

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

February 25, 2014

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

DETR  
500 East Third St.  
Carson City, NV 89713

Elko JobConnect  
172 6<sup>th</sup> Street  
Elko, NV

**MEMBERS PRESENT:**

Mathew Dorangricchia  
Jane Gruner  
Ernest Hall  
Kristen Hansen  
Shelley Hendren  
Virginia Howard  
Kevin Hull  
Jennifer Kane  
Robin Kincaid  
Jack Mayes  
Kate Osti  
Scott Youngs

**MEMBERS ABSENT:**

Bob Beers  
Lisa Bonie  
Maxie Miller-Hooks  
Sherry Ramsey

**GUESTS:**

Marcia Ferrell-Transcriber  
Julianne Wasisco-Certified Deaf Interpreter  
Branton Stewart-Certified Deaf Interpreter  
Caroline Bass- Certified Hearing Interpreter  
Dolores Parrish-Certified Hearing Interpreter  
Cathy Paschand, National Careers Skill service provider  
Anita Franz, Client Assistance Program  
Mark Hinson, Nevada Department of Education  
Jeff Beardsley  
Deborah Gonzalez  
Pedro Gonzalez  
Mike Hutchinson

**STAFF:**

Rose Marie Reynolds, Deputy Attorney General  
Melaine, Deputy Administrator, Operations  
Mechelle Merrill, Rehabilitation Chief  
Kara Lang, Rehabilitation Quality Control Specialist II  
Janice McFall, Rehabilitation Quality Control Specialist I  
Heather Johnson, Business Process Analyst II  
Sheila Razor, Business Process Analyst I  
Melissa Starr, Management Analyst III  
Kelli Quintero, Management Analyst II  
Beth Talcott, Administrative Assistant II

**EXHIBITS:**

- Nevada State Rehabilitation Council (NSRC) November 19, 2013 meeting minutes
- State Plan FFY15 Goals Recommendations
- State Plan FFY15 Indicators Recommendations
- Policy and Procedure Proposed changes (Exhibits A-T)
- NSRC SFY 2014 Budget

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

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

2. **VERIFICATION OF POSTING**

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

3. **WELCOME AND INTRODUCTIONS**

Mr. Youngs asked for all present to introduce themselves.

4. **FIRST PUBLIC COMMENT SESSION**

Mr. Ed Guthrie of Opportunity Village said in reviewing some of the information for this meeting, he thought it would be in the interest of improving the placement services for individuals with disabilities in jobs throughout the community. He suggested benchmarking the rates for providers of service with other states that have a greater rate of success than the State of Nevada currently has as one of the issues Nevada may be facing is not paying providers enough for them to be able to afford to do the job we (the State) wants them to do.

The other thing he suggested was for the Department of Education to record the placements that each of the school districts does and the council could also track those placements that are done for adults with disabilities.

Jennifer Kane of the Department of Education responded that the Department of Education was not tracking those placements and it is not required at Office of Special Education.

Shelley Hendren added if those being placed by the various school districts are also Vocational Rehabilitation (VR) Clients then the VR department would be tracking them.

5. **DISCUSSION/POSSIBLE ACTION APPROVAL OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC) November 19, 2013, MEETING MINUTES**

Jennifer S. Kane moved to accept the meeting minutes.

Jack Mayes seconded. Motion carried.

6. **DISCUSSION/POSSIBLE ACTION STATE PLAN SUBCOMMITTEE RECOMMENDATIONS**

Ernest Hall began to summarize what the State Plan Committee discussed, the new goal, the renumbered goals, strategies and indicators that were given to the Rehabilitation Division staff to calculate.

Goals one through six were briefly reviewed.

Points discussed:

- Measurability of the goal outcomes.
- Difficulty in setting actual numbers and percentages of either growth or reduction.
- Specific measure-abilities in each of the goals as developed by staff.

Mr. Mayes interjected he believes the State Plan Committee was not able to fully finish their job regarding the alterations of the state plan. He suggested another meeting to refine it before bringing before the full council. Robin Kincaid agreed with Mr. Mayes.

A time frame was discussed between Mr. Hall, Mr. Mayes, Mr. Youngs and Melissa Starr (Rehabilitation staff). It was determined two additional meetings would have to occur before the

May 20, 2014 meeting. The Nevada State Rehabilitation Council (NSRC) support staff would have to make those arrangements. Each of the State Plan Committee members (who were present) committed to attending the extra meetings.

Mr. Youngs suggested the members of the Council who are not on the State Plan Committee could make suggested changes or additions to what was to be voted upon.

Jane Gruner suggested for either goal five or six to add the criteria or the types of training that would be available for supported employment staff. If the division is going to hire someone to do supported employment it should be similar across the state for both Vocational Rehabilitation and Developmental services.

Mr. Youngs asked Ms. Gruner to craft language for the State Plan committee to discuss and add to the State Plan language.

Robin Kincaid requested information regarding the Governor's Executive Order (Proclamation) and Rehabilitation's response to it.

Ms. Hendren, in reference to the Governor's Executive Order (Proclamation), added there is only one piece that was assigned to the Rehabilitation Division and that was in regard to the Preferred Purchase program. The division did submit required plan to the Governor by December 31, 2013. The 700 hour list is not under the division purview that in fact is in the State Human Resource arena however the division will be working with State's Human Resources to promote the program. She did say three individuals have been received placement after fulfilling their 700 hours.

Robin Kincaid requested that we place this topic on the next agenda.

Ernie Hall motioned to refer the State Plan Goals back to the Subcommittee for further work. Kristen Hansen seconded. Motion carried.

7. **DISCUSSION/POSSIBLE ACTION PROPOSED CHANGES TO THE REHABILITATION DIVISION'S POLICY AND PROCEDURE MANUAL**

Kara Lang provided background to the quality control process and the creation of the quality control team.

Ms. Hendren requested the Policy and Procedure summary be followed as going through all the exhibits would take a lot of time.

Kara Lang began reading through the Policy and Procedure exhibits pointing out where the changes are placed and why they are needed.

\*Changes made to clarify the content without a major change in meaning (such as rearranging the information, adding bullet points or numbers, adding narratives or examples to further clarify etc.)

**Section 6:**

Ernie Hall referenced the disclosure statement and wants to see a reference to informed choice.

Jack Mayes wanted to know if referencing CAP in the disclosure statement would be appropriate.

Scott Youngs questioned how we determined services were not to be duplicated in reference to the RSA circular. Kara Lang responded the client signs a release with counselors from both agencies and Mr. Youngs suggested a procedure be put in place for implementation. Robin Kincaid wanted consideration for the counselor to sign the form also.

**Sections 7, 8, 10, and 11:**

Ernie Hall asked what happened if a family size changes from the previous tax filing and Ms. Lang responded the financial need can be reassessed.

Robin Kincaid and Jack Mayes commented on the terminology of adult disabled son or daughter and DAC (disabled adult child).

**Section 12:**

Jack Mayes, Kevin

Hull and Melaine Mason discussed services to groups.

Scott Youngs, Ernie Hall, and Kara Lang discussed assistive technology and hearing aids. Additional comments were made by Jack Mayes, Shelley Hendren, and Mechelle Merrill.

Kevin Hull and Kara Lang discussed low vision training and workers comp.

Scott Youngs, Jack Mayes, and Kara Lang discussed clients and vehicles with hand controls and physical needs.

Ernie Hall, Jack Mayes, Scott Youngs, and Kara Lang discussed Job Developers, placements, fees, and reimbursement rates.

Ernie Hall and Kara Lang discussed the purchase of computers for students.

**Section 15:**

Scott Youngs, Jane Gruner, Ernie Hall, and Kara Lang discussed the \$3,000 amount regarding a self-employment business plan.

**Section 19:**

Kara Lang discussed "Closures from Applicant Status" and the need to include a note that applicants who demonstrate threatening, violent or harassing behavior are deemed unavailable to complete an assessment for eligibility. Section 19 added wording on threatening, violent or harassing behavior, including that a case may be closed (in consultation with the administrator) due to this behavior and possibly prosecuted (in consultation with the administrator and Attorney General). Refer employees to DETR's Safety Manual and Nevada Risk Management's Workplace Violence and Prevention Policy when dealing with these situations.

Jack Mayes and Ernie Hall again discussed with Ms. Lang the difference between a disability related issue and anger management as opposed to direct threats and restraining orders.

**Section 26:**

New Section added to clarify which policy is to be used when there is a change in policy. (In general, the policy that was in place at the time the IPE was signed will be followed; if there is a change in the IPE after a new policy is implemented the new policy will be followed for those changes). Jack Mayes and Scott Youngs asked for clarification regarding if there would be any adverse changes to clients with current IPE changing to new policies. Ms. Lang explained it

would be addressed on a case by case basis and to inform client of a change in policy that would affect their IPE.

Jack Mayes wanted to let staff know he thought they had done a good job on the policies and all the work that was done. He felt it was one of the best things the council has done by giving input and helping ensure quality services are being provided.

Lastly, Jack asked that if a client's case was being closed due to behavior issues that CAP be notified.

Ernest Hall moved to table agenda items; 8, 9, 10, 11 & 12.  
Jack Mayes seconded. Motion carried.

8. **DISCUSSION/REPORT ON CLIENT ASSISTANCE PROGRAM**  
Tabled

9. **DISCUSSION/REPORT ON DEPARTMENT OF EDUCATION TRANSITION GATHERINGS**  
Tabled

10. **DISCUSSION/REPORT BY STATEWIDE INDEPENDENT LIVING (IL) COUNCIL**  
Tabled

11. **ADMINISTRATOR'S REPORT**  
Tabled

12. **DISCUSSION/REPORT ON THE VOCATIONAL REHABILITATION PROVIDER AGREEMENTS**  
Tabled

13. **REPORT ON THE COUNCIL'S STATE FISCAL YEAR 2014 BUDGET**  
Kelli Quintero reported the budget chart (document) has projected balances. There has been a work program submitted to bring money back into the council, so the Council will be back in the black as currently the projections are in the red.

Mr. Mayes asked how the budget could be improved as the budget looks the same as last year. He asked if there was a budget justification sheet that can be accessed. The information is limited.

Ms. Quintero deferred to Melissa Starr because of her past experience with the NSRC budget.

Melissa Starr responded what the Division provides to the council is just a budget status report. Per the legislative budget process, we receive a base budget and historically, we have always completed work programs to bring in additional funding. Currently the biggest increase in expenditures has been in required accommodations. Next year we will see a greater amount in our budget projected for accommodations and be more aligned with what our actual expenditure needs are.

Mr. Mayes wanted to point out as a budget person, that normally when you have a budget you are supposed to stay kind of within that. But we were \$45,000 off.

Ms. Starr replied that at the next council meeting we could provide some historical numbers and some justification on the cover sheet. She offered to send Mr. Mayes more information, in bringing additional information and justifications regarding budget and the projected balances.

14. **SECOND PUBLIC COMMENTS**

Deborah Gonzalez said she thought Mr. Youngs said the client is making comparisons about policy, and then making a decision based on the policy. She has been a client for quite some time now, and cannot see that her counselor is going to sit down and go over policy with me. Now, she will ask her counselor after attending this council meeting. Because Mr. Youngs was saying there is an addressment to me making decisions. She had been completely unaware of this over two years as a client, she was concerned over the little "check-off" box mentioned in the presentation was not clear to many individuals, and that is just a matter of effective communication with individuals with reading problems, communication difficulties, all kinds of other clients. So I just want to make clear that you're changing a box or something, and we don't even have any iota what the policy is, we have no knowledge. There's a big disconnect between clients and policy.

Pedro Gonzalez commented number one, when you are all discussing -- your language is not really clear. This is my language. Talking about -- specifically talking about the behavior issues. It is not just me, I know that -- I notice every day that -- I know the board, I know people on the board, I know almost everyone there, and some have issues with me. When I talk to counselors or assistants or whoever I speak with, they always put the onus back on me for communication or the misunderstanding of communication. My dream is to have a CDI, to communicate directly through me. That's my dream. Not your language, my language. I have a right as a client. Thank you for your discussion, I appreciate that.

Jeff Beardsley wanted to clarify someone who brought up the issue about behavior and harassment. He said he understands as a deaf community member, he knows some deaf individuals have been approached or have been considered to be very aggressive and it might be a cultural thing but not always. It could have to do with experiencing living in a hearing world that has been oppressive all their lives, and they finally just blow their gasket with it. The hearing culture needs to have some cultural sensitivity training in order to work with their deaf clients, and understand why they are upset, angry, reacting the way they are. He also wanted to stress that the Rehabilitation Division needs a deaf hard of hearing counselor in the State of Nevada so that communication can be direct. It is not just about getting interpreters, and sometimes misunderstanding it can be more complicated causing the deaf individual/culture to get frustrated. He suggested a counselor, with deaf clients, really listens to the clients dreams, goals, abilities, what their motivations, dreams and goals are and help them to achieve those through education and training to attain a career like the hearing clients instead of being placed with Opportunity Village as a janitor or such. To be allowed the simple right of choosing for themselves rather than someone making those decisions for them.

15. **ADJOURNMENT**  
Jack Mayes moved to adjourn.  
Ernest Hall seconded. Motion passed.  
Meeting adjourned at 1:28 p.m.

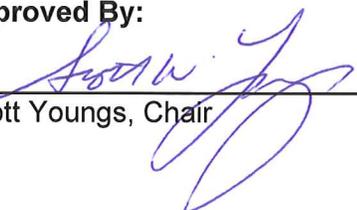
**Edited By:**



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Kelli Quintero, Management Analyst, NSRC Liaison

**Approved By:**



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Scott Youngs, Chair