

NEVADA STATE REHABILITATION COUNCIL
MEETING MINUTES
Department of Employment, Training & Rehabilitation
March 10, 2015
Amended & Approved May 19, 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:

Lisa Bonie
Mathew Dorangricchia
Jane Gruner
Ernest Hall
Shelley Hendren
Mark Hinson
Maxie Miller-Hooks
Robin Kincaid
Jack Mayes
Kate Osti
Jean Peyton
Sherry Ramsey

MEMBERS ABSENT:

Kevin Hull

GUESTS:

Marcia Ferrell, Transcriptionist
Dolores Parrish, Certified Hearing Interpreter
Ray Quartermus, Certified Hearing Interpreter
Linda Bove, Certified Deaf Interpreter
Branton Stewart, Certified Deaf Interpreter
Jennifer Kane, Nevada Dept. of Education
Anita Franz, Nevada Disability & Law Center
Kelly Ueber, NVPEP
Jody
Pedro Gonzalez
Robert Reuss

STAFF:

Rose Marie Reynolds, Deputy Attorney General
Mechelle Merrill, Rehabilitation Chief
Kim Cantero, Rehabilitation District Manager
Bill Boster, Rehabilitation District Manager
Kelli Quintero, Management Analyst
Veronica Sheldon, Administrative Assistant

EXHIBITS:

- Nevada State Rehabilitation Council (NSRC) November 18, 2014, meeting minutes
- 2014 Nevada Transition Conference Highlights
- 2015 Nevada Transition Conference flyer
- Client Assistance Program (CAP), Rehabilitation Services Administration (RSA) 2014 report
- Rehabilitation Performance Indicators
- State Spotlight on Rehabilitation Counselors
- Breakdown of Bureau Services to the Blind and Visually Impaired/Bureau of Vocational Services Performance Indicators
- NSRC SFY 2015 Budgets

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

Ernest Hall called the meeting to order at 9:21 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 welcomed everyone to the full Council meeting.

4. **FIRST PUBLIC COMMENT SESSION**

No Comments were made.

5. **FOR POSSIBLE ACTION APPROVAL OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC) November 18, 2014, MEETING MINUTES**

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

Shelley Hendren noted on page 9, the very last paragraph at the bottom under administrator's report to strike the first sentence. Out of context does not add anything and does not make a lot of sense. So that paragraph would start with "When the division receives," and would like to qualify that statement, program income is what we were talking about. So scratch "those funds" and say "when the division receives programming fund it does not roll over," et cetera.

Robin Kincaid noted there was no one attending the November meeting named Pablo from NVPEP.

Jane Gruner noted on page 11, number 16 "it has Deborah Gonzalez" and she believed it should read 'deaf advocate.'

Ms. Kincaid said on page 3 question 6 a question was asked about the numbers for 2013 year for a comparison. She wondered if that information was in their current packet. No changes to meeting minutes, just wanted to know about the 2013 clients served and successfully closed numbers.

Jane Gruner moved to approve the minutes with the added caveat.
Kate Osti seconded. Motion passed.

6. **DISCUSSION/REPORT ON DEPARTMENT OF EDUCATION TRANSITION GATHERINGS**

Mark Hinson introduced Jennifer Kane as his counterpart as she would be reporting on the Career Education Expo which was coming up on March 20, 2015.

Ms. Kane said they were currently seeking additional employers for this event. Ms. Kane would like to hear from them as soon as possible

The 7th Annual Career Education Expo at the East Las Vegas Community Center on March 20th, 2015, from 9:30 a.m. until 12 o'clock p.m. Last year over 50 employers participated, and we are looking to increase that number this year. This event is different from other job fairs because there would be no pressure for employers to do any hiring. The high school students who are attending are informed beforehand to use this opportunity to learn about the

organizations that employ people in our community. The purpose of the Career Education Expo is to provide students tools and resources to make important and valuable career decisions. It is a joint collaboration with Clark County School District, the City of Las Vegas Adaptive Recreation, the Nevada Department of Education, and Vocational Rehabilitation, to assist students in taking steps towards meaningful employment by meeting with employers face-to-face to exchange information, network, and increase chances of getting an interview and pursuing a career.

Adaptive recreation and vocational rehabilitation will provide information about services they offer, such as disability sensitivity training for employers and employees, job coaching, on-the-job training, and much more.

The next event coming up on the calendar year for transition youth is the Careers, Recreation and Vocational Education summer camp (CRAVE). The Nevada Department of Employment, Training and Rehabilitation (DETR), Bureau of Vocational Rehabilitation (BVR) in collaboration with the Nevada Department of Education will provide funding for 20 to 25 graduating students with disabilities from across the State of Nevada to participate in the, CRAVE summer camp at the University of Nevada Las Vegas from June 21 through 25, 2015.

CRAVE's purpose is to support students with disabilities through the appropriate use of advocacy, accommodation and supportive services to ensure access to careers, college and recreational activities. The objectives of the program include increasing the number of students with disabilities enrolled in high school courses that link to college programs, enhancing and formalizing linkages among post-secondary staff and community agencies, and increasing employment outcomes.

The following will be provided at CRAVE summer camp. Lodging at the UNLV dorms, camp staff, including adult allies as instructors, counselors for overnight supervision at the dorm, meals, transportation, Your Educational Success (YES) curriculum, as well as travel training, problem solving, leadership, job seeking skills, and community involvement.

This year they will again be providing recreational activities in the evening. They will be going back to MGM to the CSI experience, because the students really enjoyed that one last year. I think we're in the process of confirming some other activities, but I know they were potentially looking at bowling at Brooklyn Bowl, and they love to go out one night to a buffet that one of the casinos donate.

She was happy to report that they had 12 students who applied for the positions available in Washoe County. From rural areas they had 7 students apply for five spots, and they were able to bring all seven. With a huge thanks to their partners at Vocational Rehabilitation (VR) and Counselor Brenda Graske, they have great candidates coming from rural and northern Nevada.

Right now the south is in the process of heavily recruiting because they do not have to fly individuals in from across the state and they have a little more recruiting time. They tried to increase the southern students attendance this year, and brought one of the transition specialists in from the Clark County School District onto the planning team. He is meeting with us so we can do in the south what we have been doing in the north and rural areas, which is not only recruiting through the VR counselors but recruiting through the school system as well. Looking for those students who are out there that would make great clients that have not found their way to VR yet.

Ms. Kane provided the Council with a brief report about the past Nevada Student Leadership

Transition Summit (NSLTS), the eighth annual NSLTS, took place in Reno, November 18th and 19th, 2014. Two Hundred individuals participated, including high school students with disabilities, teachers, counselors, administrators, and transition specialists from across Nevada representing 14 school districts and one state public charter school.

The young adult and adult facilitators along with conference planners and coordinators ensured the event ran smoothly. The NSLTS was created to increase graduation rates and improve post-secondary outcomes through a greater focus on college and post-secondary preparation, began with an opening address from the superintendent of public instruction Dale Erquiaga.

Participants then worked in small groups to build communities and become leaders in their lives and at their school sites through the creation of a transition action plan. They learned about leadership styles, toured the University of Nevada Reno campus and shared successes and struggles in implementing their action plans since the previous year's event. Before departing, attendees rotated through vendor presentations and heard from a panel of recently transitioned young adults from Nevada.

The ninth annual Nevada Student Leadership Transition Summit will take place November 4th through 5th, 2015. Once again, looking for additional ways to partner.

Mark Hinson reported the Summit is a student related activity, and it has been going on for 8 years. This is our second Reno event. Last year it was at Reno at the Grand Sierra, September the 19th through 20th. This event starts Friday afternoon and all day Saturday. They had over 200 participants, 14 different school districts, and over 40 families and parents. We had eight national speakers, including our keynotes Christian Moore, who just had recently written a book on resiliency and how important that is for all of us, and as a student with disabilities he talked about his struggles as well.

Mr. Moore spoke and is the founder of a company "Why Try", which is a dropout prevention program. They also had national and international speaker Denise Bissonnette her focus was on integrated employment. Ms. Bissonnette did a preconference session sponsored by the Nevada Council on Developmental Disabilities. They had the opportunity to speak to parents and had a couple of other sessions for professionals, educators, one with the tour of job corps. Since we only have one job corps in the state, some educators took advantage of that opportunity.

They had a preconference session of V.O.I.C.E. program, which is a program in Washoe County, post-secondary education. They had 23 breakout sessions, and a lot of national and state leaders in transition. We did have sessions and had 13 vendors that participated, a student panel, a talent show and lunch on Saturday. This coming conference will be held October the 16th and 17th here in Las Vegas. We do not have a venue yet.

Nevada Clark County School District, is willing to fund up to 200 educators, we are looking to place 300 at this event. As the venue details and registration become available we will get information out to everybody.

7. **OTHER REPORTS**

Lisa Bonie stated the amendment to the State Plan for Independent Living has been signed and as far as she knew Rehabilitation Services Administration (RSA) still has not approved it, so currently it is pending that approval.

Ms. Bonie said the State Independent Living Council (SILC) was scheduled to meet this Thursday the 12th, and that meeting has been canceled. In lieu of that meeting she was meeting with Laura Valentine, Vicky Kemp and John Rosenlund, trying to establish some administrative order around the staffing and support for the SILC, so they can start getting that group more productive.

The SILC are still looking for members, she is accepting referrals, so that they can add a few more individuals around the table as official members of the SILC.

Jack Mayes pointed out the printed exhibit pertaining to the Client Assistance Program (CAP) year-end federal report. He was happy to see that the numbers have increased over previous years. He noted the 70 Information and Referral services (INRs) and 38 cases.

Ms. Hendren asked Mr. Mayes about number five on the CAP report, the individuals attending trainings by CAP staff, she was not aware trainings were taken and asked for more information pertaining to them. Mr. Mayes replied he would look into it.

Mr. Mayes asked Anita Franz to talk more on report number 5. Ms. Franz responded most of these are individuals who either had a delay in development for some reason, whether they did not understand the process, or whether it was a delay on the counselors part in actually developing the Individualized Plan for Employment (IPE) goal and getting them through the process.

She believed there were a couple that had IPE issues where the goal was set, they wanted to change the goal, however, for whatever reason, there was a communication barrier between the counselor and the individual.

Robin Kincaid asked Ms. Franz when the Client Assistance Program information was given to Vocational Rehabilitation clients. Ms. Franz responded during the orientation. Ms. Kincaid then asked if the individuals that work with transition counselor for VR in the high school if they are attending the orientation. Mr. Hinson replied that the CAP information was given during the student intake meetings.

Janice John, Deputy Administration of Program Services added in many ways they might get even more information because their intakes are one to one, and they are working with the counselor going over the packet, talking about it, as opposed to the orientation, which is a larger group. So transition students go through the packet, they go through all the forms, get an understanding of what their rights and obligations are.

Ms. Franz said she would have no problem going to the schools and going through their Vocational Rehabilitation packets with them.

8. **ADMINISTRATOR'S REPORT**

Shelley Hendren pointed to the State Performance Measures exhibit. She reminded the council these measures are approved by the legislature, they are tied to the performance based budgeting, and are reported through the Department of Employment, Training and Rehabilitation (DETR), to the legislature and to the governor. She read through the performance measures for the Bureau for the Blind and Visually Impaired (BSBVI) whose funds are kept separate from the Vocational Rehabilitation funding. She also read through the Bureau of Vocational Rehabilitation (BVR) including Transition Students and Older Individuals who are Blind (OIB) pointing out the successes, shortfalls, with focused determination to meet all goals

successfully.

Ms. Hendren reported on the current status on Fair Hearings saying, currently we have one case that is going through status checks. We have our last status check set for the end of March and that one should either close, or if dissatisfied they'll have to file for an actual hearing.

There is one case that is open that we filed a motion to dismiss. We are awaiting the hearings officer's finding on that one, which we hope to receive within two weeks.

We had two requests for fair hearings from two different clients during this quarter, both of which were resolved with the counselor, and their requests were withdrawn. As Mr. Mayes was saying, we always want to solve these at the lowest level, if we can. Our goal is to keep these cases moving forward so that we can help folks become employed.

We had one open case with the Office of Civil Rights (OCR), that one was dismissed; however, we have a new one so we currently have one open case at OCR.

Staffing: we are currently in the process of filling one position that is vacant at Services to the Blind and Visually Impaired and are also in the process of recruiting for six positions within vocational rehabilitation. We have one position that we are reclassifying from a vocational evaluator to a business service representative to help us with making contacts with employers and doing job matching and helping with resumes and those kinds of things. The Division has one such position in the North that we reclassified, that individual has been very, very successful in helping folks become employed. So it is a good model. We have six vacancies that we are on hold for now while we look at our budget so not to cut client services. We are going to keep monitoring everything very closely.

Ms. Hendren pointed out the Silver State Spotlight that came out from the Governor's office recently complimenting Vocational Rehabilitation Counselors; Donna Perrett, Joyce Sprecher, and Crystal Kamber for their exceptional commitment to DETR's mission and to serving the people of Nevada.

For Donna Perrett, it reported: one of her clients wrote she was constantly checking in, not giving up, and giving words of encouragement. The letter went on to say that if it was not for Donna's perseverance and commitment this individual would likely not be employed today. For Joyce Sprecher, a constituent said in a letter they expected red tape and long, frustrating, demoralizing process. So that was their expectation, and then they wrote, instead, the individual was pleasantly surprised by Joyce's exceptional assistance and performance. And this person described Joyce Sprecher, her help and assistance as life-changing for the client.

For Crystal Kamber, a client wrote that Crystal's efforts, like Joyce's, was life-changing for her and accredited her assistance for helping her find a fulfilling job.

Ms. Hendren moved onto the Legislative Bureau Audit saying this audit is staffed with the legislators, they are supposed to come and audit programs every five years.

The first 7 findings had to do with dental services. We need to ensure payments for services are properly approved, paid, monitored and in accordance with the clients IPE and policies and procedures.

Their first recommendation was to develop specific policies and procedures for determining when dental services will be provided. The Division did develop new policies and the Nevada

State Rehabilitation Council (NSRC) members went over them and approved them. Being approved by the council the new policies and procedures went into effect June 1, 2014. They specified when dental services could be provided, as part of someone's IPE.

Recommendation number 2; Monitor systems to ensure policies and procedures are being followed by staff.

That follows our quality assurance team and our reviews we have in place to ensure that policies and procedures are being followed. This is our check and balance to make sure staff are doing what we have outlined in the policies and procedures manual. We do two comprehensive case file reviews, a district-wide and a state-wide.

We have four targeted reviews, which are:

1. Eligibility
2. Assessment of vocational needs in the IPE
3. Case documentation and expenditure management
4. Transition case file review

In addition to those two comprehensive reviews we have added a new fifth targeted review which will be to review expenditure transactions.

That is including a review of authorizations, of invoices, receipts, authority levels, and our federal form RD-87 which is the proof of receipt to ensure compliance as far as internal controls and expenditures.

Additionally, supervisors review no less than 15 cases a year for counselors, there is also an outside auditor that audits programs that receive a certain level of funding.

There are quite a few checks and balances in place to ensure that the Division is following those policies and procedures. Federal law tells us to create policies and procedures, and then follow them. It is a very thoughtful process that involves the council. Once we have a good set of policies and procedures, we ensure we follow them.

Ms. Kincaid expressed concern regarding the counselors training in only understanding the law. In the actual event of following the policies and procedures perhaps more training is in order.

Ms. Hendren agreed more training was needed and would possibly take place during staff meetings.

Recommendation number 3; Reduce approval levels for individual expenditure transactions to ensure oversight is adequate this is in the policies and procedures manual, this relates to levels of approval depending on the amount of the expenditure. Currently for a counselor they can approve an individual expenditure up to \$6,000.

We have agreed to drop that to 4,000, to capture more individual transactions. This was something we submitted in our report to them as those in the counselor III level of authority can approve individual expenditures.

Recommendation number 4; To implement compensating controls to prevent, detect and appropriate activity including fraud, abuse, or segregate counselor activities.

We did implement compensating controls. Our accounting staff's work performance standards

state they have a responsibility to insure the internal controls in policies and procedures, monitor service budgets and outstanding authorizations. We did training on this with our accounting staff.

Recommendation number 5; Strengthen controls over direct payments. Ensure appropriate supporting documentation is obtained.

Direct payments would include gas cards, where a client would get a gas card to purchase gas as opposed to the counselor writing an authorization to pay the gas station directly. We have less control over how that card is spent, and is why it is a potential problem for us, and is why we need internal controls to ensure that it is not being spent inappropriately.

That came up again when we put changes into the policy and procedures manual, effective June 1, 2014. We did make some changes with regard to the purchasing of goods and services. Current policy says field accounting staff are not allowed to approve direct pay authorizations. So we have added another step.

Recommendation number 6; Develop controls over the IPEs and associated expenditures.

The Division created an automated alert system in our case management system, Rehabilitation Automated Information System of Nevada (RAISON), and it notifies our district manager and the bureau chief anytime expenditures exceed the amount that is approved in the IPE. This is a tool that management uses to monitor counselor compliance with policies and procedures and their expenditure limits on the IPEs. Upon receipt of the notification, staff is required to respond to the bureau chief by reporting the issue has been reviewed and appropriately resolved.

Recommendation number 7; Dental services; policies and procedures and expenditures.

Develop policies and procedures detailing when IPE revisions are required, and develop controls to ensure they are performed and submitted to the proper authority for review. The Division has that process in place

That report we created in RAISON called Plan Cost Allocation. It is a new report, it helps us to monitor costs. It can be run on an individual caseload for the office, for a district, or even statewide it provides the total cost for current IPE, we can break it down by amounts spent on goods and services, how many funds are obligated, and how much is remaining in the authority.

We have asked supervisors and district managers to run those reports and keep tabs on a regular basis, so they can ensure that policies and procedures are being followed with expenditures and the automated alert will contribute to keeping tabs on that money.

Recommendation number 8; Direct Payments.

Direct payments are considered to be at higher risk for fraud and abuse because payments are not subject to the same controls as those made through the state or county system. As such, the Division should monitor direct payments more closely, and needs to strengthen controls to provide reasonable assurance that payments are proper and accurate.

The Division has more controls in place to have a good handle on the funding. The down side is it tends to slow things down as you add more policies and procedures.

Recommendation number 9; Perform inventory accounts and reconciliation.

We do not just keep the logs our district managers perform a visual audit of the logs, the logs are kept in a safe, locked environment. And before we can purchase additional bus passes and gas cards, we have to do an inventory, to ensure that they are needed and accounted for.

Recommendation number 10; Develop and Enhance policies and procedures over fuel cards and bus passes including periodic review.

Our accounting staff is keeping the binder that has packing slips for these bus passes, so we have backup documentation, not just the logs. They confirm receipt, and they keep that documentation, and then of course distribution is on the log as to who has them, and when they were issued.

Recommendation number 11; Institute controls to ensure signed receipts for direct fuel purchases are submitted and compared to vendor invoices.

These are the fuel cards. We need a receipt showing that fuel was purchased to verify the client has not used the fuel card to purchase other items such as; buy beer, water, or snacks. Fuel cards are to be used for fuel. So we are requiring receipts, when we have the receipt, we can compare it against the invoice when we receive it.

Recommendation number 12; Enforce existing policies and procedures requiring the submittal and review of mileage logs.

To provide continued fuel assistance we started implementing a column to our fuel log that requires technicians to verify that the clients submitted the RD-87 saying they received the assistance, and then a mileage log to show how they used that fuel assistance. That is all in the current policy and procedures the NSRC approved last June.

What we are additionally doing is adding responsibility to the rehabilitation counselors work performance standards, much like we did for some of our accounting staff. They also have in their work performance standards that they must ensure that all case expenditures are appropriate and follow federal regulations and internal policies. So that puts a little bit more on the counselor to ensure that is occurring.

9. **DISCUSSION/REPORT REGARDING THE REHABILITATION SERVICES ADMINISTRATIONS (RSA) NEW STATE PLAN REQUIREMENTS**

Ms. Hendren reported the Rehabilitation Services Administration has implemented the Workforce Innovation and Opportunity Act (WIOA) which requires states to submit a four year either unified or combined state plan with the Vocational Rehabilitation (VR) services portion included. The effective date is July 1, 2016, and it has to be submitted in March, 2016. This is a new requirement under WIOA.

The unified state plan includes the 4 titles under WIOA. If you want to include more than those 4 in your state plan, it becomes a combined state plan.

The RSA recognizes the burden that would be experienced by VR if they were to prepare and submit a fiscal year 16 state plan while at the same time engaging in planning the development of a unified or combined state plan.

Ms. Hendren is on the committee that has been meeting monthly for about four months to work on the combined state plan. The 7 work groups have been formed and began meeting this month. The work groups are business outreach, staff development, fiscal, governance, policy, labor market information, and performance accountability. Vocational Rehabilitation is a core program, and has one person on each of those work groups. We do have a lot of staff working on these combined state plans as a result they are going to award fiscal year 16 grant funds on the basis of the approved 15 state plan. Therefore, they have eliminated the need for us to submit a fiscal year 16 state plan. So that gives us the ability to keep working on this combined plan, and not submit a separate one.

What role the council will play in regards to having input into that combined state plan on the rehab side is currently unknown. However, one thing she would like the council to consider is WIOA also requires 12 performance measures that are across the board for all the core programs. So before we add more performance measures, WIOA requires, those 12 and there are an additional 18 required by the State. Do we really need more performance measures different from those 30 that we are currently tracking?

Jean Peyton asked who the combined plan would include. Ms. Hendren answered Wagner Pfizer, Adult Education & Literacy, Vocational Rehabilitation. Ms. John added Health Services/Welfare. Jane Gruner added Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) and New Employees of Nevada (NEON).

Mr. Mayes accepted Ms. Hendren's recommendation of evaluating the 25 existing priorities or measurements as something the sub-committee could look into. Mr. Hall added, at this point there does not need to be an adoption of a formal state plan. The sub-committee should remain intact to schedule a future meeting to figure out what needs to be done to implement the new required changes regarding the Workforce Innovation and Opportunity Act (WIOA) next year.

Ms. Kincaid suggested an education plan for the Council members on the WIOA, what is the accountability the Rehabilitation Administration Services (RSA) is expecting of us.

Ms. Hendren said she could make it a standing item on the Council agendas for a while, one section at a time for a better understanding of what is expected and how to implement that.

10. **DISCUSSION/POSSIBLE ACTION STATE PLAN SUB-COMMITTEE RECOMMENDATIONS**

Mr. Hall asked for a motion simply to table the proposed State Plan to set it aside until the NSRC is ready to pick it up again. That way we have not referred it back to the plan committee, he did not want to refer it back to a committee that may not exist when we are ready to pick it back up. He asked the Council members to make a motion to simply table the state plan subcommittee recommendations, and include WIOA, as a standing item on the council agenda.

Kate Osti motioned to table the state plan subcommittee recommendations, and include WIOA, as a standing item on the council agenda.
Jane Gruner & Sherry Ramsey seconded. Motion carried.

11. **DISCUSSION/REPORT ON THE COUNCIL'S STATE FISCAL YEAR (SFY) 2015 BUDGET**
Kelli Quintero noted the attached budget is an estimate of where expenditures should be spent, but 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.

12. **DISCUSSION/REPORT ON THE SATISFACTION SURVEY VENDOR AND BID PROCESS**
Ms. Quintero reported a major responsibility of the council is to conduct and review analysis of consumer satisfaction for the functions performed by Vocational Rehabilitation (VR) for individuals with disabilities and VR services.

The University of Nevada Reno, Center for Research Design and Analysis, and Nevada Center for Health Statistics and Informatics perform three surveys on behalf of the Nevada State Rehabilitation Council (NSRC) the General Client, Transition Student, and Older Individuals Who are Blind Satisfaction Surveys.

Currently, we are working on an inter-local agreement to extend the contract through March 31, 2017. This allows for the data collection and compilation for federal fiscal years 2015 and 2016. What we would need to have in place, if so desired, is a new contract by January, 2017. The options include, continuing our inter-local with the University of Nevada Reno. With that, the surveys can stay as they are; you may create a subcommittee to modify the scope of work or revise the survey; or you can assign council members to work with VR staff for revision. That option also includes going out for competitive bid, with the same options as above.

Some of the things that you may consider in creating a subcommittee; assigning a single council member; new questions; creating a longitudinal survey, including general clients, older individuals who are blind, and transition students; the timeline for the bid process; a condensed survey at a reduced cost. We need the council's final input by March, 2016.

Ms. Kincaid asked Ms. Quintero to walk the Council through what UNR is currently providing. Ms. Quintero responded the Division sends closed client data to UNR. University of Nevada, Center for Research Design and Analysis, and Nevada Center for Health Statistics and Informatics go out and take both phone and paper surveys. They receive the data back, they have a series of general client questions. They go through and compile the information, and then they report back to us, usually in our September meetings. They are responsible from start to end. All we do is provide them with the clients, and then they retrieve all the information and compile the data for us.

Ms. Kincaid asked if a certain percentage of responders is required. Ms. Quintero replied UNR has a very high response rate. She added there is not an amount that you can put on that, as it is dependent on what the clients return.

Ms. Hendren in response to the requirements, there is not a requirement for number of surveys returned, but there are requirements on the methods and the amount of attempts that they are supposed to make per client, and that is outlined in the report, too. Including at least two methods that accommodations are made for those that need it. So we have got the online as well as the paper. They make phone calls, and a certain number of attempts per client which they follow that pretty well, as their reports outline.

Mr. Hall added his own opinion saying the Council / Division could be more effective and get better information by capturing some real-time data, partnering with the quality assurance team and looking at the method that is being use to get customer satisfaction.

He said he comes from hospitality, where you capture those points along the way. That there is satisfaction done at check-in, how was their experience, and how was the development. He would like to see us somehow have a conversation about redefining the scope. What he would want from a third party customer service is some independent analysis of data. Along with what can be collected in real-time with the cooperation of staff. If we can re-envision how to make that better, and provide the opportunity to identify customer service opportunities as they are occurring, as we are seeing trends, and not waiting until the end of the year to find out that we are having misunderstandings in orientation.

Mr. Hall suggested forming a new sub-committee to look at the customer satisfaction surveys and to add this to the next meeting agenda and move forward.

Ms. Hendren said if the direction the council wants to go is to survey, as someone's case is opened, we have got different statuses within the case management system. There is eligibility, IPE, receiving services, job ready, and employed. We could easily run data to pull those case files out, to be able to survey those folks in those different categories.

13. **SECOND PUBLIC COMMENTS**

"Lisa Bonie from Northern Nevada Center for Independent living. I wanted to let this group be aware that NNCIL has changed their rural outreach service model. We have closed our fixed location in Elko, and we have implemented a new service model for all of our areas of operation, which as most of you know is everything except for Clark County.

And we have teams that are now going out into the rural areas on a regular schedule. If you go out to our website, NNCIL.org you can see all of the locations.

Essentially, what we were finding is we were not reaching the people who need our services, and having a fixed location for many years doesn't seem like a good answer. So now we are essentially becoming a CIL on wheels.

So we're going to give this a try, to see if we can't reach more folks. So if you could help us publicize this and get the word out in the various locations that you work in, we would be most appreciative.

These are multidisciplinary teams that will be going out into the communities, and as these teams work, if we identify a consumer in an outlying area that has very specific need, and that need isn't represented by that particular team, we can send a staff person out that's got those skills.

So anyway, we are really hoping that this will improve our presence in the rural communities and bring real service to the people who need us. That is all."

"This is Pedro Gonzalez. I want to make a comment about the attachments to the post meeting. I never received these attachments. The Spotlight. I never received that one. So please can you please prepare next time when you're sending out these things make sure all the attachments are included?"

And another thing is I notice there are a lot of issues regarding gas cards, you discussed a lot today. I notice that people aren't abusing that, like submitting receipts (inaudible) person, anything like that. I think it's very important that clients keep gas cards for restricted transportation to go to meetings, looking for employment, and that should be monitored very closely.

Changes and recommendations regarding the gas card policy please be sure all the clients are very aware, fully aware of all the changes that you are making. Be sure that they are

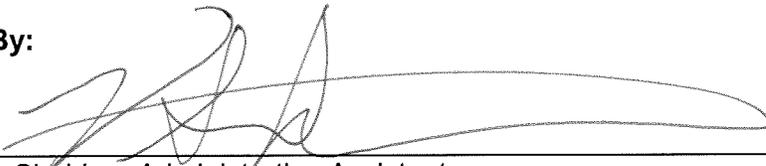
fully informed of all the requirements. Have never had the policy explained to me very thoroughly regarding the gas card. I have gone to look at the policies, but I haven't seen any changes with regards to the pumps.

Thank you for listening to my comments, and appreciate your – “

17. **ADJOURNMENT**

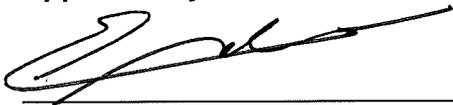
Jean Peyton moved to adjourn.
Lisa Bonie seconded
Meeting adjourned at 11:43 a.m.

Edited By:



Veronica Sheldon, Administrative Assistant

Approved By:



Ernest Hall II, Chair