

**NEVADA STATE REHABILITATION COUNCIL
MEETING MINUTES**
Department of Employment, Training & Rehabilitation
May 19, 2015
Amended and Approved on September 22, 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
Ernest Hall
Shelley Hendren
Mark Hinson
Maxie Miller-Hooks
Robin Kincaid
Jack Mayes
Kate Osti
Sherry Ramsey

MEMBERS ABSENT:

Lisa Bonie
Kevin Hull
Jane Gruner
Jean Peyton

GUESTS:

Marcia Ferrell, Transcriptionist
Stephanie Gardner, Certified Hearing Interpreter
Sammy Milburn, Certified Hearing Interpreter
Robin Shannon, Certified Deaf Interpreter
Branton Stewart, Certified Deaf Interpreter
Anita Franz, Nevada Disability & Law Center
Kristine Miller
Pedro Gonzalez
Robert Reuss

STAFF:

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

EXHIBITS:

- Nevada State Rehabilitation Council (NSRC) March 10, 2015, meeting minutes
- Client Assistance Program (CAP), Rehabilitation Services Administration (RSA) 2014 report
- Rehabilitation Performance Indicators
- 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 9:01 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**

Kristen Miller said "After reading your minutes from the last two Nevada State Rehabilitation Council meetings, I have to ask what is the north doing differently from the south region of vocational rehabilitation services? My answer is serving the needs of their disabled communities according to the VR's, voc. rehabilitation's mission statement.

Mechelle Merrill says it's capacity. My response is no, it's commitment to mission and productivity. I've been a client of voc. rehabilitation VR services for many years, and they have not provided me with one solitary job placement. Of course I get my own jobs, but VR gets the 26(k) from the government. Of course, my counselor just states your skills set is too high, and we can't find a match for you.

Recently I had to apply for welfare, something I never thought I had to do in my life. Which, by the way, is only \$16 a month in SNAP benefits. VR has costly qualified counselors who do not do their jobs they are certified to do.

This particular counselor that I'm referencing had other client information in my requested file copy. When I asked for a copy of my entire file folder, she placed selected file material at the front counter, left in an unsecure folder at the front desk where anyone could read it.

Mental illness is a disease just like cancer is a disease. One should not be discriminated, especially a program that is here to aid the disabled. I need help to understand -- I mean I need help to stand on my own and be an individual employed and educated that happens to have a disability. Voc. Rehab.'s scope of services says they do that, but surely they have dropped the ball in the southern region with me. And all I'm asking is provide me with the services I need to be a productive member of society, taking care of my own financial responsibilities."

Robin Kincaid took the opportunity to "publicly show the appreciation to Aging and Disability Services for the opportunity to attend a Person Centered Planning. I was excited to see Janice John at the Person Centered Planning, and I was looking forward to maybe the council being able to learn more about Person Centered Planning and the plans that VR may have to implement this valuable process, and really be able to support people with disabilities in a different fashion. So maybe possibly on the agenda later we could do agenda items, maybe Janice could share at a future meeting about how you see that being able to be implemented, again statewide, with VR. So thank you."

5. **FOR POSSIBLE ACTION APPROVAL OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC) MARCH 10, 2015 MEETING MINUTES**

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

Mr. Hall first noted page twelve of thirteen asked for the following change: "just strike that part so that it now reads "Mr. Hall added his own opinion saying the council division could be more effective and get better information by capturing some real-time data."

Shelley Hendren noted on page ten, third paragraph the spelling of Wagner Peyser.

Jack Mayes moved to approve the minutes as amended.
Kate Osti seconded. Motion passed.

6. **FOR POSSIBLE ACTION PROPOSED MEETING SCHEDULE FOR STATE FISCAL YEAR 2016**

Kelli Quintero noted the proposed meeting dates were arranged not to interfere with possible holiday dates.

Mark Hinson asked if the proposed State Plan meeting would be a one day event. Mr. Hall responded the committee has done it over two days. He believed the number of dates could be determined in the November meeting.

Ms. Kincaid asked if the State Plan meeting was going to be face-to-face or video conferenced. Mr. Hall responded face-to-face.

Sherry Ramsey moved to accept the proposed 2016 meeting schedule.
Mark Hinson seconded. Motion passed.

7. **FOR POSSIBLE ACTION CHAIR AND VICE CHAIR ELECTIONS**

Mr. Hall turned this action item over to Shelley Hendren.

Ms. Hendren said our by-laws state that elections shall be held at the last regularly scheduled meeting of the state fiscal year. Council members will nominate and elect officers to the office of chair and vice chair from its members eligible to vote.

Voting members of the council may serve as chair or vice chair. If co-chairs are elected the council will define and publish in its minutes the duties of each of the officers as are differentiated from chair and vice chair.

The new officer shall take office on the first day of the succeeding state fiscal year. New members shall be required to attend and participate in the council, new member orientation and training. And section four is about duties of the officers.

The chair shall direct all council business. In addition, the chair shall be responsible for communication with division liaison regarding agendas, training, and meeting minutes. And the vice chair shall act instead of the chair when the chair is not available, and the vice chair shall also chair the state plan, state needs assessment committee.

She then took nominations for the Chair position. Jack Mayes nominated Ernest Hall to continue to serve as Chair.

Being that no other nominations were made, Ms. Hendren conducted a vote. Mr. Hall was unanimously approved.

Mr. Hall then asked Mr. Mayes if he would keep the Vice Chair position for another year. Mr. Mayes accepted. Ms. Hendren, after hearing no other nominations took a vote. All present affirmed the nomination of Jack Mayes as Vice Chair.

Mr. Mayes mentioned one point of business regarding a clarification that the Vice Chair be the representative on the National Council of State Rehabilitation Councils (NCSRC). A voting opportunity has come up and we need to designate somebody.

Deputy Attorney General, Rose Marie Reynolds said given the way the by-laws are written, the Chair is responsible to direct all council business.

Until a formal vote can take place by the Council, the Chair can appoint any member of the Council to be a designated representative.

Mr. Hall said there is the National State Rehabilitation Council Committee, and we need a designated representative. This issue came up last week, so it was not in time to make this agenda.

8. **DISCUSSION/REPORT ON PROPOSED CHANGES TO THE REHABILITATION DIVISION'S POLICY AND PROCEDURES MANUAL**

Kara Lang began with reading through her document which noted the changes and recommendations according to the new Workforce Innovation and Opportunity Act (WIOA).

- Section 6: Application for Services
- Section 7: Financial Need and Participation
- Section 8: Eligibility Determination for VR
- Section 9: Order of Selection
- Section 10: Assessment of Vocational Rehabilitation Needs (AVRN)
- Section 11: Individualized Plan for Employment
- Section 12: Scope of Service
 - Section 12.1: Job Development and Placement
 - Section 12.2: Job Coaching and Advocacy Services
 - Section 12.3: Post-Secondary and Other Vocational Training
- Section 13: Supported Employment
- Section 14: Students and Youth with Disabilities
- Section 15: Self-Employment
- Section 16: Comparable Services and Benefits
- Section 18: Purchase and Payments of Goods and Services, Authorizations, Cash Pays and Authority Levels
- Section 19: Closures
- Section 20: Participant's Service Record
- Section 21: Confidentiality
- Section 26: Implementation of New Policies

9. **FOR POSSIBLE ACTION PROPOSAL OF A NEW SUB-COMMITTEE FOR THE CUSTOMER SATISFACTION SURVEY**

Mr. Hall discussed his idea of being able to select members of the Council to sit on the Customer (now entitled "Participant") Satisfaction Survey in order to revise the survey questions to include current and closed cases. His idea of a quality survey is part of the overall Question and Answer (Q&A) process. It should incorporate some data points that are gathered throughout the service process, along with surveys that are done by an outside independent party pursuant to what is required and what the council wants.

Ms. Kincaid agreed with Mr. Hall saying she would like to look at in the whole process when that survey is completed. She said it was her understanding it was closed cases only, her concern is by the time we are at that point that there can be some difficulty in the participant's recollection of how the process went. She would like to get different data points in the process.

Ms. Hendren asked Mr. Hall if his vision was to have two surveys, the customer satisfaction survey that is mandated on closed cases, and an additional one at various stages of open cases, or do you want to alter the one that we are already doing?

Mr. Hall responded saying to alter the one we are doing in relation to the other quality data we are getting so it is more useful to staff, and more relevant to the council's review, in terms of what we can do with that information. He realizes the surveys are mandated in the law however he believes a piece of what is mandated in the customer satisfaction survey can include quality assurance along the way. Then the council will do the mandated survey, and the other data is something that staff says makes sense to them to help move quality assurance along. So when we get the report, whoever we are contracting the survey with does that data analysis with the other data points that have been collected, so we can get some sort of processing and analytics back. And our Q&A team is not saddled with all of it and we can get some outside review of the data being collecting to help us make better decisions.

Ms. Hendren added the Workforce Innovation and Opportunity Act (WIOA) is requiring us to add a new section for pre-employment transition services, so that would be appropriated too, to hear what they are thinking of at the time, as well as after-the-fact.

Kate Osti moved to have a subcommittee to revisit the participant satisfaction survey with members appointed by the chair.

Robin Kincaid seconded. Motion carried.

Ms. Kincaid, Mr. Mayes volunteered. Mr. Hall suggested Kara Lang from Vocational Rehabilitation to join the committee as well. He also asked Mr. Mayes to Chair the committee of which Mr. Mayes agreed to do so.

Some dates in August will be sent to the new committee members to see what works best with their schedules.

10. **DISCUSSION/REPORT ON THE RESULTS OF THE NSRC SATISFACTION SURVEY REGARDING THE REHABILITATION DIVISION'S SUPPORT TO THE COUNCIL**

Mr. Hall reported out of thirteen Council members, only five responded. The ratings were Very Satisfied to Somewhat Satisfied with a total rating of 94.29%.

Jack Mayes interjected how he would like to see more of the council members be more responsive in submitting their surveys.

11. **DISCUSSION/REPORT ON JOB DEVELOPER AND BUREAU OF VOCATIONAL REHABILITATION RELATIONS**

Max Miller-Hooks began saying when he got involved with the NSRC he was hoping to help his company by being a job development company. What concerns him are what he believes are inefficiencies in the system, for instance, returning their invoices. They have a couple of different people who are in charge and they all take care of the invoices in a different manner because at the end of the day even for job developers, money is an issue.

Mr. Miller-Hook explained after achieving the contract with vocational rehabilitation there are no explanations on how the provider agreement works, who makes the contacts with companies so they can provide their services. Even if I know a variety of companies that are willing to deal with CBAs or on-the-job training, I do not know how to articulate the information to them. The Vocational Rehabilitation does have information online that tells you what it is, but not how it works. For instance, the idea of the tax credit for employers, he still to this day, does not have a good grasp on how it works.

Ms. John said the Vocational Rehabilitation does training and we certainly invite job developers to come to our classes. We have the E-rehab (online training course), and have offered opportunities and have told Mr. Miller-Hooks where there is information to get more training. So we realize it is a two-party relationship and we have to work together.

She stated she sees the biggest disconnect with our providers is that once you become a provider, it may be difficult for them connect with businesses. She said she always encourages people to hand introduction/business fliers out to all of the Vocational Rehabilitation (VR) counselors and their staff so they know who you are and how to contact you. We are going to pay the job developer to locate particular sites for us and they are going to work with our evaluators to set up the process to do the evaluation piece.

Ms. Hendren added we do have some resources to use, through our media campaign, where we target our employers. There is also a new website, VRNevada.org, and it is designed specifically for employers. On that website, there is a link to where you can find information about the tax credits. The website is a really good resource for employers to utilize to introduce them to VR and what we do, and what part they could play.

We are also on Twitter and Facebook, so you can find information out about us, and there are pertinent, relevant articles published there. We have a YouTube channel, with employers talking about working with people with disabilities, hiring people with disabilities, and how that has benefitted their workplace.

So instead of a state agency telling an employer you should hire a person with a disability and this is what it will do for you, here is an employer telling an employer this is what hiring an individual with disabilities can do for you. The video pieces are really powerful and they are also linked to our website. We have a commercial out now that's been airing, and it's also available on YouTube and on the VR-Nevada website. Additionally we have a booklet that is specifically for employers that talks about benefits to hiring people with disabilities.

Mr. Mayes asked if VR has any regular open meetings with vendors to come and present at

orientation or to update any of their information.

Ms. John replied in the staff meetings in both the north and south, if someone calls and wants to have a presence and come to the meeting, then they try to figure that out and schedule them. The hard part is that there are so many vendors out there, and our staff meetings are only once a month; that if you get a couple vendors, 15 to 20 minutes each, all of a sudden your meeting becomes two hours, three hours. It can be very long.

We have talked about different kinds of venues, where we actually have a career or a vendor fair once a month, or once a quarter where the vendors could come and hang out and counselors would just kind of come by to meet you, and inquire about what your services are, what do you do, exchange business cards, etc. We also give all of our emails out to the vendors who ask for them, so you can email the counselors and share information about what you do, your services and those kinds of things. Market yourselves and your business.

Mr. Hall, Mr. Miller-Hooks and Ms. John decided to meet at another time for further discussion.

(Being that Mr. Mayes has stepped out, the next two agenda items will be taken out of order.)

13. **ADMINISTRATOR'S REPORT**

Shelley Hendren read through the State Performance Measures exhibit.

Ms. John noted the lower number in the services for the Blind & Visually Impaired saying part of this is due to the Affordable Health Care Act. They were getting a lot of individuals that had visual impairments that came to them for surgery or medical procedures. They would open a case, provide that service, to assist them to get back to work or to retain their job. That is no longer happening. The medical facilities and doctors they were working with are now on the Affordable Health Care Act. They do not need to come to us as the payer for those services. So we actually have lost a lot of potential clients.

It is a really interesting thing that has happened, and it has happened statewide. A number of the doctors have not become providers for us, as well. They decided they did not need us, and they refuse to take our payments. So we do not have the providers who can provide the services. It is a double edged sword.

Ms. Hendren continued reading through the performance measurement exhibit regarding Transition students saying we have a similar dilemma to what we have for transition students in services to the blind, where they are helping more students become employed at a much higher rate than those going on to post-secondary education. Forty-five percent of transition students in VR have become employed. When you add that together with those going on to post-secondary education, our average is 16 percent. So we really do still need to bring those numbers up.

Ms. John stated that she spoke to Western Nevada College, they are one our third party cooperative agreement providers, called CareerConnect. The idea is to bridge the gap between high school and college to be able to offer support, not only for those students, but for adult students as well. The college is doing some outreach now, saying these programs are available, and we are getting some classwork that happened this summer this year, and in the fall are going to have a class for intro into college at Western Nevada College, and Truckee Meadows Community College will also be offering these classes.

12. **OTHER REPORTS**

Jack Mayes pointed out a blank report form in his exhibit saying, at the last council meeting there was a question about training provided to individuals, and we had a zero listed there. I went back to my staff and asked that question, and the basic response was they did not have good instructions on how to differentiate between outreach and trainings. So we actually captured that under outreach activities. That is why there was a zero. The reason I included this document here is that has changed for this coming year and the Rehabilitation Services Administration (RSA) has included better instructions on what is to be captured in each of the line items, and differentiates between outreach and trainings themselves.

He also wanted to get back to the Council with a better explanation of the training. One of the things he had spoken to Mechelle Merrill about was under WIOA, there is the comment about providing instruction on self-advocacy for youth with disabilities, prior to becoming Vocational Rehabilitation clients which is a perfect example of something they could work together on, as it fits in with the Client Assistance Program (CAP) as well as what his agency (Nevada Disability Advocacy and Law Center) does. This would be captured in the training provided by CAP.

Another training he touched upon was the collaboration between Easter Seals Nevada and his agency regarding assistive technology training at Easter Seals in Las Vegas, specifically for Spanish speaking Hispanic community members. They had 105 people attend, which was a great start to an outreach into the Hispanic community.

Mr. Mayes will return to Las Vegas in June to do some follow-up meetings and suggested speaking with Ms. Hendren in regards to doing some work with that community, as well.

14. **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.

Mr. Mayes asked to meet with Ms. Quintero and Rehabilitation staff to go over the budget for a better understanding of the current and future budgets

13. **SECOND PUBLIC COMMENTS**

Anita Franz questioned "on the new policy changes under section 15, business enterprise program. It mentions that individuals participating in that program develop those policies, can you tell me where you can actually obtain a copy of those policies?"

Ms. John replied she would look that up for her.

Ms. Miller commented, "One question is, is that when was the last time that the Nevada State Rehabilitation Council actually had a VR client participant or past VR participant represented on council.

This is also National Mental Health Month. What did VR do to aid its participants during that time. Someone mentioned earlier in regards to WIOA -- I think I'm saying that wrong in my pronunciation, but with that funding that does now have, you're hiring counselors with CRCs and master's degrees,

although that program also states that you could hire bachelors, but you're only hiring master's degree.

Currently right now I was just put with a new counselor who is not a CRC, I don't know how that happened, but so there's a criteria there.

I'd like to comment on the information that Robin Kincaid said about the alternative method of accommodation for people with MI, mental illness. I'd like to know what other type of programs can you guys help, to help us with communication skills, if we do have that in that area, where mental impairments are being perceived as people being aggressive when they're just explaining their points of view.

So some type of programming should be done to help with communication skills for those with mental impairments.

Also just another note here, I owned and operated a business for five years here in the state of Nevada. My counselor never told me anything about self-employment rights or benefits, and that was during the years of 2007 to 2012.

So and also I'm currently on a program called the ticket to work program, and with sitting down with my new counselor and explaining, you know, what my benefits were, or asking for information on what my benefits were for the ticket to work program, that individual didn't have any information about the ticket to work program. And that is something that, you know, is right here in the policy and procedures manual in section 5 on page 1 and 2. So I don't know why that individual didn't have any information.

And just to touch upon the policy and procedures manual, I did get a copy of that, I think that was back in December. But again, I've been here for a number of years, and I still wasn't even told about this policy and procedure manual. I had to go onto the program, which by the way is a good program, the one that you just mentioned called the VR -- anyways, the one about the YouTube, the VRNevada.org. I did like that, and that is information on that -- that information does need to be put out there, you know, for clients to actually -- excuse me -- participants to actually be able to know that that exists. That would be a great information there.

Kara Lang said something about -- you know, in my opinion she does go a little bit fast in her communication, and it is kind of hard to process what she was saying.

And then you mentioned also in your section 8 on your agenda with Exhibit B, basically made a statement that we rarely use outside assessments to determine eligibility. In my case that was used, I don't know why, but that was used.

Completion of IPE in 90 days for eligibility, to allow for additional time, that needs to be amended. I definitely haven't had my IPE done in 90 days. So I think some things are being said here that may be practical, of how they want it to be, but I don't think in actuality that's how it's being done.

And as a participant of VR for a number of years, I don't see that happening in my case specifically. That's all I have."

Ms. Quintero interjected the position of past Vocational Client is currently filled on the Council.

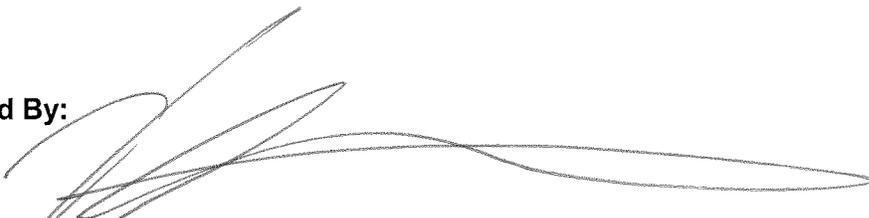
Robert Reuss said, "I am a guest here, self-advocate. I want some clarification. Is there a minimum amount of voc rehab activities that you need to do to qualify for a gas card?"

Janice John responded it is 90 miles that you would have to travel for a gas card and that depends on what you are getting. The ones usually issued are for a \$25 gas card. I know in the rural areas that sometimes they have received larger denominations for the gas card due to a doubling of miles."

17. **ADJOURNMENT**

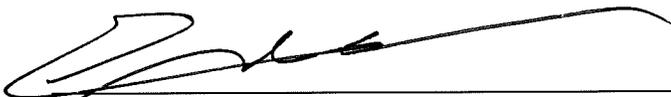
Mark Hinson moved to adjourn.
Kate Osti seconded
Meeting adjourned at 12:32 p.m.

Edited By:



Veronica Sheldon, Administrative Assistant

Approved By:



Ernest Hall II, Chair