

NEVADA STATE REHABILITATION COUNCIL
MEETING MINUTES
Department of Employment, Training & Rehabilitation
November 18, 2014
Revised and Approved March 10, 2015

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

DETR
500 East Third St.
Carson City, NV 89713

Elko JobConnect
172 6th Street
Elko, NV

MEMBERS PRESENT:

Mathew Dorangricchia
Jane Gruner
Ernest Hall
Shelley Hendren
Jack Mayes
Max Miller-Hooks
Virginia Howard
Robin Kincaid
Kate Osti
Jean Peyton

MEMBERS ABSENT:

Bob Beers
Lisa Bonie
Kevin Hull
Mark Hinson
Sherry Ramsey

GUESTS:

Marcia Ferrell; Transcriber
Linda Bove; Certified Deaf Interpreter
Branton Stewart; Certified Deaf Interpreter
Ray Quartermos; Certified Hearing Interpreter
Caroline Bass; Certified Hearing Interpreter
Deborah Gonzalez
Pedro Gonzalez
Karen Hoss
Michael Hutchings
Alyssa Jones

STAFF:

Rose Marie Reynolds, Deputy Attorney General
Janice John, Deputy Administrator, Program Services
Mechelle Merrill, Rehabilitation Chief
Bill Boster, Northern Nevada Rehabilitation District
Manager
Kim Cantiero, Southern Nevada Rehabilitation District
Manager
Kara Lang, Rehabilitation Quality Control Specialist II
Janice McFall, Rehabilitation Quality Control Specialist I
Heather Johnson, Business Process Analyst II
Sheila Rasor, Business Process Analyst I
Kelli Quintero, Management Analyst
Veronica Sheldon, Administrative Assistant

EXHIBITS:

- Nevada State Rehabilitation Council (NSRC) April 16, 2014, revised meeting minutes
- NSRC Sept. 23, 2014 meeting minutes
- NSRC 2014 Annual Report draft
- VR Hearing Aid report
- VR Section 503 report
- 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 2014 Budgets

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

Ernest Hall called the meeting to order at 9:07 a.m.
Kelli Quintero called the roll and determined a quorum was present.

2. **VERIFICATION OF POSTING**

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

3. **WELCOME AND INTRODUCTIONS**

Mr. Hall asked for all present to introduce themselves.

4. **FIRST PUBLIC COMMENT SESSION**

Deborah Gonzales said "We got the agenda and didn't see Jean Peyton's name listed on the attendance, but I could have been mistaken."

Ernest Hall replied "Jean is listed as a member of the council under item 17 on page three."

5. **FOR POSSIBLE ACTION APPROVAL OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC) September 23, 2014, MEETING MINUTES**

Mr. Hall asked if any of the members had any changes or revisions, he noted the following changes:

- Page 3 of those minutes, item number 9, the third paragraph in the third sentence it says in terms of methodology, I just wanted to -- we replaced the pronoun I, with Dr. Dahir, so it was clear who was making that statement.
- Page 4, in the -- fourth bullet points, the last sentence in the third most used, we added the D there, was most used was counselor based assessment.
- Page 6, item number 11. When you get down to the fifth bullet point, can we split that for clarity, so there is the bullet point that reads -- how many required, 100 percent financial participation, this is not formally measured. There were 71 cases, and, and then we indented underneath that, from those 71 cases the results were an average copay of 1,000, just to clarify what that paragraph was trying to communicate.
- Page 7, after the first paragraph, this is really minor, but we inserted a line to make the paragraph consistent. But if you go two more paragraphs down, we have hearing consultants that review all of our hearing aid cases. We added at the end of that paragraph the phrase "to be in use before being considered for replacement through vocational rehabilitation," just to clarify what the intent was, what it meant to be in use for five years.

- o Page 8, number 14, administrators report. Fourth paragraph. Instead of saying program income is funding when -- comes from individuals, it now says comes when individuals who are receiving Social Security disability

Jack Mayes moved to approve.
Kate Osti seconded. Motion passed.

6. **DISCUSSION/REVIEW OF THE DRAFT 2014 NSRC ANNUAL REPORT**

Kelli Quintero hoped the council members had read through their draft copies of the 2014 annual report and asked if anyone had any concerns or changes.

Jean Peyton suggested writing out what all the acronyms mean and a mistake on page thirty-four in the success story. Ms. Quintero noted these and affirmed they have already been corrected.

Robin Kincaid wanted to make sure all the council members names were spelled correctly. Ms. Peyton responded to the affirmative. Ms. Kincaid also noted the bottom of page 38, below the map of Nevada there is a count of Vocational Rehabilitation clients served and those who were employed. She asked for the numbers for the 2013 year for a comparison. Neither Ms. Quintero nor Heather Johnson, the Business Process Analyst could answer as that moment but promised to find the numbers and present to the council at another meeting.

Jean Peyton moved to approve the 2014 Annual Report with noted changes.
Jack Mayes seconded. Motion passed.

7. **FOR POSSIBLE ACTION SPECIAL ELECTION FOR CHAIR DUE TO THE RESIGNATION OF THE CHAIR**

Mr. Hall asked the council members for nominations to fill the empty Vice Chair position. Ms. Peyton nominated Jack Mayes. Mr. Mayes accepted the nomination. No other nominations were suggested.

Mr. Hall motioned to elect Mr. Mayes by acclamation; all were in favor with no "Nays". Mr. Hall congratulated Mr. Mayes.

9. **DISCUSSION/REPORT HEARING AID POLICY CHANGES AND DATA REGARDING PURCHASES OF EQUIPMENT FOR INDIVIDUALS WITH HEARING IMPAIRMENT**

Shelley Hendren said in our report last month that 71 out of 519 individuals had to financially participate in their own cases, and of those, the average participation was in the 29 percentile, which averaged about \$1,000 that was a required from the client.

Before the division ever requires financial participation we look at income and family size, and it is based on 330 percent of the poverty guidelines. Someone has to make 330 percent over poverty to even be considered for financial participation. For a family of one, that is \$38,511 a year. If they make anything over that amount, we are going to request participation. For the average participation of \$1,000, down on the second table, that means that they have made between 6,000 and 11,000 over that \$38,000 a year mark. So for someone who participates and pays \$1,000 for their hearing aids, they are earning in the range of \$44,500 to \$49,500 a year for a single person.

That gives you an idea of how much they earn before the expectation of financially participating in the purchase of a hearing aid.

Mr. Mayes asked Ms. Hendren if the Vocational Rehabilitation could revisit the Town Hall meetings of a few years ago with the deaf community to see if the division has addressed those issues or if there are still some issues that still need some work.

Ms. Hendren replied to the affirmative and suggested the topic be brought back to the council during another meeting.

Ms. Kincaid asked if this topic could be addressed again in future meetings to see how it compares in the disabled community.

Mr. Hall reminded the council to remember it is important to understand the impetus in moving hearing aids to financial participation was not the purchasing trend. It was the reclassification of hearing aids as an assistive technology. That is what forced a new question for Vocational Rehabilitation in terms being considered assistive technology and our current policy in assistive technology excludes financial participation, and they were not excluded before, what the division is going to do, now. So that is just important to keep in context of that conversation.

The Rehabilitation Services Administration (RSA) reclassified hearing aids as Assistive Technology. Hearing aids used to be classified as Restoration Technology which required financial participation. The financial participation of the hearing aids has not changed with the reclassification to Assistive Technology.

8. **FOR POSSIBLE ACTION ISSUANCE OF PARA-TRANSIT BUS PASSES AND POLICY REVISION**

Janice John began; para-transit has a policy that an individual or an agency can only purchase the bulk ride packets once a month. And whether it's an agency purchasing this bulk packet of rides, or an individual, it can only happen one time. For Bureau of Vocational Rehabilitation (BVR) purposes, the division purchased rides that individuals can complete their activities pertaining to BVR activities whether it is job search, interviews, meetings with us, or meetings that we send them to that might require a doctor's visit, etc.

As an agency we decided we are no longer going to buy the 22- ride packages the individual would not have a choice, they would have to use the \$3 single rides. So if we have someone we are working with that is going to school or BVR activities that requires over 26 rides a month, we will automatically purchase the 46 ride packet and the individual can use those for their BVR activities along with what they need for personal transportation. Anything over that number, such as personal use, the individual would have to purchase the \$3 rides, which is the normal activity. Individuals can purchase a single ride for \$3. And they come in coupon books of either four rides or 10 rides.

Mr. Hall asked Ms. John how the division would handle a client who only needed 25 rides, how those passes would be purchased. Ms. John replied the division would buy two 10 ride books and one four ride book and one 3 dollar pass. They might also purchase three 10 rides passes.

She said she called the para-transit manager he said this was a concern not only with our agency, but with other agencies such as welfare and other agencies that purchase coupon books for clients.

Once a year the para-transit has some activities where they have an open forum - public meeting to discuss a variety of issues. She thought it would be a good discussion for future meetings when they have their public meetings, to will bring this up, and how it impacts our clients riding buses.

Mr. Hall added he plans to bring a resolution up for the Nevada State Rehabilitation Council (NSRC) to consider passing a recommendation to the RTC. He believes that is something they can do as a council, to say this is important for BVR, and we want the weight of the council behind a recommendation, which adds voice to the table.

Ms. John expressed her thanks for the possible endorsement.

10. **NSRC OPEN MEETING LAW REVIEW**

Rose Marie Reynolds, Deputy Attorney General began; the Attorney General's office has prepared an open meeting law manual, it's available on the web. It is around 100 to 125 pages, and it is a very thorough discussion of what is required by the open meeting law. If you ever have any questions the first place that you should turn to.

http://ag.nv.gov/About/Governmental_Affairs/OML/

It is important to start with why we have the open meeting laws. The legislature declared in NRS 241.010 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. An important thing to remember about open meeting law is the default rule is (if in doubt), the business should be done openly. Where you post an agenda and you invite the public to come and meet and participate. For Nevada, public meeting law, public body meetings, we are a quorum state. That means that we need a majority of the board members to attend. The Nevada State Rehabilitation Council requires a simple majority.

There must be a quorum of the members present at a meeting for the open meeting law to apply. Now, it is really important to understand what the word "meeting" means it is not just a simple dictionary definition, it also is defined in statute. It is the gathering of members of a public body at which a quorum is present to deliberate toward a decision or take action on any matter over which the public body has supervision, control, jurisdiction or advisory power.

The two most important words in this definition are deliberation and action. Deliberation means to collectively examine, weigh and reflect upon the reasons for or against the action. The term includes, without limitation, the collective discussion, or exchange of facts preliminary to a decision. That is a broad definition. An action basically means you cannot vote by secret ballot, everything has to be done in the open.

There is a Nevada supreme court decision called "Dewey" that talks about serial briefings. Some Boards, Councils or Committees find it cumbersome to conduct all of their business at a public meeting. So they tried to find ways to make it quicker, more efficient and that is what they call a serial briefing. That is where a staff member will have an individual conversation with a board member, so it is a one-on-one conversation. Then that staff member may go and have a similar conversation with another board member. That is a public serial briefing. Is that a violation of the open meeting law, the answer is no, provided you have got a non-quorum of the members, and it is not a meeting, and it is not prohibited by law. You still want to stay away from a serial quorum, or walking quorum, or a constructive quorum. The legal literature people see those terms used interchangeably, and those terms are synonymous.

Nobody intends to violate the open meeting law, but it is very easy to do so when you have emails. Say somebody sends out an email, whether it is to the whole council or to a simple one-on-one discussion between two councilors, you have no control over what that person who received your email does. If they in turn forward it on to another member, and it goes on and on, and it ends up in the hands of eight members, council members, you have gone through a quorum and you have got an open meeting law violation. That is one of the reasons why the emails are structured the way they are structured. When Kelli sends out an email, she sends it to herself, and she does a "bcc" (blind carbon copy) to council members. So that you cannot hit reply all to that email, and somehow create a discussion amongst a quorum, and violate the

open meeting law.

Ms. Quintero added that is very similar to what Beth Talcott uses. Ms. Talcott is not in today's meeting.

Mr. Hall asked if I want to get information out to the entire council I'm going to send it to staff, and staff will then send it out, and that way there is no unintentional open meeting law violation. Ms. Reynolds replied correct, because you are not deliberating. There is no way for you to deliberate. That is what we are trying to avoid.

The Dewey court decision, in addition to talking about serial briefing it says that the open meeting law does not prohibit every private discussion of a public issue by members of a public body, or even forbid lobbying for votes, but, a quorum must not be involved. Another issue that frequently comes up besides serial quorums are constructive quorums, committees and sub-committees.

If an open meeting law violation occurs, there are several penalties and options that are available. This is something the Attorney General's office takes care of. They can void the action they can seek an injunctive relief. There is also an opportunity for the council itself to take corrective action.

If you realize that an open meeting law violation has occurred, you can quickly schedule another meeting, try and make sure you have got your quorum present, and fix the problem. That is really one of the best ways to fix it.

Civil monetary fines are new this was added by the legislature in the 2013 session. Private lawsuits are available, criminal misdemeanor action is also available, civil monetary fines are now available, and the civil monetary fines are something that is done by our office our office can also issue subpoenas in an investigation.

There are several committees where we do not have any public come to attend, and so it is real important that you know where on the agenda the public has an opportunity to participate. There are two alternatives for the way public comments can be conducted.

1. The first alternative (which is the way this council operates) is for two public comment periods on each agenda, one before any action items are considered, and another public comment period before adjournment. This first alternative is what the body follows.
2. The second alternative is to have public comments after each action item on the agenda. It is something this council can consider however it makes for a longer meeting, is a bit more cumbersome, but that is an option

There's an intersection between a public comment, what members of the public can say, and the first amendment.

We can restrict public speakers to the subject within your control and jurisdiction. If you have a member of the public who wants to get up and start talking, let's say, about something that you guys have no control over. If they wanted to get up and start talking about Clark County health code violations at restaurants during the public comment period. That is something you guys have no control over. Your chair would be able to interrupt them and say 'I'm sorry, that's outside the council's jurisdiction. Do you have something that you would like to address that the council is able to help you with?' You may have some pitfalls with public comment I would caution against halting somebody from speaking just because you believe that defamation is occurring. That's not a reason to halt. Halting comment based on viewpoint of a speaker or halting critical comment of a public official. Those are all gray areas, stay away from.

11. **NSRC MEMBER ANNUAL TRAINING ON EFFECTIVE COMMUNICATION & SECTION 504 PROHIBITION AGAINST RETALIATION**

Kara Lang read through the training Power Point presentation giving those attending the definition of primary consideration and direction in honoring the choice of the individual's special accommodation, unless there is another equally effective means of communication available or it has been determined it requires a fundamental alteration or undue burden.

Jan McFall added effective communication does not always have to be high tech or expensive. The accommodations can be (but not limited to):

- Handwritten notes passed back and forth between two individuals to exchange face-to-face information
- ASL (American Sign Language) or CHI (Certified Hearing Interpreter) can be used.
- Some individuals require the aid of CDI's (Certified Deaf Interpreters) who work with the ASL interpreters.
- For lip-readers who do not sign, there is cued speech and oral interpretation. Cued speech uses 8 different hand shapes and 4 different position around the mouth to provide a visual contrast for sounds that look just alike on the lips.
- Oral interpreters are trained to articulate speech slowly and clearly using natural body language and gestures.
- CART (Communication Access Real-time Translation or Computer Assisted Real-time Translation) providers use a stenograph machine and a laptop capturing every spoken word making it readable on the computer screen, projected screen or television screen.
- For the deaf/blind, tactile signing, hand-over-hand and finger spelling. There is also something called print on palm, that's where the interpreter will actually trace the outline of a letter or it might even be a simple picture onto the palm of the deaf-blind person. Sometimes they might do it on the forearm.
- Braille

(For a copy of this training presentation please submit your request to the NSRC Public Records Official, Shelley Hendren by calling 1-702-486-0372.)

Break from 10:49a to 11 a.m. was taken.

At 11 a.m. Kelli Quintero took the role to confirm a quorum was present.

12. **ANNUAL VOCATIONAL REHABILITATION IN-SERVICE REPORT**

Janice John reported on training that took place September 24th and 25th.

There were 90 attendees including Administrators, staff, Vocational Rehabilitation Partners and Mr. Chaz Compton past TACE (Technical Assistance Continuing Education) director from San Diego State University.

We started the first day with an update on the Work Opportunity Investment Opportunity Act (WIOA). Some of the training sessions were:

- Assistive Technology
- Transitioning from High School to Adult Services
This was someone who performs this particular position in the school district, and through the Department of Education. She was able to share some great information on utilizing technology, what works, what doesn't, and some strategies to work with our agency more closely

- A University of Nevada, Reno (UNR) professional talked about personality disorders, this is always an area the counselors sometimes struggle with. She had some great insightful information, recommendations on how to work with individuals with personality disorders.
- Another UNR professor, spoke about adaptations and visual experience. He really talked about his segue was our sensory systems constantly adjust to changes in the environment and changes in ourselves. He explored the implications of this adaptation for how we perceive the world, how our visual perceptions adjust to normal changes, such as aging and also visual dysfunction.

The second day:

- We had a panel of our own staff talking about successes and best practices, they shared tips on how they do their job, and it was really fun to hear different perspectives.
- We had a technician, and a couple of counselors, share stories from their rural or city experiences and how they work with individuals. That was helpful too.
- The female UNR professor spoke on inter-cultural counseling and was very well attended with a lot of great feedback. She talked about effective and culturally responsive counseling requires dynamic and ongoing awareness of our own cultural I identities and belief system as well as the multifaceted appreciation of the diversity of our clients. It was a good time to explore, she really opened up the discussion and was so well received the Division might even ask her to come back and do another session, as we deal with more and more people with different backgrounds, it is so important to be able to assess them and their needs and serve them effectively.
- We rounded out our session with a discussion panel on employment first that included Shelly and Jane Gruner. We had Sherry Manning from the Developmental Disabilities Council rounding out the panel, and we shared information on the movement, what is happening, expectations, and also the task force the governor had appointed.

Mr. Mayes asked about the new TACE (Technical Assistance Continuing Education) program. Both Ms. John replied during the recent CSAVR conference they were notified the TACE contract was awarded to the institute for community inclusion in Boston. They have been in collaboration with five different partners and have come together to create this new -- super TACE program.

Ms. Hendren added they are a very specific in the guidance they will provide, regarding job driven training, and having to do with reaching out to employers and reading labor statistics, there is nothing within their contract as far as providing technical assistance or training in the area of rehabilitation counseling or any confined of related subject matter.

13. **OTHER REPORTS: STATEWIDE INDEPENDENT LIVING COUNCIL**

Lisa Bonie was absent so no report from the Statewide Independent Council was given.

Jack Mayes said he had attended the last SILC meeting but not as a member. Ms. Kincaid asked if the Independent Living State Plan had been approved. Ms. Hendren responded it has been approved through the Rehabilitation Division, as the designated state agency, Ms. Hendren signed the plan and it was then submitted to the rehabilitation services administration, and their approval was still pending.

Mr. Mayes reported the Nevada Disability Advocacy and Law Center (NDALC) which is the Client Assistance Program (CAP). They are in the process of completing their annual performance report which will be presented at the next council meeting.

During the last legislative session, the group of blind individuals approached the legislature with concerns about services to individuals between the ages of 22 and 35. The biggest issue they heard was a need for orientation of mobility, for those who lose their sight between those

middle ages, there are limited or no services. There was concern about accessing those services, if you did not have employment mobility.

In collaboration with Independent Living Council, Mechelle Merrill and the Rehabilitation Division, we conducted several Town Hall meetings around the state. We held two in Elko, two in Reno-Sparks, and three in Las Vegas.

The top three issues were:

- Orientation and mobility training
It is harder to apply in rural areas and in northern Nevada than it is in the south, because there are a couple of programs in the south such as the Blind Center and the Federation of the Blind that at least do some peer to peer orientation mobility. In other parts of the state the services are limited.
- Assistive Technology
 - The second category that arose around the state was assistive technology, there is difficulty in accessing for assistive technology and receiving it and then the follow-up training that is needed to make it work for the individual.
- Transportation.
 - The third item that came up was transportation. Elko seemed to have the most difficult problems with transportation. Their public transportation system is Monday through Friday, from approximately 8a.m. until 3p.m. And they have one taxi in town.
 - In Reno, the transportation issues that rose to the top were people that need a ride outside the ADA service area, but then also people who want to use the fixed bus route systems are finding it difficult with broken sidewalks, tripping hazards, garbage cans get put out, and that was some of the feedback we got with concerns. Just people want to be independent, but it's difficult because of environmental concerns.

Mr. Mayes said the Client Assistance Program staff were currently putting together their federal grants programs report which would be submitted by the end of December.

14. **ADMINISTRATOR'S REPORT**

Shelley Hendren read through the Vocational Rehabilitations Performance Indicators by group. She said the numbers indicate the division is trending in the right direction for this state fiscal year.

Fair Hearings have been few and have been dismissed. The division has had two Office of Civil Rights (OCR) complaints one has been dismissed and one is on-going.

As far as how much the division has requested to receive on individuals that would be applicable, and how many they have received to date, and how many are pending. When the division receives those funds it does not roll over from state fiscal year to state fiscal year, for our current state fiscal year 15 (SFY15), the division has received \$291,387 in program income. With the most recent deposit was on the 16th of September. This is a plus for us to have that money in the beginning of the year so the division can appropriately plan on how to utilize when the division receives programming fund it does not roll over. As opposed to the end of the year, when they have run out of time and have to return it to the government.

Staffing in the division currently has twelve vacancies, including the Business Enterprise of Nevada program, ten in the south and two in the north.

Heather Johnson stated for the state performance indicators, the average hourly wage for both

BVR and BSB come from the research and analysis is another division under DETR, and they're the ones that put out the unemployment insurance data. RSA does not provide separate hourly wages for Bureau of Vocational Rehabilitation (BVR) and Bureau Services for the Blind (BSB); they consider us a combined agency.

With regard to the performance measure number five in both bureaus having to do with serving ethnic minority populations. From that same research and analysis bureau here within DETR, they've advised that 29 percent of the population statewide are ethnic minority groups. And so when you look at that percentage of the population as compared to the percentage that we're serving, we're doing a pretty good job as far as in general reaching minority groups.

The last one for state fiscal year 14 is our older blind program. So over the age of 54 blind and visually impaired, and this is our only program where you don't have to have employment as a goal.

So out of the three performance measures, we met two of the three. The measurement we did not meet had to do with the number of clients that got into the agency and served. So our goal was to bring in 250 clients and we ended the year bringing in and serving, 214.

Ms. Hendren went onto the Fair Hearings noting one is in status check mode and one was a complaint at the Office of Civil Rights.

As for staffing the division has been actively recruiting three Counselor III's, three Counselor II, four technicians and one Services to the Blind Counselor II.

Ms. Johnson ended the Administrator's with the Rehabilitation Services Administration (RSA) annual case service report, which captures about 215 data elements. Regarding federal performance measures for each case that closed, for each Vocational Rehabilitation (VR) case that closed in the federal fiscal year the first one ranks the number of clients that closed competitively with the same exact criteria from the previous year. We had an additional 189 successful closures as opposed to federal fiscal year 13.

The second report was the ratio of people that closed successfully, and those that did not close successfully, but at least had one service.

The third one takes the number of clients that closed successfully that are making at least the federal minimum wage. Indicator 1.6 measures the primary source of support at application versus the primary support at closure. Those that come in with their own income as their primary source, compared to leaving with their own income as their primary source of support.

The last indicator measures how well we are serving our minority population.

The good news is of the 7 indicators, we passed all of them this year, and it had been six or seven years since that has happened.

Ms. Johnson added RSA will not have the federal 14 numbers available for about another 9 or 10 months. Anyone can get the FFY 13 data at RSA's website. They have a really great tool that's real simple to use, how you can build your own queries, based on just Nevada's information

15. **REPORT ON THE COUNCIL'S STATE FISCAL YEAR 2014 BUDGET**

Kelli Quintero reported the budget exhibit is an estimate of where expenditures should be spent. She said the council is not bound by the line items.

The focus should be on aligning council activities and responsibilities relative to the established budget, and proactively planning for expenditures that require additional funding.

The First Amendment to the contract with the University of Nevada Reno to conduct the customer satisfaction survey is currently going through the approval process. This amendment will add \$20,088.59 in additional funding, and extend the contract from December 31st, 2014, through May 31st, 2015 to allow for a full year of data collection, and a final report to be presented to the council in May. A work program request has been submitted to add additional authority to cover the current projected deficit.

Ms. Kincaid asked if the satisfaction survey contract goes out for any kind of a bidding process. Ms. Quintero replied currently the contract was for a three year contract based on the state federal year, we were missing an entire quarter when it was bid out four years ago. We are looking at going out for another bid process, or a change in the survey after compiling different information in the needs and wants of the council.

16. **SECOND PUBLIC COMMENTS**

"Debra Gonzalez, deaf advocate. I was glad to hear from Janice that the para-transit situation, that a client or consumer often brought that to her and something was being done related to that complaint or that need.

I also want to recognize the attorney general deputy attorney general is in the room.

We have brought up the fact that there is no video phone access here in voc rehab for deaf people. There's a telephone in the lobby that you can use as a hearing person pick-up, call your employer get a ride home, many things you can do. Now, we have repeatedly brought this up, and now we understand that another consumer with a different issue has been addressed. And this issue has been ongoing, and has repeatedly been not addressed in one other way. Apparently the video phone they have needs a dedicated internet connection because it doesn't work without that kind of dedicated internet connection. The traffic is too horrendous within the system to produce video.

So we waited and waited and waited and waited and we have nowhere to go except for the Feds. And we've gone without rides home, we've gone without calling employers, we've gone without calling for our needs at voc rehab, our needs we have to use the telephone. That phone is out there for a purpose, and it should be available to deaf members of the public -- or to the clients and consumers."

Mr. Mayes mentioned over the last couple of months the Nevada Disability Advocacy & Law Center moved both of their Reno and Las Vegas office locations. They would be having open houses, December 5th.

17. **ADJOURNMENT**

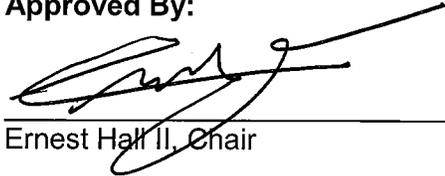
Jack Mayes moved to adjourn.
Jane Gruner seconded
Meeting adjourned at 12:14 p.m.

Edited By:



Veronica Sheldon, Administrative Assistant

Approved By:



Ernest Hall II, Chair