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

September 17, 2013

DETR
500 E. Third St.
SAO Auditorium, 1st Floor
Carson City, NV 89713

DETR
3016 W. Charleston Blvd
Las Vegas, NV 89102

Elko JobConnect
172 6th St.
Elko, NV 89801

MEMBERS PRESENT:
Lisa Bonie
Maureen Cole
Mathew Dorangricchia
Jane Gruner
Ernest Hall
Virginia Howard
Kevin Hull
Jennifer Kane
Robin Kincaid
Jack Mayes
Max Miller-Hooks
Kate Osti
Scott Youngs

MEMBERS ABSENT:
Bob Beers
Steve Chartrand
Brian Patchett

GUESTS:
Marcia Ferrell-Transcriber
Linda Bove-Certified Deaf Interpreter
Branton Stewart-Certified Deaf Interpreter
Dolores Parrish- Certified Hearing Interpreter
Daniel Dickson-Certified Hearing Interpreter
Jordan Clarke, University of Nevada (UNR), Center for Research Design & Analysis (CRDA)
Veronica Dahir, UNR, CRDA
Chaz Compton, San Diego State University (SDSU), Technical Assistance & Continuing Education (TACE) Region 9
Anita Franz, Client Assistance Program
Ed Guthrie, Opportunity Village
Anna Marie Beasley
Brook Paulson
Pedro Gonzalez

STAFF:
Kim Okezie, Deputy Attorney General
Melaine Mason, Deputy Administrator, Operations
Janice John, Deputy Administrator, Program Services
Brenda Graske, Rehabilitation Counselor
Kim Cantiero, Rehabilitation Counselor
Kelli Quintero, Management Analyst II
Beth Talcott, Administrative Assistant
Mechelle Merrill, Rehabilitation Chief
Shelley Hendren, Bureau of Vocational Administration Administrator

EXHIBITS:

- Nevada State Rehabilitation Council (NSRC) May 21, 2013 meeting minutes
- San Diego State University Needs Assessment
- University of Nevada, Reno, Center for Research Design and Analysis (CRDA) Customer Satisfaction Survey Reports
- Social Security Administration Ticket to Work Statistics
- Rehabilitation Performance Indicators
- Rehabilitation Successful Closures report
- Breakdown of Bureau Services to the Blind and Visually Impaired/Bureau of Vocational Services Performance Indicators
- NSRC SFY 2013 & SFY 2014 Budgets
- 2013 draft NSRC Annual Report

I. ROLL CALL AND CONFIRMATION OF QUORUM

Kelli Quintero called the roll and determined a quorum was present.

II. VERIFICATION OF POSTING

Kelli Quintero verified that the posting was accomplished on time and per Open Meeting Law requirements.

III. WELCOME AND INTRODUCTIONS

Mr. Youngs asked for all present to introduce themselves as there were two new Council Members, four interpreters and members of the public in attendance.

Kim Okezie, Deputy Attorney General was attending.

IV. FIRST PUBLIC COMMENT SESSION

None.

V. DISCUSSION/POSSIBLE ACTION APPROVAL OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC) MAY 21, 2013, MEETING MINUTES

Jennifer Kane corrected the spelling of Mr. Henson to Hinson. As well as a word change on page 10 of 11, the State of Southern Nevada should read the College of Southern Nevada.

Jack Mayes moved to accept the meeting minutes as amended.
Ernest Hall seconded. Motion passed

VI. DISCUSSION/REPORT ON THE SAN DIEGO STATE UNIVERSITY, INTERWORK INSTITUTE 2013 STATEWIDE NEEDS ASSESSMENT

Mr. Chaz Compton from San Diego State University and Technical Assistance & Continuing Education (TACE) Region 9 read through his PowerPoint presentation. (Meeting Agenda Item VI- Exhibit C.)

Every three years the Nevada State Rehabilitation Council (NSRC) in conjunction with the Rehabilitation Division Administration contracts with a vendor to perform a Needs Assessment to identify unmet needs of working age persons with disabilities in Nevada to provide direction for development of the State Plan.

In State Fiscal Year (SFY) 2013, the Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division, the State Rehabilitation Council and the Interwork Institute at San Diego State University jointly conducted an assessment of the vocational rehabilitation needs of persons with disabilities residing in the State of Nevada. The purpose of the assessment was to provide planners with information pertinent to the allocation of resources, to provide a rationale for the development of the Bureau of Vocational Rehabilitation's State Plan, and to comply with the needs assessment mandate in the Rehabilitation Act.

TACE is a program that provides technical assistance and continuing education to the Vocational Rehabilitation Programs in the nation and their stakeholders.

The Needs Assessment was performed according to the Rehabilitation Services Administration's (RSA) Technical Assistance Guide for a comprehensive Statewide Needs Assessment submitted or created in 2010; as a result the way we did 2013 assessment was considerably different than what we have done prior to that.

Mr. Compton thanked the administrative, supervisory, and managerial staff of the Rehabilitation Division for their help in this process. He then spoke briefly about how the assessment methodology was used and went into great detail the results and recommendations of the Statewide Needs Assessment.

NEEDS OF INDIVIDUALS WITH MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT SERVICES-Recommendations:

- Market services to Community Rehabilitation Programs (CRP), job developers and job coaches
- Third Party Cooperative Arrangements (TPCA) with school districts to provide needed services
- Develop performance-based contracts to ensure outcomes and accountability
- Consider a fee-for-service in some cases
- Consider using the establishment authority for a CRP to serve Supportive Employment (SE) consumers
- Increase the use of self-employment as an outcome for this population, especially in areas where there is limited opportunity for placement
- Redirect staff or hire new staff for placement assistance
- Outreach to rehabilitation hospitals to increase service to people with the most significant physical disabilities
- Expand the use of technology for rural counselors to provide distance services to consumers
- Partner with temporary agencies like Manpower to increase work experiences and placement

NEEDS OF INDIVIDUALS WITH DISABILITIES WHO ARE RACIAL OR ETHNIC MINORITIES – Recommendations:

- Outreach to community programs serving Hispanic and Asian populations to increase referrals. Ensure you go into their communities
- Recruit and hire bilingual staff when possible

- Outreach to Tribal Councils in the north and provide training and shared cultural experiences with American Indian Vocational Rehabilitation (AIVR) programs across the state
- Consider trying to develop an interagency transfer of funds or TPCA with Department of Mental Health (DMH) or Corrections to develop effective vocational services to these populations
- Provide training on Autism and how to effectively work with this population

NEEDS OF INDIVIDUALS SERVED THROUGH OTHER COMPONENTS OF THE WORKFORCE INVESTMENT ACT SYSTEM – Recommendations:

- Develop shared funding of cases with the JobConnects in the north and the south. This is occurring in the rural areas
- Cross-training with the JobConnects
- Continue to redirect positions or hire positions for business relations development
- Develop a Memo of Understanding (MOU) with the JobConnects that identifies referral, collaboration and training
- Consult with the rural areas and identify best practices for use throughout the state

NEEDS OF TRANSITION-AGED YOUTH –Recommendations:

- Formalize transition services and develop comprehensive transition programs through the development of TPCAs with Washoe and Clark County School Districts. This is partially completed and represents an exciting future.
- Conduct an annual transition summit
- Write the IPE prior to graduation to ensure that there is not lag in services
- Initiate services earlier in the process. There is a wide variance in how and when this is happening. A model process of transition timing and planning should be developed and utilized throughout the state

NEED TO ESTABLISH, DEVELOP, OR IMPROVE COMMUNITY REHABILITATION PROGRAMS – Recommendations:

- Develop contracts with CRPs or individuals that have performance measures and that are time-specific. This will help with accountability and help gauge the needs
- Establish a Job Developers Network if possible
- Consider a TPCA or interagency transfer of funds with DMH to develop services to consumers with mental health impairments. These discussions have begun and should be followed-up.
- Consider using the establishment authority to develop services that are needed, as identified in Section 2

OTHER NEEDS – Recommendations:

- Provide technology literacy training for consumers as needed prior to placement and training. This should be included in every scope of work for a TPCA
- Ensure consumers are placed into integrated competitive employment as defined by the Code of Federal Regulations (CFR)
- Provide training to employers on disability awareness and sensitivity (Windmills)
- Increase the use of Schedule A hiring

Mr. Youngs opened the floor for questions and discussion. Members brought up various concerns and comments including:

- Concerns regarding outcome performance and time based contracts – Ernest Hall
- What other states are doing or use for resources for supported employment – Jennifer Kane
- Ensuring consumers are being placed in integrated environments – Jack Mayes
- Role of the community vs. BVR in community transportation – Jack Mayes
- Increase use of schedule A hiring and the 700 hour rule – Jack Mayes
- Concerns for transition students in the rural areas vs. just Washoe and Clark Counties – Virginia Howard
- Insurance requirements for job coaches and developers; new requirements with Provider Agreements, vendor model, lack of resources, and the increased difficulty to do business – Kevin Hull, Scott Youngs, Jack Mayes, Ernest Hall, and Lisa Bonie

Maureen Cole stated that the needs assessment is really the basis for the development of the next State Plan. And so the expectation by RSA is that we will take these findings and these recommendations and incorporate them into new goals, new strategies, and new performance measures, to try to accomplish some of the things that we see we're a little deficient in.

VII. DISCUSSION/REPORT ON THE UNIVERSITY OF NEVADA RENO (UNR), CENTER FOR RESEARCH DESIGN AND ANALYSIS (CRDA) CUSTOMER SATISFACTION SURVEYS

Dr. Veronica Dahir read through her Power Point Presentation. (Meeting Agenda Item VII- Exhibit A.)

In State Fiscal Year (SFY) 2013, 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. Dr. Dahir discussed the methodology used for all three reports and there was a cooperation rate of 80% of clients reached. The overall mean from 2010 to 2012 was 74% and there was no significant difference across time. Dr. Dahir explained in detail the figures and tables contained in the provided slides and the results of the surveys.

Dr. Dahir concluded with suggestions including:

- Making the surveys more accessible.
- Change incentives for student population.
- More social networking opportunities.
- Modify the questions
- Job shadow counselors (for self)
- Compare satisfaction surveys from other states.
- Revise questionnaire (last updated in 2007).

Mr. Youngs opened the floor for questions and discussion.

Jack Mayes requested clarification of the catch all or "other" categories for impairments. Dr. Dahir explained the categories were directly pulled from the RAISON application. Melaine Mason and Janice John reported the categories were dictated by the RSA and used to complete the RSA 911 report. Ernest

Hall added it would be worth exploring leaving the federal categories alone but break out trends and more detailed information for Nevada.

Scott Youngs offered himself and other Council Members to review and revise the questions.

VIII. OTHER REPORTS

Lisa Bonie, Independent Living Council, Chair

The State Independent Living Council (SILC) completed and approved with the Designated State Unit (DSU) the State Plan for Independent Living (SPIL) covering October 1, 2013 through September 30, 2016. Also, approved was a schedule to review the SPIL on a regular basis to ensure they are moving forward on goals. Other issues reported on:

- Need for training for the SILC due to inexperienced members.
- Recruiting of vacant seats.
- Begin working with Aging and Disability Services for the annual 704 Report.

Ms. Bonie will supply the council with the review schedule and the Mission and Purpose statement.

Mr. Youngs reinforced the need to review information when drafts are sent and to be diligent in reading over items and submitting suggestions in a timely manner; not waiting for the last minute when revisions are difficult to make.

IX. ADMINISTRATOR'S REPORT

Maureen Cole welcomed Maxie Miller-Hooks and Mat Dorangricchia as new Council Members and stated she was very happy to have them onboard.

She offered to answer any questions on items listed on her report or exhibits. (None asked.)

Ms. Cole was very excited to share with the Council Governor Sandoval's executive order number 2013-10, which he issued on August 29th regarding employment of people with disabilities within the State. He has outlined a number of specific actions that Departments of the State need to take; one of them is to utilize the 700 hour program in interviewing and selecting people to fill vacancies. VR's part in that is to populate that 700 hour list, to make sure that clients who are interested in state employment and who are qualified, meet the minimum qualifications for certain job classifications within the state, any job classification within the state for that matter, that their information is sent forward to state personnel, so that they can be included on those 700 hour lists and considered for any openings that become available.

The Governor has developed a number of strategies and activities that he is directing all State Department Directors and their hiring managers to fall in line with. Ms. Cole emphasized the significance; that it really opens the door for all of us who are involved in employment issues, disability advocacy issues, to really embrace this, monitor this, and make sure that the promise of what this contains comes to pass. And again, there's an opportunity to develop some policy and procedures with our sister agencies, Human Resources and some of the others. The other significant element of the executive order is state standards for accessibility for IT. There are no requirements that anything the State purchases or develops on its own to meet at least 508 standards, and so oftentimes they don't. Going forward, there is no excuse for purchasing or building systems that are not accessible and cannot be made accessible. And so the Governor's Executive Order speaks to that, as well. We can't be inclusive if people can't access information and data

and participate electronically. Ms. Cole commended this to review and to continued monitoring.

Jane Gruner expressed concerns with the700 hour list and the frustration with personnel in attempting to use it. Ms. Cole stated the State Human Resources Management Division, Leanne Easton, is on board, and she is involved in this.

Ms. Cole announced this was her last meeting of the Council and expressed what a privilege it had been to work with this body. "An amazing group of people, a wonderful experience. And wonderful expertise. And the fact that you're willing to spend your time helping build VR is just such, I think, a wonderful gift that you've given. So thank you very much."

Both Jack Mayes and Scott Youngs expressed gratitude and appreciation for Ms. Cole's hard work and great accomplishments as the Administrator of BVR.

X. REPORT ON THE COUNCIL'S STATE FISCAL YEAR 2013 BUDGET

Kelli Quintero presented the last budget report for State Fiscal Year (SFY) 13 to the Council.

Jack Mayes noted many cuts in state travel budgets and if there was an impact to the NSRC travel budget. Maureen Cole noted there was adequate allowance for Council travel and the NSRC should not see an impact.

XI. FOR POSSIBLE ACTION: APPROVAL OF THE 2013 ANNUAL REPORT OF THE NSRC

Kelli Quintero presented the 2013Annual Report of the NSRC.

Robin Kincaid made inquiries regarding the data. Ms. Quintero informed the council all data would not be available until the end of the fiscal year (September 30, 2013) at which time correct data would be submitted. Chairman Youngs asked if there was time for comments on revisions. Ms. Quintero gave a deadline of September 30, 2013.

Jack Mayes moved to accept the Annual Report as amended to allow additional corrections and information to be added as needed by staff.
Ernest Hall seconded. Motion passed

XII. FOR POSSIBLE ACTION: DETERMINATION OF ISSUES AND AGENDA ITEMS TO BE CONSIDERED OR DELIBERATED AT THE NEXT MEETING

Council discussed how to place future items on the agenda. It was determined:

- Staff would develop agenda based on Council input.
- Draft Agenda will be sent to Council Members 4 weeks prior to meeting for input.
- Updates can be given under Public Comment.
- Client Assistance Program (CAP) will be a standing agenda item.
- Agenda items to be related to a Council project or goals.
- Items to be specific.
- Council Members responsible for requesting agenda items.

Recommended future topics:

- Supported Employment (Jack Mayes)
- Job Developer Service Process (Jack Mayes)
- AT devices and Training (Jack Mayes)
- Role of BVR in transportation (Jack Mayes)
- Independent Living Council Mission (Robin Kincaid)
- Provider Agreements (Kevin Hull)
- Nevada Transition Conference (Robin Kincaid)

XIII. PUBLIC COMMENTS

Lisa Bonie brought copies of the calendar of events for disability awareness month to share.

Pedro Gonzalez: Pedro, my name is Pedro. We just don't want to be (inaudible) impaired. Is it possible to put that down as Deaf people, D-e-a-f. And the other thing I would like to discuss is the technology now is really advanced, and there's a lot of equipment and things available. And nowadays we use video phones, and the technology is great. But there's -- there's also a Video Remote Interpreting (VRI) that's available, not just Video Relay Service, but VRI. And we prefer to have interpreters that are live interpreters, because they're able to clarify, and very often VRI interpreters are not able to clarify in the interpreting situations. So thank you for hearing my comment. Thank you.

Scott Young closed the public comment; then asked for a motion to adjourn.

IX. ADJOURNMENT

Ernest Hall moved to adjourn.
Jack Mayes seconded. Motion passed.
Meeting adjourned at 12:42 p.m.

Edited By:

Kelli Quintero, Management Analyst, NSRC Liaison

Approved By:

Scott Youngs, Chair