

**NEVADA STATE REHABILITATION COUNCIL
STATE PLAN COMMITTEE
MEETING MINUTES
As Amended 2.25.14**

Department of Employment, Training & Rehabilitation

January 14, 2014

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

MEMBERS PRESENT

Lisa Bonie
Ernest Hall (Committee Chair)
Shelley Hendren
Virginia Howard
Robin Kincaid
Jack Mayes
Maxie Miller-Hooks
Scott Youngs (NSRC Chair)

MEMBERS ABSENT

Mathew Doranchiccia

GUESTS:

Rene Hannah, Transcriptionist
Dolores Parrish, Certified Hearing Interpreter
Sammy Milburn, Certified Hearing Interpreter
Juliann Wasisco, Certified Deaf Interpreter
Branton Stewart, Certified Deaf Interpreter
Brook Paulson
Deborah Gonzalez
Pedro Gonzalez
Anita Frantz, NV Disability Advocacy & Law Center
Ed Guthrie, Opportunity Village

STAFF:

Janice John, Deputy Administrator, Program Services
Mechelle Merrill, Rehabilitation Chief (by phone)
Heather Johnson, Business Process Analyst (by phone)
Melissa Starr, Management Analyst
Kelli Quintero, Management Analyst

EXHIBITS:

- 2014 Rehabilitation Services Administration (RSA) approved State Plan
- 2015 State Plan requirements planning chart
- 2013 Statewide Needs Assessment Report
- 2013 Statewide Needs Assessment Summary Report
- UNR General Client Satisfaction Survey 2013, report
- UNR Older Individuals who are Blind (OIB) Satisfaction Survey 2013, report
- UNR Transition Student Satisfaction Survey 2013, report
- General Client, OIB and Transition Student Executive Summaries
- UNR Customer Satisfaction Survey, Power Point Presentation
- 2014 State Plan Goals, Strategies and Indicators
- FFY 13 and FFY 14 to date Goals Progress Data Tables

1. **ROLL CALL AND CONFIRMATION OF QUORUM**

Ernest Hall called the meeting to order at 9:30 a.m.

Kelli Quintero read the roll call and verified that a quorum was present.

2. **VERIFICATION OF POSTING**

Ms. Quintero verified that the posting was accomplished on time and according to open meeting law.

3. **WELCOME AND INTRODUCTIONS**

Mr. Hall welcomed all those attending and asked everyone to introduce themselves.

4. **FIRST PUBLIC COMMENT SESSION**

No comments were made.

5. **DISCUSSION/REVIEW OF REHABILITATION ACT/REHABILITATION SERVICES ADMINISTRATION (RSA) REQUIREMENTS AND THE APPROVED FEDERAL FISCAL YEAR (FFY) 2014 STATE PLAN**

Ms. Hendren read through the State Plan Sections

- Section 4.2(C): Input of the State Rehabilitation Council; Annual Report, Annual Consumer Satisfaction Surveys, Comprehensive Statewide Needs Assessment and State Plan Goals
- Section 4.7 (b)(3): Request for Waiver State-wideness
 - State wideness needs to be considered as goals are reviewed and discussed. If a program or service is not offered statewide it is necessary to receive a waiver from the Rehabilitation Services Administration. One such waiver currently granted is the VOICE Program offered through Washoe County School district as a Third Party Cooperative Agreement.
- Section 4.8 (b)(1-4): Cooperation, Collaboration and Coordination
 - Very little has changed in regards to the Division's cooperation, collaboration and coordination with their inter-local agreements with a variety of governmental agencies; for example Welfare, Mental Health, Aging & Disability Services, Nevada Center for Excellence in Disabilities (NCED), and the tribes.
 - (1) Cooperative Agreements with Agencies not carrying out activities under the State-wide Workforce Investment System
 - (2) Coordination with Education Officials
 - (3) Cooperative Agreements with Private Non-profit Organizations
 - (4) Arrangements and Cooperative Agreements for the Provision of Supported Employment Services
- Section 4.10 Comprehensive System of Personnel Development
 - The Division and State personnel actively seek Rehabilitation counselors who have the required Masters degrees and have Certified Rehabilitation Counselor (CRC) certification or are able to sit for the CRC certification. The Division is very active and supportive in the training of the staff.

- Section 4.11(a): Results of Comprehensive Statewide Assessment of the Rehabilitation Needs of Individuals with Disabilities and Need to Establish, Develop, or Improve Community Rehabilitation Programs
- Section 4.11 (b)(1-3): Annual Estimates of Individuals to be Served
 - The division looks at the population increase and the percentage of Nevadans that have disabilities
- Section 4.11(c)(1-2): Goals and Priorities
 - This goal is the primary reason or purpose for working with the Nevada State Rehabilitation Council's input for the yearly Rehabilitation Division's State Plan.
- Section 4.11(c) (4): Goals and Plans for Distribution of Titles VI, Part B, Supported Employment Funds.
 - With the committee's aid the Rehabilitation Division would like to continue to use the Supported Employment grant and 110 funds to continue these initiatives.
- Section 4.11(d): Strategies and Use of Title I Funds for Innovation and Expansion Activities
 - Working with Community Rehabilitation Programs (CRP's) and the divisions Preferred Purchase program by executive order.
 - The Preferred Purchase program through CRP contracts delivers quality goods and services.

Ms. Hendren also shared the Department's vision for innovation and expansion activities. There are five initiatives:

- Emphasize Third-Party Cooperative Agreement.
- Increased work experiences, work readiness training programs, and partnerships such as with Office Max.
- Increased supported employment.
- Expand the Blind Business Enterprise program.
- Increase the number of competitively inclusive employment outcomes.

Jack Mayes said he would like to see Vocational Rehabilitation offices move where they can be reached by more individuals and/or make the VR counselor's more flexible in being able to visit potential and current clients in their respective homes.

Ms. Hendren and Ms. John responded in-kind that is something to research for the 2015-2017 budget to present this opportunity/expense to the Legislature. Ms. John also noted the exploration of Tele-Rehab and expanded use of technology to reach more clients.

6. **DISCUSSION/REVIEW OF THE 2013 NEEDS ASSESSMENT REPORT**

Janice John noted this exhibit is the current Needs Assessment as of 2013 and contains new information. The previous State Plan looked at the 2010 report as the Needs Assessment is compiled every three years. Clarification was made by Chairman Hall emphasizing this document would be used this year for the first time and for the following two years to help develop goals for the State Plan.

Ms. Hendren added the following areas to be looked at from the current Needs Assessment:

- The need for more Job Development and services for individuals with more significant disabilities.
- There is a larger number of individuals with mental health disabilities than in the past.
- The need for more transportation options in the north and rural areas in the state.
- Strengthen relationships with rural employers, specifically through third-party cooperatives, that our contracts need to be performance-based with clear outcome measures. This has been initiated by our improved, provider agreement process.
 - Consider a fee for service model which is appropriate sometimes for some of the tasks they handle.
 - Improving and creating employment opportunities in rural Nevada.
- Vocational Rehabilitation (VR) to work more closely with the JobConnects; training, communicating and placement services.
- Stream-line the communication regarding Transition student services; what age is the right age to apply, what are the regulations regarding Transition Students and attain an invitation to the Transition Students Individualized Education Plan (IEP) development meetings.

Mr. Hall asked Robin Kincaid of NVPEP if they attend IEP meetings, Ms. Kincaid responded to the affirmative, for all ages including high school and during the transition process. She said transition staff with the larger school districts provide technical assistance and coordinate with the Vocational Rehabilitation counselor who might be assigned to that school.

7. **DISCUSSION/REVIEW OF THE 2013 CONSUMER SATISFACTION SURVEYS**

Mr. Hall reminded the Committee the full Satisfaction Survey was given at the September 2013 meeting with a detailed power point presentation. He asked the committee to highlight what they each would consider “hot spots” to be discussed when they come up in the goals, strategies and indicators.

Ms. Hendren said overall the satisfaction survey reports are good with a few areas of improvement. The Older Individuals who are Blind (OIB) is one of the few programs that does not require an employment outcome and for individuals who are 54 and older who are blind. If these individuals would like to seek employment then they need to make that information known to their counselor. Counselors will work on their communicating employment opportunities available to each individual they serve and to serve with empathy for their disability and situation.

Transition Student Services had a satisfaction of 70 percent however with respect to schooling 60 percent of the students graduated with adjusted diplomas and 31 percent received a standard diploma. Ms. Hendren expressed concern on how best to change the diploma situation, by possibly working with the schools to help students to achieve a standard diploma or GED in place of the adjusted diploma.

General Client Services 70 percent overall satisfaction, 63 percent of the clients report being strongly or somewhat satisfied with the available providers. The provider agreements are an on-going process throughout the state. The new provider agreements are important and will ensure the providers have Nevada business licenses, insurance and can pass a background check.

Lisa Bonie, Ernest Hall, Scott Youngs and Janice John talked about the 39 percent of Vocational Rehabilitation (VR) clients who said they attained a job with VR’s help. How some consumers may not

understand that they have to take an active part in their rehabilitation and those who find jobs after VR assistance/guidance believe they did everything on their own. So the outcome of VR clients getting jobs because VR helped them would make the percentage rise.

These individuals discussed the probability of changing the questions to get a different percentage and understanding of what a client may know or be willing to accept.

8. **DISCUSSION/REVIEW OF THE FEDERAL FISCAL YEAR (FFY) 2014 STATE PLAN GOALS**

Ms. Hendren asked the committee for some direction in proceeding with the review of the 2014 State Plan.

Mr. Scott Youngs proposed the goal be read into the record, and then take comments, input or changes from the committee.

Mr. Hall asked Ms. Melissa Starr to print each goal for the committee to be able to see decisions, as well as what changes are to be made, input and detentions.

Goal 1: *Emphasize the employment potential of students with disabilities, and improve transition from school to work and school to post-secondary education.*

Goal 2: *Extend outreach efforts toward diverse populations of Nevadans with disabilities.*

Goal 3: *Extend outreach efforts toward ethnically diverse populations, specifically minority populations with disabilities represented in Nevada's workforce.*

Goal 4: *Work together and share resources with state, private, non-profit agencies to leverage resources and coordinate benefit opportunities in order to maximize the overall employment outcomes.*

Goal 5: *Emphasize the employment potential of applicants and eligible persons receiving Supported Employment services.*

Ms. John said the two goals she wants to address are Transition and Employment Outcomes.

Mr. Jack Mayes wants to see Job Placement more in the forefront rather than process and procedures. He would also like to throw out process time. Based upon the Client Assistant Program (CAP) clients the turn over time to attain a job is about one year.

Ms. Virginia Howard has concerns with Transition. The contract with Elko's Transition counselor was not renewed so there is no one for students to go to or work with.

Ms. Robin Kincaid agreed with Mr. Mayes, Job Development and Job Placement needs to be strengthened. She remarked the supported employment numbers are extremely low.

Ms. Lisa Bonie agrees with the need for more services related to Transition, needs to be more efficient and customized employment by allowing consumers the choices they need to determine their own employment direction (consumer ownership).

Mr. Youngs said the model that is currently being used is ineffective. Need to improve serving individuals with the most severe disabilities as stated in the 2013 Needs Assessment regarding spinal cord and traumatic brain injuries. The Job Placement without pay needs to be changed as does the infrastructures. Change the infrastructure for both the consumers that access services and providers that deliver the services and how the counselor's work with both.

Mr. Miller-Hooks agreed with the Vendor / Job Developer process and he would like to see better Transition services for students.

Technology access for different systems and personal abilities needs to be updated for all.

Ms. Hendren reiterated the need for improvement with Job Development and Job Placement. She agreed with the need for better Transition Services to be able to reach and see them through by their achievements

Ms. John interjected the Division has Federal indicators as does every state. Our funding is attached to those goals.

During more discussion on these items it was determined to create a sixth goal. To make each goal more one point oriented.

9. **DISCUSSION/POSSIBLE ACTION TO ESTABLISH RECOMMENDATIONS FOR FFY 2015 STATE PLAN GOALS**

Mr. Hall suggested the goal read as formalize third party match under strategy on goal number one. We are going to add another strategy under goal number one regarding transition, to read as it reads under goal number four, which is formalize third party match.

Goal 1: Increase in the number of Job Placements.

Strategies:

- * More partnerships with employers for work readiness training programs
- * Use of business service reps (internal or employment security)
- *Marketing strategy
- *Explore additional employer tax incentives
- *Educate employer's tax incentives
- *Employer awareness and sensitivity training
- *Employer awareness of technologies used / Peer support
- *Explore Assistive Technology / Rehabilitation Technologies early in the client's eligibility.
- *Counselor training on technology plans when to train early
- *Consideration of self-employment and home employment as an option
- *Access to resources in how to write a realistic business plan
- *Job Development - increase access to adequate quality services
- *Identify key employers
- *Identify federal employment opportunities
- *Ongoing education

*Strive to hire counselors with Certified Rehabilitation Counselor (CRC) or those who can sit for the CRC exam.

Indicators:

* {New Indicators to be submitted to the full Council on February 25, 2014.}

Goal 2: Increased enrollment in VR Transition services.

Strategies:

- Explore the utilization of social and Web-based media as a communication tool.
- Improve special outreach efforts to Transition Students, i.e. camps, Transition Summit Leadership trainings.
- Encourage participation of successful transition students in the referral and outreach activities of other students (peer support mechanism).
- Serve more Transition Students by developing referral mechanisms with secondary schools and post-secondary institutions.
- Comparison to states with similar population and demographics, and in accordance with the recommendations of the Needs Assessment.
- Identification of students that have departed from the Vocational Rehabilitation programs.
- Creative marketing to schools and students.
- Increased communication between Vocational Rehabilitation Counselor, Special Education Teachers, and 504 Coordinators.
- Educating teachers, parents, and youth with disabilities regarding the Vocational Rehabilitation process, programs, and referral services.
- Work with youth with disabilities, the Nevada Department of Education, local education authorities, parent organizations, and families to encourage early discussions with students about the expectations of employment and their skills, abilities, and talents that will empower them to achieve self-sufficiency.
- Vocational rehabilitation representatives to participate with parent/teacher Individualized Educational Plan (IEP) conferences.
- Consider Assistive Technology in relation to this goal.
- Formalize third-party match.
- Expand Community Based Assessment opportunities for students to explore employment options.
- Explore a Job Shadowing and/or mentor program in collaboration with the National Disability Employment Awareness month.

Indicators:

{New Indicators to be submitted to the full Council on February 25, 2014.}

Goal 3:

Increase participation of underserved disability groups.

Strategies:

- Continue marketing efforts with ~~Mental~~ Behavioral Health hospitals, ~~Mental~~ Behavioral Health service providers, Social Security Administration (SSA) and State Welfare.
- Partner with ~~Mental~~ Behavioral Health service providers and Community Rehabilitation Training Centers (CTC's).
- Partner with Department of Health and Human Services, State commissions related to populations concerned with autism, developmental/intellectual disabilities, cognitive and ~~mental~~ behavioral health disabilities.
- Partner with advocacy groups.
- Consider Assistive Technology / Rehabilitation Technologies in relation to this goal.
- Participate in Disability Awareness Month activities.
- Increase outreach for eligible individuals who are deaf and hard of hearing.
- Hold town hall outreach meetings for individuals with disabilities.
- Continue participation on the Employment First Initiative Work Group, the Nevada Autism Adult Services Work Group, and the Mental Health Planning Advisory Committee.
- Identify underserved populations based on the current Comprehensive Statewide Needs Assessment data and conduct targeted outreach as needed.

Indicators:

{New Indicators to be submitted to the full Council on February 25, 2014.}

Goal 4:

Increase participation of underserved ethnic populations through increased outreach efforts.

Strategies:

- Whenever possible recruit bilingual and/or bicultural staff.
- Increase marketing and participation efforts with ethnically diverse populations and media, and specifically to Latino and Asian populations.
- Consider Assistive Technology in relation to this goal.
- Collaborate with minority groups with program development and program referrals.
- Participate in appropriate cultural activities or events.
- Ensure documents are available in other languages as needed.
- * Through increased outreach efforts to under-served disability groups to increase the enrollment of these individuals.

Indicators:

{New Indicators to be submitted to the full Council on February 25, 2014.}

Goal 5: Work with eligible government and community partners to maximize utilization of resources and federal dollars.

Strategies:

- Document dollars utilized as comparable benefits.
- Identify sources of benefits on the Individualized Plan for Employment (IPE).

- Identify federally matched dollars.
- Formalize third-party match.
- Strengthen relations to maximize matching fund opportunities.
- Provide In-service training regarding how to identify matching funds opportunities.

Indicators:

{New Indicators to be submitted to the full Council on February 25, 2014.}

- * Decrease % of relinquished federal funds.

Goal 6: Increase enrollment in and use of supported employment.

Strategies:

- Partner with other public and private State entities that provide Supported Employment.
 - Expand communication and training to staff, State Rehabilitation Council members and consumers on Supported Employment.
 - Consider Assistive Technology in relation to this goal.
 - Identify and support best practices that encourage high-wage/career track employment
 - Utilized the Vocational Rehabilitation's Office of Disability Employment Policy (ODEP) Chief ~~Business Development Manager~~ to improve Supported Employment services outcomes.
 - Continue participation on the Employment First Initiative work group, work group, the ~~Mental~~ Behavioral Health Planning Advisory Committee, and the Supportive Employment Leadership Network.
- * Supported services will be available statewide.

Indicators:

To be measured by two percentages...

{New Indicators to be submitted to the full Council on February 25, 2014.}

Mr. Hall read through the proposed goals: asked for a motion to accept the new and revised State Plan Goals and Indicators. Mr. Youngs asked to include another bullet point in Goal number five. Decrease % of relinquished federal funds.

Mr. Hall read the six new goals:

Goal 1: Increase in the number of Job Placements

Goal 2: Increased enrollment in VR Transition Services

Goal 3: Increased participation of under-served disability groups

Goal 4: Increased participation of under-served ethnic populations

Goal 5: Work with eligible government and community partners to maximize utilization of resources and Federal dollars.

Goal 6: Increase enrollment in and use of supported employment

Mr. Youngs moved to accept the goals and strategies with VR staff working on the indicators for presentation to the Full Council in February.

Ms. Bonie seconded. Motion carried.

X. **PUBLIC COMMENTS**

Ms. Deborah Gonzalez said the Vocational Rehabilitation (VR) staff does not have or understand the language or the verbiage they use, they have asked for individuals to repeat themselves when speaking, she continued on how she believes the VR staff does not understand what they are doing. She has had the same VR counselor for the past two years and her counselor, even after taking the Effective Communications training for the second year does not realize the community has an obligation to provide the appropriate accommodations for individuals with disabilities. She said when the committee Chair said to "give it to staff", they are scared because staff is going to come back saying we did this, and that, but what really did they do? What is going to change?

Ms. Gonzalez's second concern is the under-served Hispanic deaf children who are not being taught American Sign Language (ASL) in their homes and has had to rely on schools and interpreters ending up in Vocational Rehabilitation with counselors that do not understand the individual's background or how to properly accommodate them. There is really 4 under-served in Nevada; the Hispanic, Asian, deaf Hispanic and the deaf Asian.

How are the counselors going to help these individuals when these individuals do not read, is it the deaf who have to educate the VR staff and will they pay attention or just dismiss it as a special case?

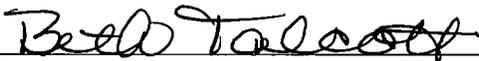
Mr. Hall thanked Ms. Gonzalez for her comments and asked if anyone else would like to speak. No one else had a comment so he thanked everyone for their attendance and participation entertaining a motion for adjournment.

XI. **ADJOURNMENT**

Lisa Bonie moved to adjourn the meeting.
Scott Youngs seconded. Motion carried.

Meeting adjourned at 4:06 p.m.

Edited By:



Beth Talcott, AAIL, NSRC Support Staff

Approved By:



Ernest Hall, State Plan Committee Chair