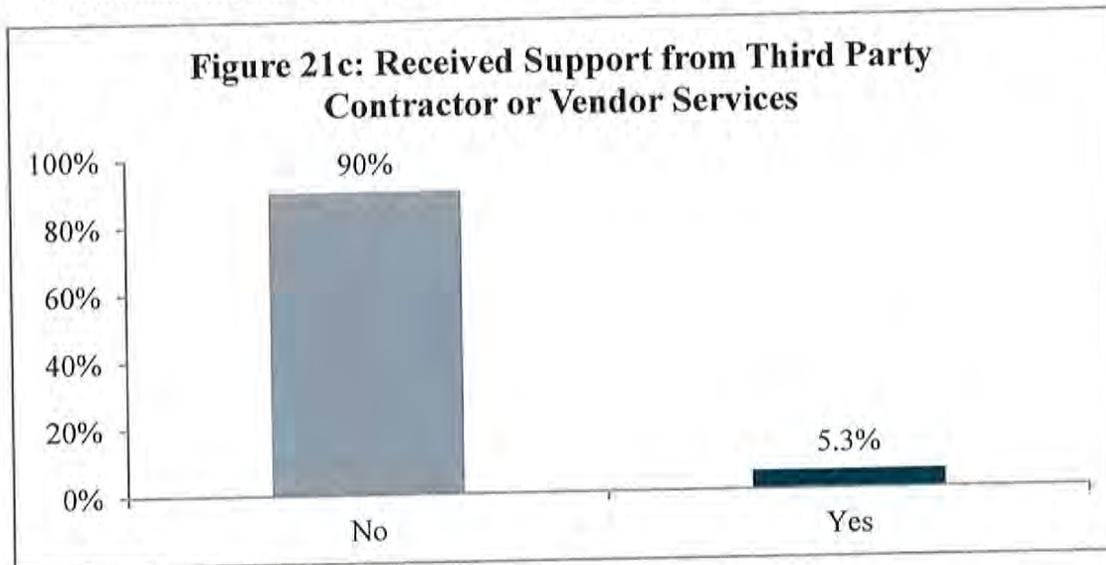


Of those 33 students who received support from employees other than their counselor, 86% of students were “somewhat” or “very satisfied” with these services (see Figure 20c). Approximately 5% reported being ‘neither satisfied nor dissatisfied’ with the support they received from other Vocational Rehabilitation employees, while the remaining 9% reported being ‘somewhat’ or ‘very dissatisfied’ with the support they received (see Figure 20c).

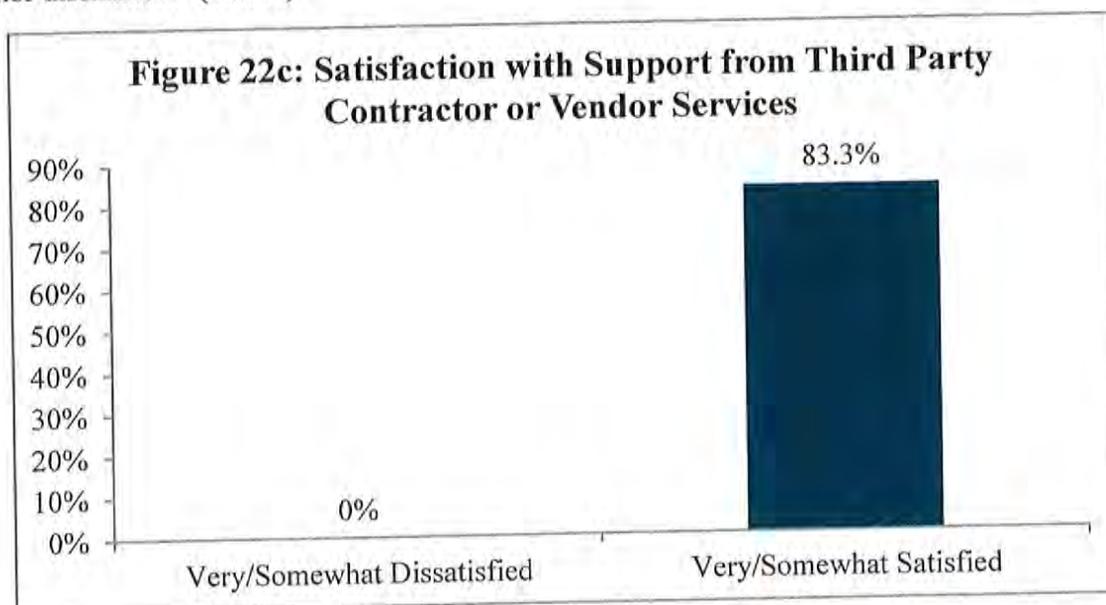


Third Party Contractor or Vendor Services

Respondents were asked whether they had received third party contractor or vendor services and, if so, their level of satisfaction with such services. Nearly 5% of students reported that they have received support from third party contractor or vendor services through the Vocational Rehabilitation Program (see Figure 21c); however, most (90%) said 'no'.

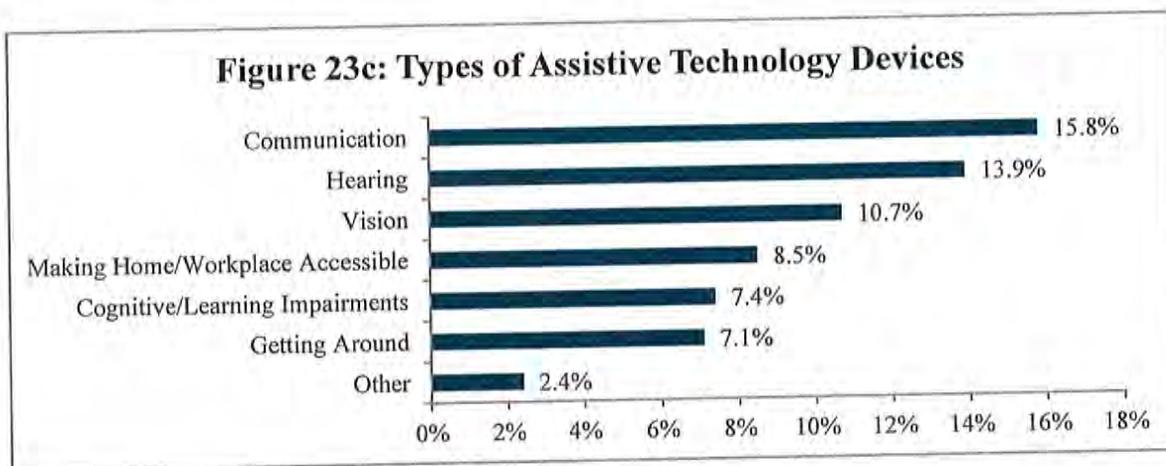


The majority of students were either “somewhat” or “very satisfied” with the services from third party contractors or vendors (83.3%; see Figure 22c). The other students were ‘neither satisfied nor dissatisfied’ (16.7%).

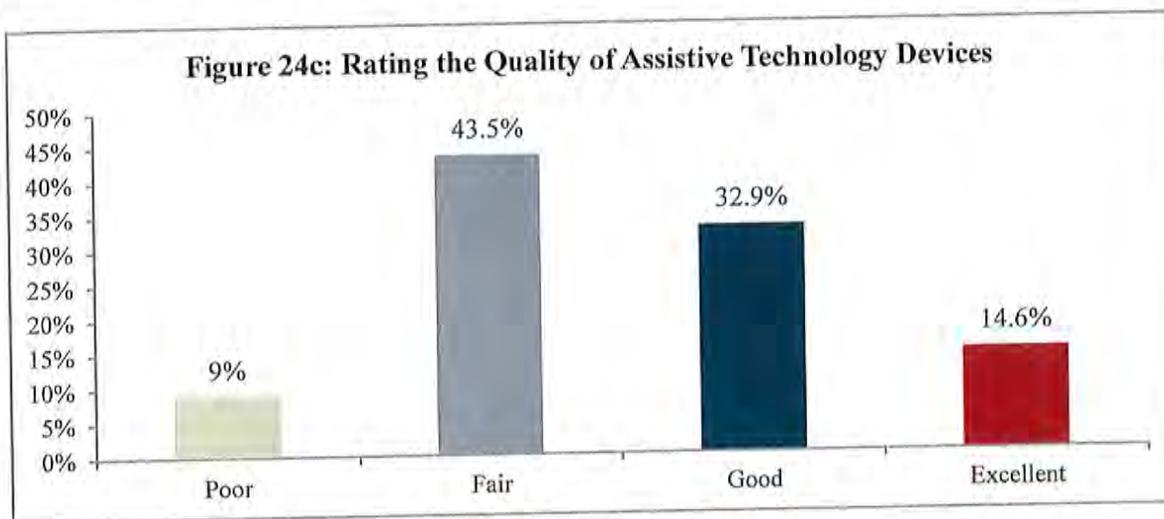


Assistive Technology Devices

The Vocational Rehabilitation Program provides student clients with assistive technology services, such as providing or purchasing devices to help with vision, hearing, communication, getting around, and changes to students' home or workplaces. Of the students who responded to these questions (25%), 15% received communication devices, such as hand-held digital recorders or AAC box, 14% received devices that helped them with their hearing, 11% received devices that helped them with their vision, such as glasses or screen readers, 9% of students reported receiving devices that made their home or workplace more accessible, such as specialized office equipment or book/copy holders, 7% received devices to help with cognitive or learning impairments, and 7% reported receiving devices that helped them to get around, such as transportation, canes, wheelchairs, or orthotics/prosthetics, and another 3% indicated the receipt of other types of assistive technology devices (see Figure 23c).

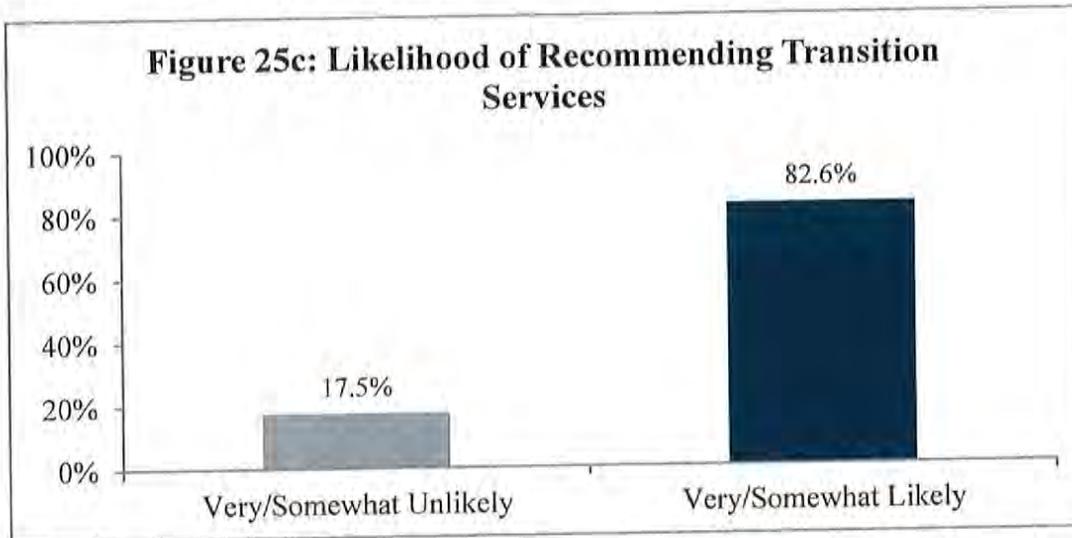


Most of these respondents rated these devices as “good” or “excellent” (48%; see Figure 24c).



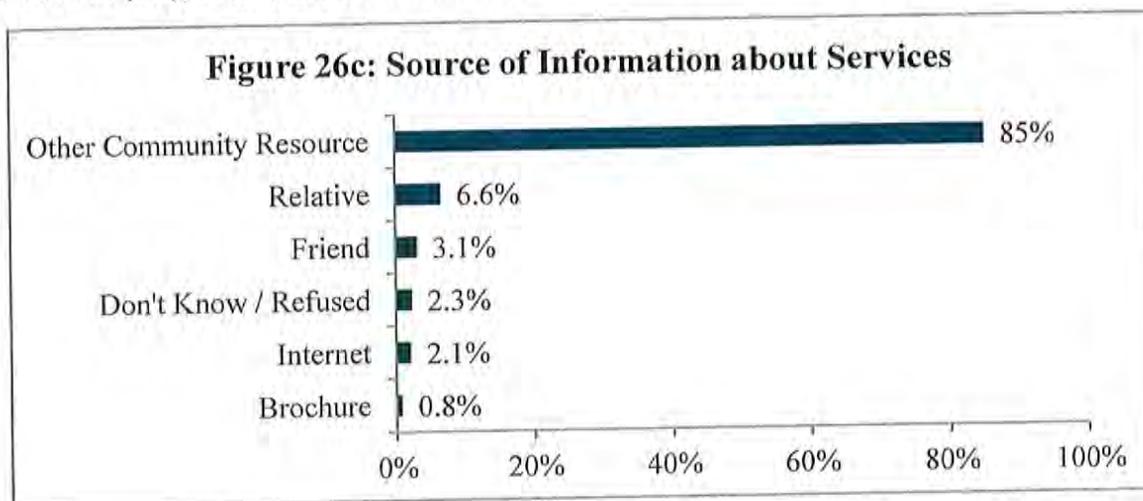
Recommendations of Transition Student Services

Based on their experiences with the transition services, approximately 83% of student clients reported being “somewhat” or “very likely” to refer other students to the services in the future (see Figure 25c). Nearly 7% of the students reported being “neither likely nor unlikely” to refer other students in the future, and 18% reported being “somewhat” or “very unlikely” to refer other students in the future (see Figure 25c).



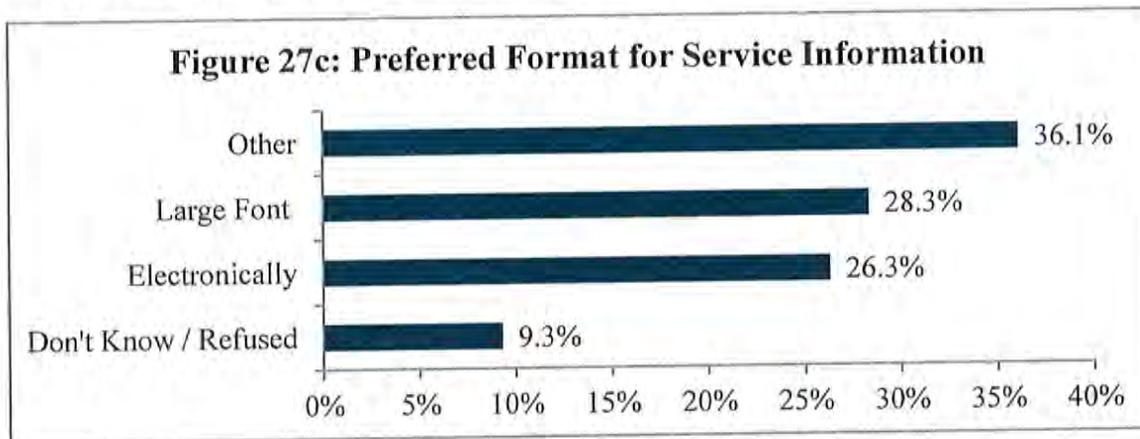
Source of Information about Services

Respondents were asked to indicate how they first found out about the services offered by the Vocational Rehabilitation Program (see Figure 26c). Among the choices, the most frequently cited source of information was through “Other Community Resources” (85%). These other sources included Job Connect, medical doctors, teachers, and school counselors. Clients also indicated that they found out about services through relatives (7%), friends (3%), Internet (2%), brochures (2%), or they did not know (1%).



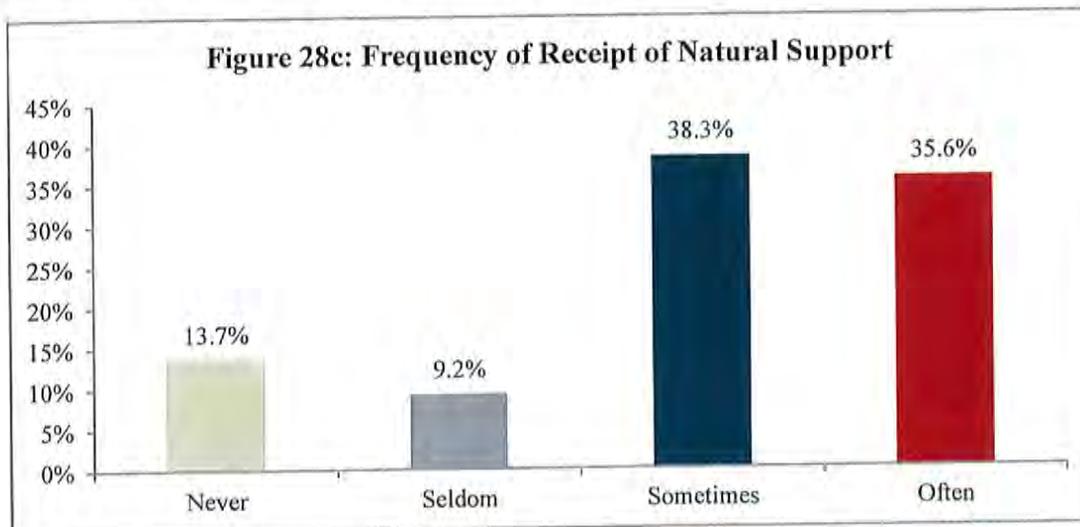
Format of Information

Respondents were asked whether they had received information about services offered by the Vocational Rehabilitation Program in the format that they preferred. Although 73% of respondents reported that they did receive information in their preferred format, 23% of respondents did not. Among those who did not receive information in their preferred format ($n = 22$), the most commonly requested formats were electronic (36%) and larger font (28%; see Figure 27c). Thirty-six percent of students indicated “other” (e.g., in a booklet) and 9% indicated that they did not know (see Figure 27c).



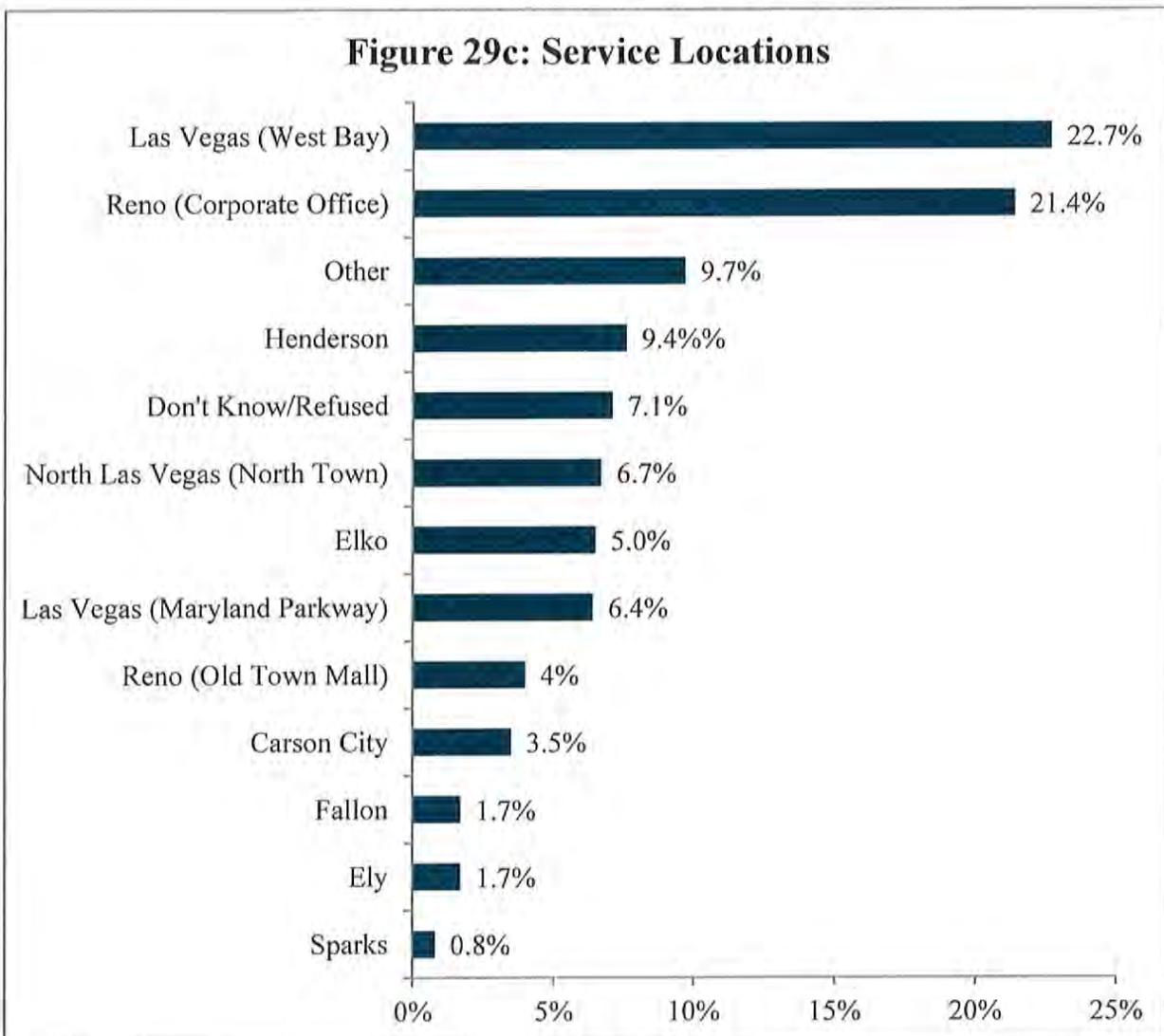
Natural Support

Respondents indicated the extent to which they received “natural support” during the services provided by the Vocational Rehabilitation Program. Examples of natural support include help from friends and family. Most respondents indicated that they either often received natural support (36%) or sometimes received natural support (38%). About 23% of respondents never or seldom received natural support (see Figure 28c).



Service Locations

See Figure 29c for a listing of all service location with their respective number of survey respondents. The largest percentage of students (23%) reported that they received services in Las Vegas at the “West Bay” facility. Approximately 21% of students received services from the corporate office in Reno. Other service locations had substantially smaller percentages of student respondents.



Nevada State Rehabilitation Council

Agenda Item: 5

Date: November 15, 2016

Agenda Item Title:

***Discussion/Possible Action** Regarding the 2016 Annual Report of the Nevada State Rehabilitation Council (NSRC).

Description:

The NSRC will review the draft of the 2016 Annual Report and make suggested revisions.

Council Action:

Review, make inquiries, provide input and vote.

Recommendation:

Vote to approve the draft 2016 Annual Report with suggested revisions.

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 NSRC 2016 Annual Report is due on December 31, 2015. 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 vote to approve the draft 2016 Annual Report.
- The NSRC may vote to approve the draft 2016 Annual Report with suggested revisions.

Items for Review:

- Exhibit A: 2016 Annual Report, Draft

Agenda Item: 5

Exhibit: A

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

Nevada State Rehabilitation Council

Agenda Item: 6

Date: November 15, 2016

Agenda Item Title:

Nevada State Rehabilitation Council (NSRC) member review on Open Meeting Law.

Description:

Brett Kandt Deputy Attorney General will provide training and review to NSRC members on current Open Meeting Law.

Council Action:

Receive training and make inquiries.

Recommendation:

Receive training and make inquiries.

Background:

The Nevada Open Meeting Law (OML) was enacted in 1960 to ensure that the actions and deliberations of public bodies be conducted openly.

Analysis:

This training focuses on a review of Nevada's Open Meeting Law

Options:

- Receive training
- Make inquiries

Items for Review:

- Exhibit A: Open Meeting Law PowerPoint

Nevada Open Meeting Law Training



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Serving the Citizens of Nevada

"Our government is the potent, the omnipresent teacher. For good or for ill, it teaches the whole people by its example. . . . If the government becomes the law-breaker, it breeds contempt for law; it invites every man to become a law unto himself." *Olmstead v. United States*, 277 U.S. 438, 485 (1928) (Brandeis, L., dissenting).

We owe a fiduciary duty to the public. *U.S. v. deVegter*, 198 F.3d 1324, 1328 (11th Cir. 1999) (public officials inherently owe a fiduciary duty to public to make governmental decisions in the public's best interest); *see also* NRS 281A.020(1)(a) (public office is public trust held for the sole benefit of the people).

Open Meeting Law (NRS Chapter 241)

“In enacting this chapter, the Legislature finds and declares that all public bodies exist to aid in the conduct of the people’s business. It is the intent of the law that their actions be taken openly and that their deliberations be conducted openly.” NRS 241.010(1).

“The exceptions provided to this chapter, and electronic communication, must not be used to circumvent the spirit or letter of this chapter to deliberate or act, outside of an open and public meeting, upon a matter over which the public body has supervision, control, jurisdiction or advisory powers.” NRS 241.016(4).

The spirit and policy behind the OML favors open meetings and any exceptions thereto should be strictly construed. *McKay v. Board of Supervisors*, 102 Nev. 644, 730 P.2d 438 (1986).

Open Meeting Law (NRS Chapter 241)

Public bodies working on behalf of Nevada citizens must conform to statutory requirements in open meetings under an agenda that provides full notice and disclosure of discussion topics and any possible action. *Sandoval v. Board of Regents*, 119 Nev. 148, 67 P.3d 902 (2003).

Agenda items must be **clear and complete; higher degree of specificity for matter of substantial public interest**. NRS 241.020.

Deliberation and action must be properly noticed and taken openly. NRS 241.010.

Action is only taken by the body as a whole; members have no individual decision-making powers and may only speak on behalf of the body if authorized to do so during an open meeting.

Law applies to subcommittees/advisory groups given the task of making decisions for or recommendations to a public body.

What is a Meeting?

NRS 241.015 says:

Quorum of members of a public body *gathering* together with:

Deliberation toward a decision; and/or

Action: which means making a decision, commitment or promise over a matter within the public body's supervision, jurisdiction, control or advisory power.

A quorum is a simple majority of the total body (NRS 241.015(5)); action requires majority vote of members present (NRS 241.015(1)).

A gathering of a quorum at a social function is **not** a meeting **as long as** there is no deliberation or action.

An attorney-client conference on potential and existing litigation is **not** a meeting **as long as** there is no action.

Meeting Notice and Agenda - NRS 241.020

- Time, place and location of meeting
- List of locations posted
- Agenda consisting of a **clear and complete** statement of the topics scheduled to be considered
- Action items clearly denoted as "for possible action"
- Public comment at beginning/end or before any action item
- Posted at office of the public body *or* location of meeting *and* 3 other separate, prominent places within Nevada
- Posted at public body website *and* at www.notice.nv.gov
- Posted no later than 9AM of the third working day before the meeting

Meeting Notice and Agenda *continued*

- Name and contact information for person the public may request supporting materials from and locations where the supporting material is available
- If any portion of the meeting will be closed to consider the character, alleged misconduct or professional competence of a person, the name of the person
- If the public body will consider whether to take administrative action regarding a person, the name of the person
- Notification that items on the agenda may be taken out of order, may be combined for consideration, and may be removed from the agenda or delayed for discussion at any time
- Any restrictions on comments by the general public

Additional Requirements

Supporting materials made available to the public when provided to public body members. NRS 241.020(6) and (7).

Public bodies shall make reasonable efforts to assist and accommodate persons with physical disabilities desiring to attend. NRS 241.020(1).

Notice to persons who have requested notice of meetings pursuant to NRS 241.020(3)(c).

Additional notice requirements for consideration of character, misconduct, competence, or physical or mental health: 5 days personal service or 21 days certified mail. NRS 241.033.

An emergency meeting may only be called where the need to act upon a matter is truly unforeseen and circumstances dictate that immediate action is required. NRS 241.020(9).

Minutes and recording of meetings in compliance with NRS 241.035.

Exceptions

Closed sessions may be held by any public body to consider character, alleged misconduct, professional competence, or the physical or mental health of a person, with some exceptions, or to prepare, revise, administer, or grade examinations administered on behalf of the public body, or to consider an appeal by a person of the results of an examination administered on behalf of the public body. NRS 241.030.

Closed sessions may not be held:

- To discuss the appointment of any person to public office or as a member of a public body. NRS 241.030(4)(d); *see also City Council of City of Reno v. Reno Newspapers, Inc.*, 105 Nev. 886, 784 P.2d 974 (1989).
- To consider the character, alleged misconduct, or professional competence of an elected member of a public body, or a person who is an appointed public officer or who serves at the pleasure of a public body as a chief executive or administrative officer or in a comparable position. NRS 241.031(1).

Public Comment Pitfalls

Restrictions must be reasonable “time, place, and manner” restrictions. NRS 241.020(2)(d)(7). NO

- Halting comment based on viewpoint of speaker;
- Halting comment upon belief defamation is occurring; or
- Halting comment critical of public official.

But comment may be stopped if it strays from the scope of an agenda topic for which comment; or for conduct that is willfully disruptive. *See Kindt v. Santa Monica Rent Control Bd.*, 67 F.3d 266 (9th Cir. 1995); *White v. City of Norwalk*, 900 F.2d 1421, 1425-26 (9th Cir. 1990).

The OML does not “[p]revent the removal of any person who willfully disrupts a meeting to the extent that its orderly conduct is made impractical.” NRS 241.030(4)(a).

Violations

Actions taken in violation of law are void. NRS 241.036.

The OAG has statutory enforcement powers under the OML and the authority to investigate and prosecute violations of the OML. NRS 241.037; NRS 241.039; NRS 2141.040.

When a violation of the OML occurs or is alleged, the OAG recommends that the public body make every effort to promptly correct the apparent violation. NRS 241.0365.

Although it may not completely eliminate a violation, corrective action can mitigate the severity of the violation and further ensure that the business of government is accomplished in the open.

Corrective action is prospective only. NRS 241.0365(4).

Violations

Corrective action requires that the public body engage in an *independent deliberative action* in full compliance with the OML. *See, e.g., Page v. MiraCosta Community College Dist.*, 102 Cal. Rptr. 3rd 902, 930 (Cal. Ct. App. 2009); *Colorado Off-Highway Vehicle Coalition v. Colorado Bd. of Parks and Outdoor Recreation*, 292 P.3d 1132, 1137–8 (Colo. Ct. App. 2012); *Zorc v. City of Vero Beach*, 722 So.2d 891, 902-3 (Fla. Dist. Ct. App. 1998); *Gronberg v. Teton County Housing Authority*, 247 P.3d 35, 42 (Wyo. 2011).

A public body must clearly denote that corrective action may be taken at a meeting by placing the term “for possible corrective action” next to the appropriate agenda item. NRS 241.020(2)(d)(2).

Additional Points

Quorum of a public body using serial electronic communication to deliberate toward or make a decision violates law. NRS 241.016(4); *Del Papa v. Board of Regents*, 114 Nev. 388, 956 P.2d 770 (1998).

Parliamentary procedure not addressed in OML - Duties of the presiding officer, motions and voting, making a clear record.

Disclosure and abstention in conformance with Ethics in Government Law (NRS Chapter 281A). Abstain only in a clear case where the independence of judgment of a reasonable person in your situation would be materially affected by the conflict of interest disclosed. See NRS 281A.420; see also *Carrigan v. Commission on Ethics*, 131 Nev. 313 P.3d 880 (2013).

Public Records Law (NRS Chapter 239)

“All public books and public records of a governmental entity, the contents of which are not otherwise declared by law to be confidential, must be open at all times during office hours to inspection by any person.” NRS 239.010.

Nevada law does not statutorily define a “public record”-

- Record must be in the “legal custody or control” of a governmental entity - this includes legal control. NRS 239.010(3); see also *Las Vegas Metro. Police Dep’t v. Blackjack Bonding, Inc.*, 131 Nev. Adv. Op. 10, 343 P.3d 608, 613 (2015).
- Official state records include “materials which are made or received by a state agency and preserved by that agency or its successor as evidence of the organization, operation, policy or any other activity of that agency.” NRS 239.080(4)(d).

Requirements

There is a presumption of openness and agencies have the burden of proving by a preponderance of the evidence that any requested record, or a part thereof, is confidential. NRS 239.0113.

Under the balancing test established by the Nevada Supreme Court, any privacy justifications for nondisclosure must be weighed against the public's interest in access. *Donrey of Nevada v. Bradshaw*, 106 Nev. 630, 635, 798 P.2d 144, 147 (1990). See also *PERS v. Reno Newspapers Inc.*, _ Nev. _, 313 P.3d 221, 225 (2013); *Reno Newspapers Inc. v. Gibbons*, _ Nev. _, 266 P.3d 623, 626-27 (2010); *Reno Newspapers v. Sheriff*, 126 Nev. 211, 217-18, 234 P.3d 922, 926-27 (2010); *DR Partners v. Board of County Commissioners*, 116 Nev. 616, 627, 6 P.3d 465, 472 (2000).

Records requested must be identifiable and requests must not be overbroad. See *State ex re. Zidonix v. Columbus State Community College*, 976 N.E.2d 861, 866-7 (Ohio 2012).

Transacting Business on Personal Devices

The majority of case law from other jurisdictions has held that government-related information created or held on government employees' personal devices and personal accounts is subject to disclosure, usually on the basis that the record was created in the transaction of public business and thus fell within the definition of "public record" under the applicable law. See *Bradford v. Dir, Employment Sec. Dept.*, 128 S.W.3d 20 (Ark. Ct. App. 2003); *City of Champaign v. Madigan*, 992 N.E.2d 629 (Ill. App. Ct. 4th Dist. 2013); *Adkisson v. Paxton*, 459 S.W.3d 761 (Tex. Ct. App. 2015); *Nissen v. Pierce County*, 357 P.3d 45 (Wash. 2015). See also 2008 Op. Alaska Atty. Gen. (Aug. 21); Op. Att'y Gen. Fla. 2008-07 (Feb. 26, 2008); Op. Att'y Gen. Ill. 2011-006 (Nov. 15, 2011); 81 Op. Att'y Gen. MD 140,144-45 (May 22, 1996); 2009 OK AG 12; Op. Att'y Gen. Tex. 2003-1890 (Mar. 19, 2003).

Generally these courts have concluded that it is the substance of the communication, rather than the medium by which the communication is created, transmitted, or stored, that matters. "The determining factor is the nature of the record, not its physical location." *State v. City of Clearwater*, 863 So.2d 149, 154 (Fla. 2003).

The Impact of Social Media

- Use of Social Media by Government Agencies
- Personal Use of Social Media by Public Officials and Employees



Nevada State Rehabilitation Council

Agenda Item: 7

Date: November 15, 2016

Agenda Item Title:

Discussion/Report on the difference of duties of the Nevada State Rehabilitation Council (NSRC) and the Vocational Rehabilitation Division

Description: The difference of duties of the Nevada State Rehabilitation Council (NSRC) and the Vocational Rehabilitation Division

Council Action:

Review, ask questions provide input.

Recommendation:

Review, ask questions provide input.

Background:

Vocational Rehabilitation:

To support a wide range of services designed to help individuals with disabilities prepare for and engage in gainful employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice. Eligible individuals are those who have a physical or mental impairment that results in a substantial impediment to employment, who can benefit from vocational rehabilitation (VR) services for employment, and who require VR services. Priority must be given to serving individuals with the most significant disabilities if a state is unable to serve all eligible individuals.

Nevada State Rehabilitation Council (NSRC):

The mission of the Nevada State Rehabilitation Council (NSRC) is to help ensure that vocational rehabilitation programs (Bureau of Vocational Rehabilitation and Bureau of Services to the Blind and Visually Impaired) are consumer oriented, consumer driven, and that the programs' services and resources result in employment outcomes for Nevadans with disabilities.

The Council may assist in the community in the following ways:

- Help individuals with disabilities obtain services which may help them become employable.
- Put employers in contact with individuals with disabilities who may fill their staffing needs.
- Receive and relay client experiences about the state or the community vocational rehabilitation programs.
- Receive and relay ideas about improving vocational rehabilitation services.

Analysis:

Shelley Hendren, DETR/Rehabilitation Administrator and Janice John, DETR/Rehabilitation Deputy Administrator will discuss the role of the Rehabilitation Division.

Ernest Hall, NSRC Chair will discuss the role of the NSRC.

Exhibits:

- Exhibit A: NSRC Orientation

Nevada State
Rehabilitation
Council (NSRC)
Orientation and
Training



At Work for
Disability
Inclusion



The Bureau of Vocational
Rehabilitation (BVR)
&
The Bureau of Services for
Persons who are Blind or
Visually Impaired (BSBVI)



At Work for
Disability
Inclusion



VOCATIONAL REHABILITATION (BVR & BSBVI)

- *Our mission is to assist in removing barriers for people with disabilities to provide them access to opportunities for quality work and self-sufficiency.*
- *Our goal is competitive, integrated employment for people with disabilities that meets the needs of Nevada's employers.*
- *74.3% of people aged 18-64 are employed
40.9% of people with disabilities are employed*
(RespectAbility – 2014 data for Nevada)

LOCATIONS/ STAFFING

- 13 offices statewide
- Most co-located within JobConnect and One-Stop offices
- 128 employees statewide
- 47 Masters Degree Rehabilitation Counselors statewide and majority are Certified Rehabilitation Counselors (CRC)

STAFF/COST

- Caseloads average about 80 clients
- Most consumers pay nothing for VR services
- However, we do apply a needs test which mandates financial participation for income exceeding 250% of the poverty level

ELIGIBILITY

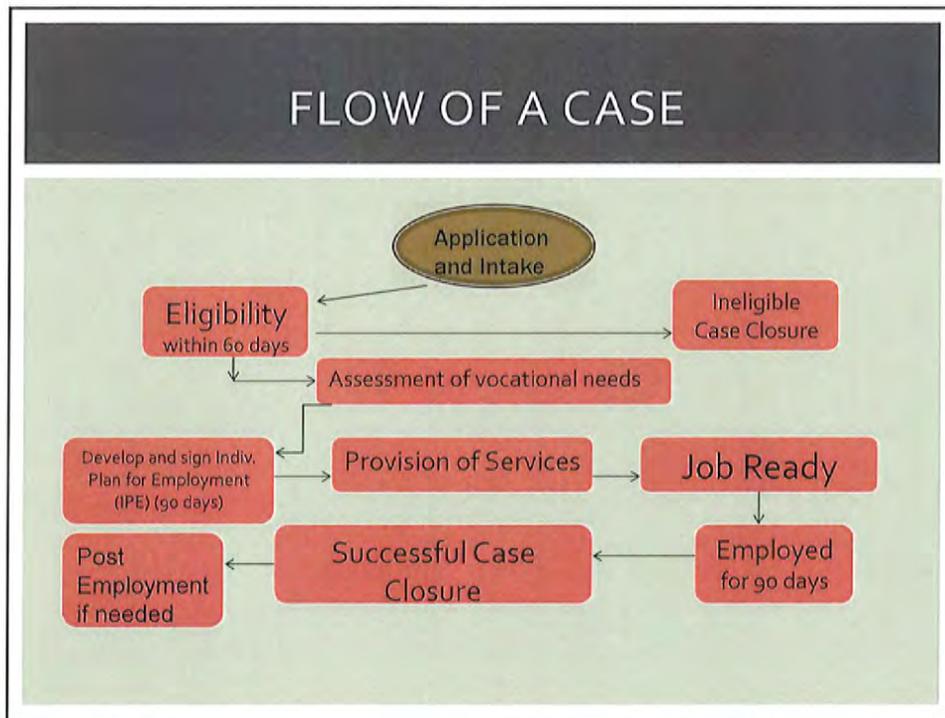
- The individual has a physical or mental impairment, diagnosed by qualified medical professional
- The impairment results in a substantial impediment to employment
- The individual requires VR services to secure employment

ELIGIBILITY

- The individual can benefit from services, and
- They are able to legally work in the U.S.
- If receiving Social Security benefits for disability, presumptive eligibility

PROCESS TO RECEIVE SERVICES

1. Orientation
2. Submit application
3. Intake
4. Eligibility Determination made within 60 days
5. Vocational and other Assessments
6. Consumer and Counselor discuss employment goal and create plan to achieve it – Individualized Plan for Employment (IPE) within 90 days



SOME CUSTOMARY SERVICES

- Assistive Technology for the workplace
- Physical & and Mental "Restoration" (ex. physical therapy, cataract surgery, dental, hearing aids, low vision clinic)
- Interpreters
- Job coaches
- Job Development & Job Retention services

The Workforce
Innovation and
Opportunity Act
(WIOA) and its effect
on BVR and BSBVI



At Work for
Disability
Inclusion



ONE NEVADA - Growing a Skilled, Diverse Workforce

WIOA

- Overwhelming bi-partisan passage
- Signed into law July 22, 2014
- Includes Workforce Investment Act & the Rehabilitation Act of 1973
 - Rehab. Act was 10 years past due for reauthorization
 - Noteworthy: Title I and Title IV

COMMON PERFORMANCE MEASURES

- 1) % in unsubsidized employment during the second quarter after exit
- 2) % in unsubsidized employment during the fourth quarter after exit
- 3) Median earnings during the second quarter after exit

COMMON PERFORMANCE MEASURES

- 4) % who obtain a recognized postsecondary credential or diploma or equivalent within one year of program exit
- 5) % that are in an education or training program that leads to a postsecondary credential and who achieve measurable skill gains
- 6) Effectiveness in serving employers

DEFINITIONS

Student – Up to age 22; and eligible for or receiving Special Education Services under IDEA, or meeting definition as person with a disability under Rehabilitation Act, Section 504

Youth – Up to age 24

Competitive Integrated Employment – Minimum wage or higher, and at location where employee interacts with *others* to the same extent as someone without a disability interacts in the workplace

TRANSITION STUDENTS

- 15% of Section 110 grant funds in reserve
 - Federal Funds only (no restriction on matching funds)
 - May not include administrative costs
- 5 Required Activities for the provision of Pre-Employment Transition Services (PETS); and
- 9 Authorized Activities

PETS 5 REQUIRED ACTIVITIES

DOES NOT REQUIRE OPEN CASE WITH VR:

- 1) Job Exploration Counseling
- 2) Counseling regarding postsecondary education and training programs
- 3) Instruction in Self-Advocacy
- 4) Work Based Learning Experiences
- 5) Workplace Readiness training (social skills and independent living skills)

SUB-MINIMUM WAGE

- Requires Youth to apply for VR services; have IPE; work toward an employment for a "reasonable period of time;" receive career counseling, info. & referrals.
- VR must document these services & provide to client.
- VR must provide follow-up info. & referrals at intervals of 6 months the first year, and annually thereafter
- Adults and those already in sub-min. wage jobs - VR must provide info. & referrals annually & maintain records of this.

BVR and BSBVI Funding



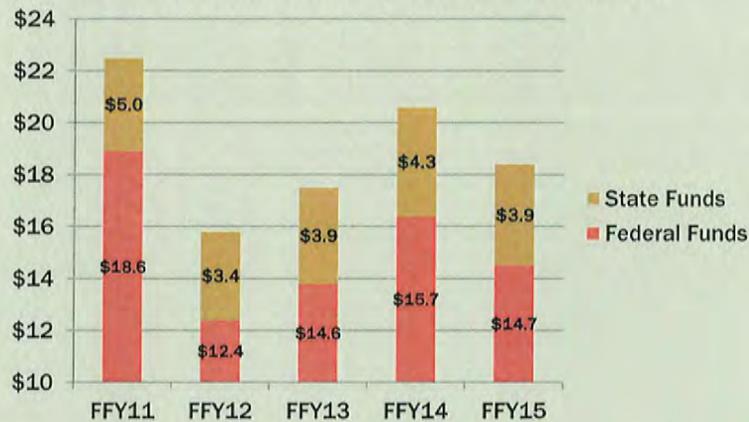
At Work for
Disability
Inclusion



ONE NEVADA - Growing a Skilled, Diverse Workforce

SOURCE OF REVENUE IN MILLIONS

Funded by State General Fund and other non-federal sources of Match to draw federal formula grant funds at about a 4:1 ratio.



SOURCE OF MATCHING FUNDS

	GENERAL FUND	BEN	HEALTHY FUNDS	INDEPENDENT LIVING	THIRD PARTY CO-OPS	SWCAP
FFY 11	\$3,074,279	\$1,775,324	\$ 136,176	\$ 2,439		\$ 50,420
FFY 12	\$1,334,049	\$1,848,274	\$ 126,793	\$ 10,158		\$ 46,663
FFY 13	\$1,840,301	\$1,881,974	\$ 127,486	\$ 10,902	\$ 35,293	\$ 45,632
FFY 14	\$2,188,584	\$1,717,523	\$ 81,772	\$ 9,959	\$306,229	\$ 28,432
FFY 15	\$2,499,450	\$ 933,307	\$ 83,897	\$ 13,335	\$358,239	\$ 24,536
FFY 16 <i>projected</i>	\$3,206,113	\$ 881,000	\$ 159,840	\$ 9,959	\$600,000	\$ 27,730

GENERAL FUND REVERSION

	General Fund Appropriation For Section 110	General Fund Reversion	Federal Funds - relative to reversion	% of Appropriation Reverted
FFY 11	\$3,890,243	\$ 410,655	\$ 1,517,303	11%
FFY 12	\$2,748,924	\$ 1,437,287	\$ 5,310,539	52%
FFY 13	\$2,726,365	\$ 2,726,365	\$ 3,388,719	34%
FFY 14	\$2,840,514	\$ 2,840,514	\$ 2,476,796	24%
FFY 15	\$2,834,506	\$ 2,834,506	\$ 780,113	7%
FFY 16	\$3,200,000			

FEDERAL FUND RELINQUISHED

	TOTAL AWARD	RELINQUISHED	AMOUNT GRANT SPENT	INCREASE IN AWARD AMOUNT FROM PRIOR YEAR	GRANT AWARD % INCREASE FROM YEAR TO YEAR	% OF TOTAL AWARD RELINQUISHED
FFY 11	\$19,352,891	\$735,953	\$18,616,938	\$ 1,551,728	8%	4%
FFY 12	\$22,206,585	\$9,700,000	\$12,506,585	\$ 2,853,694	13%	44%
FFY 13	\$20,385,377	\$4,500,000	\$15,885,377	\$ (1,821,208)	(9%)	22%
FFY 14	\$22,541,738	\$5,200,000	\$17,341,738	\$ 2,156,361	10%	23%
FFY 15	\$24,188,896	\$8,900,000	\$15,288,896	\$ 1,647,158	7%	37%

THIRD PARTY COOPERATIVE ARRANGMENT (TPCA)

- Partnership between BVR & other governmental entities
- Serving joint clients
- Program that is new, expanded or modified
- Partner entity provides match in cash or certified time in order to draw down federal grant funds that would otherwise be relinquished

THIRD PARTY COOPERATIVE ARRANGMENT (TPCA)

- Currently have 6 TPCAs
- These programs will add \$2.8 Million in FFY16 to serve Nevadans with disabilities
 - Washoe Co. School District - "VOICE"
 - Clark Co. School District - "JEEP"
 - "CareerConnect" - Western Nevada College (WNC), Truckee Meadows Community College (TMCC), College of Southern Nevada (CSN) and University of Nevada, Las Vegas (UNLV)

Partnerships with Nevada Employers



At Work for Disability Inclusion



ODETR
Nevada Department of Employment,
Training and Rehabilitation
ONE NEVADA - Growing a Skilled, Diverse Workforce

TOP FIVE INDUSTRY JOBS FOR VR CONSUMERS (through Sept. 2015)

- Sales and Service Workers
- Food Service Workers
- Clerical / Administrative Support
- Freight, Stock and Material Movers
- Health Care/Medical Industry

TOP FIVE IN-DEMAND JOBS IN NEVADA (as of March 2016)

- Leisure/Hospitality
- (Construction)
- Professional/Business Services
- Trade/Transportation/Utilities
- Education/Health Services

Average Wage (FFY16) \$11.99/hour



28

COLLABORATIVE PRIVATE/PUBLIC PARTNERSHIPS

- Office Depot/OfficeMax
"Maxing Out Diversity"
- Starbucks, Carson Valley Roasting Plant and Distribution Center
"Starbucks Inclusion Academy"
- PepsiCo, Las Vegas Certified Center
"Pepsi ACT" (Achieving Change Together)



Office DEPOT.
OfficeMax



WORK READINESS TRAINING PROGRAM

- Focus on creating career opportunities for people with disabilities while meeting employers' unique needs
- On-site training program
- 2 to 6 weeks of pre-training; 4 days/week
- Many candidates have limited or no work experience
- Nevada among first States to roll out



WORK READINESS TRAINING PROGRAM

- BVR provides Disability 101 training to Employer
- BVR funds soft skills instruction - Provided by TMCC, WNC and CSN
- BVR funds candidates' wages during on-the-job training through 3rd party temporary agency
- Employer provides the classroom site
- Employer provides work locations in Nevada, and specific job training and expertise



SOFT SKILLS TRAINING

- Company's Culture, Vision, Mission, Core Values
- Communication
- Enthusiasm & Attitude
- Teamwork
- Networking
- Problem Solving & Critical Thinking
- Professionalism
- Conflict Resolution





STARBUCKS DISTRIBUTION CENTER



PEPSICO CERTIFIED CENTER



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OfficeMax[®]** DISTRIBUTION CENTER



VR Nevada
Vocational Rehabilitation
At Work for Disability Inclusion

**Office DEPOT.
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VR Nevada
Vocational Rehabilitation
At Work for Disability Inclusion

A BETTER BOTTOM LINE

- VR offers employers access to a large talent pool of qualified individuals with disabilities
 - Cost savings to employers
 - Recruitment and Retention Services
 - Workplace Accessibility
 - Education and Training on Disability Issues
 - Partnerships/apprenticeships/on-the-job training

 - "It makes great business sense to hire folks with disabilities."
 - "It can be a smooth and efficient and effective operation, and you have a dedicated, excellent employee within your ranks."
- Jennifer McCloskey, Bureau of Reclamation Deputy Regional



A BETTER BOTTOM LINE

- "Partners with disabilities who work in the plant have had the highest attendance and best performance in the building and enhance the work culture."
 - "The program has opened a lot of eyes at the Starbucks facility. Supervisors and partners look past disabilities and realize we all have different abilities in the workplace."
- Todd McCullough, Starbucks Senior Operations Manager
- "It makes me feel good to come to a job that supports diversity and inclusion and then seeing the benefits of doing so."
- Carlos Lopez Leon, Office Depot Store Manager
- "The potential for someone to be a great associate exists in everyone."
- Javier Perez, Office Depot Inbound Supervisor



The graphic features a dark grey background with the text "NSRC Member Responsibilities" in white. Below the text are four social media icons: Facebook, Twitter, LinkedIn, and YouTube. To the right, there are three stacked red rectangular boxes. The top box contains the logo for Nevada Vocational Rehabilitation (V.R.) with the tagline "At Work for Disability Inclusion". The middle box contains the logo for ODETR (Nevada Department of Employment, Training and Rehabilitation) with the tagline "ONE NEVADA - Growing a Skilled, Diverse Workforce". The bottom box is empty.

TITLE 34 CFR 361.16 & 361.17

NSRC Members' Responsibilities:

- Apply and receive appointment by the Governor
 - Specific representatives, as outlined in CFRs and in Bylaws
 - Can include other/additional individuals
- Attend quarterly meetings
- Volunteer for subcommittees
- Assist with filling member vacancies
- Refrain from voting on any matter that would be a conflict of interest

TITLE 34 CFR 361.16 & 361.17

NSRC Members' Responsibilities:

- Ensure understanding of Nevada's Open Meeting Law and Robert's Rules for public meetings
- Ensure understanding of By-Laws
- Ensure understanding of Title 34 CFR 361.16 & 361.17
- Jointly submit an Annual Report

TITLE 34 CFR 361.16 & 361.17

NSRC Members' Responsibilities:

- Jointly develop and review annually VR's program goals and priorities, strategies and performance measures for the State Plan submission
- Assist with reports & Needs Assessment
- Review and analyze consumer satisfaction (survey instrument)

TITLE 34 CFR 361.16 & 361.17

NSRC Members' Responsibilities:

- Provide consultation to VR in developing, implementing and revising VR policies & procedures
- Review VR's performance related to eligibility; extent, scope & effectiveness of services; and ability of the VR program to accomplish its mission

FIELD OFFICES

- Las Vegas JobConnect - 3405 S. Maryland Parkway - (702)486-0100
- One-Stop - 6330 W. Charleston, Ste. 190, Las Vegas - (702)822-4214
- Henderson JobConnect - 4500 E. Sunset Rd., Ste. 40 - (702)486-0300
- Southern Main Office - 3016 W. Charleston, #200, LV - (702)486-5230
- North Las Vegas JobConnect - 2827 Las Vegas Blvd. N. - (702)486-0200
- Carson City JobConnect - 1933 North Carson Street - (775)684-0400
- Northern Main Office - 1325 Corporate Blvd., Reno - (775)823-8100
- Fallon JobConnect - 121 Industrial Way - (775)423-6568
- Ely JobConnect - 1500 Ave. F, Suite 1 - (775)289-1675
- Elko JobConnect - 172 - 6th St. - (775)753-1931
- Winnemucca JobConnect - 475 W. Haskell St., Suite 2 - (775)623-6544
- Reno JobConnect - 4001 S. Virginia St., Suite H-1 - (775)284-9600
- Sparks JobConnect - 2281 Pyramid Way - (775)284-9520

www.VRNevada.org

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Questions
&
Answers



Nevada
Vocational Rehabilitation
At Work for Disability Inclusion

At Work for
Disability
Inclusion



DETR
Nevada Department of Employment,
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Inclusion



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Nevada Department of Employment,
Training and Rehabilitation
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Nevada State Rehabilitation Council

Agenda Item: 10

Date: November 15, 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.

Items for Review:

- Exhibit A: FFY16 State Performance Indicators
- Exhibit B: NSRC Goals & Indicators

State of Nevada
 Department of Employment, Training and Rehabilitation
 Rehabilitation Division: SFY2017 Monthly Performance Indicators
 BUREAU OF VOCATIONAL REHABILITATION (BVR)
 Budget Account 3265

PERFORMANCE INDICATORS	SFY16 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY17 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
	Actual	\$11.82	\$11.47	\$11.19	\$11.39									\$11.35

4. Percent of all clients served from ethnic minority populations.	Planned	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
	Minority	2,026	311	333	294									938
	All Served	4,775	773	812	811									2,396
	Percent	42%	40%	41%	36%									39%

5a. Percent of transition students closed with a competitive employment outcome.	Planned	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%
	Actual	36%	53 ÷ 143 = 37%											53 ÷ 143 = 37%
5b. Percent of transition students that are pursuing post-secondary education.	Actual	19%	51 ÷ 392 = 13%											51 ÷ 392 = 13%
	Total	23%	104 ÷ 535 = 19%											104 ÷ 535 = 19%

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 SFY17 Total column will count each client once.

State of Nevada
 Department of Employment, Training and Rehabilitation
 Rehabilitation Division: SFY2017 Monthly Performance Indicators
BUREAU OF SERVICES TO THE BLIND AND VISUALLY IMPAIRED (BSBVI)
 Budget Account 3254

PERFORMANCE INDICATORS	SFY16 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY17 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
	Actual	\$15.22	\$9.63	\$13.62	\$16.33									\$13.63

4. Percent of all clients served from ethnic minority populations.	Planned	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
	Minority	114	22	29	34									85
	All Served	204	38	50	59									147
	Percent	56%	58%	58%	58%									58%

5a. Percent of transition students closed with a competitive employment outcome.	Planned	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%
	Actual	20%	0 ÷ 2 = 0%											0 ÷ 2 = 0%
5b. Percent of transition students that are pursuing post-secondary education.	Actual	21%	0 ÷ 17 = 0%											0 ÷ 17 = 0%
	Total	21%	0 ÷ 19 = 0%											0 ÷ 19 = 0%

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 SFY17 Total column will count each client once.

State of Nevada
 Department of Employment, Training and Rehabilitation
 Rehabilitation Division: SFY2017 Monthly Performance Indicators
BUREAU OF SERVICES TO THE BLIND AND VISUALLY IMPAIRED - OLDER BLIND (BSBVI OB)
 Budget Account 3254

PERFORMANCE INDICATORS	SFY16 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY17 TOTAL
1. Number of OIB clients determined eligible for services.	Planned	20	21	21	21	21	21	20	21	21	21	21	21	250
	Actual	15	16	15										46

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%
	IWILPs Within 45 Days	113	12	14										39
	Total IWILPs	168	16	14	15									45
	Actual	67%	81%	86%	93%									87%

3. Percent of OIB clients reporting satisfaction with services received.	Planned	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
	Actual	86%												
Satisfaction surveys are conducted annually and the results are reported on that basis.														

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	903	897	1,800	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	765	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	196	159	355	45%	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	765	135	18%	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	2,076	1,407	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	327	18%
Non-Hispanic	1,473	82%
TOTAL	1,800	100%

A Clients that closed after receiving services in report timeframe.

B $A \div \text{Total}$.

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	69	3%
Native Hawaiian or Other Pacific Islander	47	2%
Native American or Alaskan Native	84	4%
White	1,580	72%
Black or African American	409	19%
TOTAL	2,189	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 $A \div \text{Total}$.

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	520	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	105	135	240	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: 11

Date: November 15, 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: _____

