

**NEVADA STATE REHABILITATION COUNCIL  
STATE PLAN COMMITTEE  
MEETING MINUTES**

**Department of Employment, Training & Rehabilitation**

March 14, 2014

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

Rehabilitation Administration  
1370 S. Curry St.  
Carson City, NV

Elko JobConnect  
172 6<sup>th</sup> St.  
Elko, NV

**MEMBERS PRESENT**

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

**MEMBERS ABSENT**

**GUESTS:**

Marcia Ferrell, Transcriptionist  
Dolores Parrish, Certified Hearing Interpreter  
Stephanie Gardner, Certified Hearing Interpreter  
Juliann Wasisco, Certified Deaf Interpreter  
Branton Stewart, Certified Deaf Interpreter  
Deborah Gonzalez  
Pedro Gonzalez  
Mike Hutchinson

**STAFF:**

Rose Marie Reynolds, Deputy Attorney General  
Melaine Mason, Deputy Administrator, Operations  
Mechelle Merrill, Rehabilitation Chief  
Heather Johnson, Business Process Analyst  
Shelia Rasor, Business Process Analyst  
Melissa Starr, Management Analyst  
Kelli Quintero, Management Analyst  
Beth Talcott, Administrative Assistant

**EXHIBITS:**

- Nevada State Rehabilitation Council (NSRC), February 25, 2014 State Plan Committee meeting minutes
- Federal Fiscal Year (FFY) 2015 Recommended State Plan Goals, Strategies & Indicators

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

Ernest Hall called the meeting to order at 8:45 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.

4. **FIRST PUBLIC COMMENT SESSION**

None.

5. **DISCUSSION/POSSIBLE ACTION APPROVAL OF THE NSRC, STATE PLAN SUB-COMMITTEE FEBRUARY 25, 2014 MEETING MINUTES**

Ernest Hall entertained a motion to approve the meeting minutes.

Shelley Hendren noted a correction on page five pertaining to who really pointed out several corrections.

Scott Youngs moved to approve the amended minutes.

Robin Kincaid seconded. Motion carried.

6. **DISCUSSION/POSSIBLE ACTION TO DRAFT AND REVISED THE PROPOSED RECOMMENDATIONS FOR FFY 2015 STATE PLAN GOAST, STARTEGIES & INDICATORS**

Mr. Hall began the 3.5 hour discussion by grasping the where's and why's of ratio's verses numbers when trying to gauge a reasonable increase number and percentage for the first State Plan goal and subsequently all the following goals as well.

Goal One: During a discussion on how the division arrived at the percentages of clients who are either closed and/or closed successfully Mr. Youngs and Mr. Mayes said there was no need to go into mathematical calculations when the Committee's goal is to increase the number of clients closed successfully. If the Committee is looking at the staff recommendation of one percent then it is one percent of the number of closures last year or the year before, one percent of 852 which calculates to an increase of 8.5 individuals.

Committee members discussed the need for more than one measurement of the first goal.

Goal one discussions:

- Goal one is about closures
- Enrollments or applicants are separate and in need of a different indicator
- number of people available to place directly affects the number of placements
- keeping or increasing the number of participants, is an outreach effort
- have a two-step indicator, one saying to get more job placements we have to maintain or increase enrollment,
- The first indicator would be to maintain or increase the number of clients being served.
- The second goal would be what percentage of the clients are being successfully closed with an employment outcome.

Mr. Youngs said when the committee simplified the goal they were only trying to get to the number of clients placed. So in simplifying the goal, the committee made it a little bit more complicated to

understand, based on how the data was presented. He agreed with the need for two different measurements. Was not sure if the goal needed to be rewritten to clear up some of the confusion or not.

Ms. Hendren agreed suggesting changes to the goal wording to "increase successful job placements" this could then be measure in two ways; how many individuals are getting in the door and how many are successful placements.

Robin Kincaid said she had been researching for similar information in Illinois' vocational rehabilitation They state actual numbers of how many individuals they plan on placing in the coming State Fiscal Year above the last year rather than percentages.

Heather Johnson interjected in the calculation regarding the number of applications or enrollments, or open cases these are not reflected on the closure information. We have some cases that can be open as long as 9, 10, 12 years, so it does not matter how many people are currently open, that does not directly relate to this first set of numbers, which is just based on closures.

The number one performance indicator is what the Rehabilitation Services Administration (RSA) agrees with. This is the thing that they look at more than anything else. The division takes the number of people that closed, after service that were at least in the plan status, those that closed successfully with employment for 90 days, and get the ratio of that. For just about every other indicator whether it is state or federal or needs assessment or anything, that is the number one indicator everyone usually agrees on. The division does not have control over the number of individuals that come through our doors and into our program.

Mechelle Merrill suggested dividing this issue a little finer. as Heather just explained, goal 1 is about closures, if the goal is stating enrollments or applicants a separation or separate performance indicator is needed.

Mr. Hall and Ms. John discussed the data points, the division has a number of clients who have been served or received services in the year. That is enrollment in VR. We close a percentage of those cases. And out of the clients we closed, a percentage of those are closed without employment outcome and a percentage of those are closed with an employment outcome.

Ms. Johnson stated through many different calculations and many consecutive years of analysis, this calculation used in goal number 1 was determined by the legislatures, the budget division and RSA to represent the most accurate representation of the ratio -- on how the division is doing on getting clients jobs.

Melaine Mason suggested it could be easier to determine to answer the question that lets us use the data they had in front of us, and in 2013, we have 1607 closures, and if we want to go from 47 percent to 51 percent, we take 51 percent of 1607, which would be a total of 70 more successful closures than we had, we would have 1819 closures that closed with an employment outcome versus 749.

Calculations took place with the committee looking at increasing percentages from one to five. They decided on Goal 1: Increase successful employment outcomes.  
Indicator: Increase employment outcomes from all closed cases. The division's performance regarding increased employment outcomes in federal fiscal year (FFY) 2015 will increase by 5 percent above 2014

performance levels.

Goal Two: Mr. Hall continued discussions by moving onto goal two. Increase enrollment in vocational rehabilitation transition services. Indicators: Increase enrollment by transition students in program services of the division. The division's performance regarding increased enrollment will increase by 1 percent above the performance in federal fiscal year 2014.

Ms. Merrill reported she and Ms. Johnson met to present some data at this meeting regarding Transition student applications. If you were to start with 2009, we had 811 transition student applications. The next year, in 2010, we had 836. That's a 3.1 percent increase, of applications. In 2011, we only had 732 applicants for transition, compared to the prior year of 836. That's a loss of 12.4. In 2012, we had 575 applicants compared to the prior year of 732, that is a 21.4 percent loss and in 2013, we had 476 applicants. Prior year was 576, so that's a 17.2.

To set the division up with a 10 percent increase does not do justice to the trend, and it is a defeating prospect, she said the division is seeing some increase. Historically the proposed ten percent increase will not be an attainable setting the division up for failure.

Mr. Mayes said he believed goal two came from the feedback of the study saying that not enough transition students were accessing VR services. So therefore the number of students accessing VR services is what we want to measure.

Melissa Starr suggested Goal Two's wording be changed to: Increase enrollment in Vocational Rehabilitation Transition Services, and improve transition from school to work and school to post-secondary education.

Ms. John, Ms. Hendren and Mr. Hall crafted the following goal language:

Goal 2:

Increase successful outcomes in Vocational Rehabilitation Transition services and participation in post-secondary education.

*Indicator #1: Increase enrollment in transition students into program services of the division. The division's performance regarding increased enrollment will increase by 5 percent above fiscal year 2014.*

*Indicator #2: Increase competitive employment outcomes for transition students. The Division's performance increasing 5 percent above federal fiscal year 2014.*

*Indicator #3: Participation in Post-secondary educational services. The performance increasing by 3 percent above federal fiscal year 2014.*

Mr. Hall moved onto goal three's indicator which reads; *Indicator: Increase enrollment by eligible individuals with autism, developmental, cognitive and mental health disabilities. The Division's performance to increase enrollment by eligible individuals with autism, developmental, cognitive and mental health disabilities in FFY 2015 will equal or exceed increase by 1% above FFY 2014 performance levels.*

Mr. Hall asked Ms. Mason to calculate the number of participants within the current between one and five percent for a better increase than one percent. It was determined to change the percentage increase to 3 percent.

*Indicator: Increase enrollment by eligible individuals with autism, developmental, cognitive and mental health disabilities. The Division's performance to increase enrollment by eligible individuals with autism, developmental, cognitive and mental health disabilities in FFY 2015 will equal or exceed increase by 3% above FFY 2014 performance levels.*

Break 10:38 a.m.—resumed meeting at 10:43a.m.

Mr. Hall asked Ms. Quintero to take a roll call to determine a quorum was still present.

Goal Four: Increase participation of underserved ethnic populations through increased outreach efforts. Discussions moved forward with goal four's indicator: *Increase enrollment of minority populations representative of Nevada's minority workforce. The Division's performance regarding increased enrollment by minority populations in FFY 2015 will equal or exceed increase by 1% above FFY 2014 performance levels.*

Mr. Hall requested the indicator for this goal reflect the population of the under-served populations Ms. Starr provided a little more information that Ms. Quintero pulled out of the most recent needs assessment, the estimates of Nevada's population by race in 2011. White alone -- these are by percentages -- white alone 71.55; Black or African American alone 8.17; American Indian or Alaska native alone; 1.2, Asian alone; 7.15, native Hawaiian other Pacific Islander alone; 60, other race alone; 7.44, and two or more races; 3.89.

According to staff providing a number or ratio for this goal would not apply as it pertains to all closed cases.

After reading through goal 4 no changes and considered complete.

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

Indicators:

- Document dollars captured in collaborative efforts
- Decrease the amount of relinquished federal funds in FFY15 over FFY14.
- Increase the participation of Third Party Cooperative Agreements by one in FFY15 over FFY14.

No changes in the proposed language were discussed.

Goal Six: Increase enrollment in and the use of supported employment.

Indicators:

- \* Increase the number of consumers enrolled in Supported Employment by 1% in FFY15 over FFY14.
- \* Increase the number of Supported Employment consumers that close successfully, earning at least the federal minimum wage by 1% in FFY15 over FFY14 performance levels of the Division's performance regarding an increase in the number of Supported Employment.

Mr. Hall proposed that goal six mirror goal number two, which also focuses on an increase in enrollment and successful outcomes.

He asked Ms. Mason for ratio calculations for projected increase. After some discussion with Ms. Johnson and Ms. Hendren regarding the enrollment verses successful outcomes as the supported employment is not determined until after several weeks or a month of vocational rehabilitation services.

Ms. Johnson pointed out when counting supported employment clients some may be counted more than once since there time in the Vocational Programs may span multiple years. Counting closed rather than open cases is the best way to achieve an accurate count. She continued typically, for the last 10 years, our supported employment population makes up about 2 or 3 percent of our overall caseloads. So it is difficult to get good numbers when the pool is so much smaller.

Ms. Kincaid commented, Nevada is moving toward more options for people with disabilities, and we are looking at employment for state we really want to make sure that everybody is on board with more options. These increases are miniscule.

Ms. John commented she totally agreed with everything she said in that the division has not served many people, and the potential is going to be greater over the next few years, we are not going to stop. We really have to focus, as a council to provide some guidance, help and assistance. We already have a governing body which is the Rehabilitation Services Administration (RSA), we have goals we must meet. The Council is not our governing body you are our support and our advocate in working with us to achieve RSA's goals. We want to move forward, but we also will need your assistance and guidance in helping us move forward. This is a huge movement for us to shift.

Ms. John continued it is our intention to spend all of our supported employment funds. We want to serve more individuals. We are already having several programs statewide that are really looking at how we open the doors and provide better jobs for our clients that are falling in supported employment programs. I would rather be safe than trying to be so aggressive. Whether the goal is there or not, the division is going to do it.

Mr. Youngs, after hearing what Ms. John suggested the tracking of Supported Employment outcomes developing an infrastructure should come before measurements can be put into place.

Ms. Hendren suggested an addition to the strategies that reads 'Develop a plan and collect data regarding the needs of individuals for Supported Employment.'

Ms. Bonie suggested the indicators remain the same.

Scott Youngs moved to approve the recommendations to go forward to the full council.  
Lisa Bonie seconded. Motion passed.

7. **PUBLIC COMMENTS**

Deborah Gonzalez began about "talking about talking with people to understand the population, and what exists out there outside of voc rehab.

We had gone to an employment hearing where the Department of Labor civil rights center had to intervene. They told us that the population for deaf and hard of hearing people in Las Vegas, Nevada, southern Nevada, which probably (inaudible) some places, was 12,000.

I don't know what your numbers say for the deaf, because it's very unclear, and we didn't receive the audio tapes that I got until late in the week last week, and so we didn't have time to see that.

But the problem is that when like I think Robin's shock, it echoes that kind of shock, that she has, you mean you're going to increase by one person. Well, I understand you're saying well, no, we're not -- we're not saying only one person. But when you set a goal that says that, it reflects on the counselors here. They say oh, well, we've reached our goal.

And we're in the community, and we're seeing -- I mean, there has to be a way, not for the community to report to you, but for you to go out in the community and investigate how many deaf and hard of hearing are there, how many deaf and hard of hearing people need supported employment. For you not to expect people to -- that come, to build their own rent to get in the door, no, for you to go out and look for them, find and identify them. A mechanism to do that.

And I hear there's a needs assessment, but I'm like okay, we've never even had anybody come by and poll us, and we've got a whole plethora of friends and a network that we work with currently that we're developing.

And so no one has ever even said anything to us about what to do. And I go to unemployment, where I have a Department of Labor interceding, and so the unemployment -- in the unemployment office, and they're saying it's 12,000. And I'm like, wow. And we don't each hear these numbers here.

So I know a significant number of those people are looking for employment. And I hear Shelley say that that number increased because of the way we view supported employment. And the way we view this, then that number may have increased, and then so what does that include? Do even the deaf community know that?

So there are things out there that I think voc rehab has to take an active strength to go out in the community, and explain that they're looking at numbers, and you're included. How do we get you to come forward and say that, well, hey, I need this, I need that, I need that. How do we reach out to you and do that?

Because if somebody doesn't come from here, they're not going to get out of their comfort little shell and come over here, because there's not even communication in the lobby for deaf people right now.

So there's all these barriers, and we've got people in this room that have been traumatized by this. So there's all these barriers to coming to you, so why don't you go out and go to them. I guess that's all I have to say."

8. **ADJOURNMENT**

Lisa Bonie moved to adjourn the meeting.

Scott Youngs seconded. Motion carried.

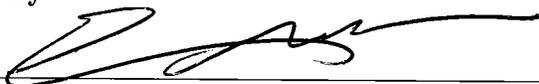
Meeting adjourned at 12:19p.m.

**Edited By:**



Beth Talcott, AAIL, NSRC Support Staff

**Approved By:**



Ernest Hall, State Plan Committee Chair