

NEVADA STATE REHABILITATION COUNCIL
Satisfaction Survey Sub-Committee
MEETING MINUTES
Department of Employment, Training & Rehabilitation
August 14, 2015
Amended and approved November 9, 2015

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

MEMBERS PRESENT:

Ernest Hall
Janice John
Robin Kincaid
Jack Mayes
Jean Peyton
Veronica Dahir
Melissa Starr

MEMBERS ABSENT:

GUESTS:

Jennifer Schuck, Transcriber
Pedro Gonzalez

STAFF:

Rose Marie Reynolds, Deputy Attorney General
Kim Cantiero, Rehabilitation District Manager
Kelli Quintero, Management Analyst
Veronica Sheldon, Council Liaison

EXHIBITS:

1. **ROLL CALL AND CONFIRMATION OF QUORUM**
Jack Mayes called the meeting to order at 9:18a.m.
Veronica Sheldon called the role and determined a quorum was present.
2. **VERIFICATION OF POSTING**
Ms. Sheldon verified the posting was accomplished on time and according to Open Meeting Law requirements.
3. **WELCOME AND INTRODUCTIONS**
Mr. Mayes asked those individuals attending to introduce themselves.
After the verbal introductions were completed, Mr. Mayes said "For the record, I asked Mr. Gonzalez if he would like me to interpret for him to introduce himself and he indicated no."
4. **FIRST PUBLIC COMMENT SESSION**
No Comments were made.
5. **DISCUSSION / RESENTATION ON THE SATISFACTION SURVEY REQUIREMENTS AND TIMELINES FOR COMPLETION**
Melissa Star stated: "Section 1054 of the act indicates to the extent feasible the division in conjunction with the State Rehabilitation Council will conduct a review and analysis of the effectiveness and consumer satisfaction with the functions performed by Vocational

Rehabilitation (VR). We currently have a contract and have contracted with the University of Nevada-Reno (UNR) for a number of years. Our current contract will expire on March 31st of 2017.

"Due to the amount of work and the length of time this contract to go through a Request For Proposals (RFP) process, the process takes about nine months to complete.

"With the current contract expiring on March 3, 2017, we would need to have the new contract in place January 1, 2017. This is because the data is collected quarterly and because of how the surveys are completed.

"The current satisfaction surveys are based on the federal fiscal year (FFY). Cases that were closed between the first quarter (October and December) we start to survey those individuals in January. The goal today is to review the current questions that are asked, look at the current contract and the process in place and the council can decide if they choose to keep that same process, if they would like to change some of those questions, and that will give us the direction we need to move toward with either awarding a local contract or going to the Request for Proposal process."

Mr. Hall asked when you read the statute and it says "review and analyze the effectiveness." When I initially brought this up in the council to have the sub-committee, my goal was to have a discussion on how you create the customer satisfaction data itself and incorporate some of the operational aspects of question & answer into the analysis. Mr. Hall said he thought you could get better analysis of effectiveness by working with Quality Assurance (QA) to capture data points at points of service and get a better picture of the services in a more straightforward way.

Mr. Hall continued the discussion about whether we want to go through an RFP or not. His goal was to come back with a recommendation of an analysis of effectiveness and what sort of customer satisfaction survey is desired. The NSRC needs to have an understanding of the direction we are going in and whether we are making a recommendation to do an RFP or just change the scope of work.

Ms. Starr suggested that the sub-committee would want to finalize the questions or would need to meet again to finalize the questions to make a recommendation to the full council.

Dr. Veronica Dahir added from her experience the questions would not be finalized today. She thought what would happen would be a discussion of what questions the council and division wanted and if they were going to continue with this format and possibly suggesting items for new questions for the future.

Ms. Janice John said she heard in her mind that Mr. Hall was asking for a less formal survey that would happen as any case is progressing, as opposed to one that tries to cover everything at the case closure. She further questioned if there are two things to look at. Should we look at a different survey that is more informal that is done throughout the case process and the regular one that is more formal? Another thing we could do is look at what other states are doing in terms of what their surveys are looking like, so we could do some comparisons.

Dr. Dahir said she was going to suggest today that is something the sub-committee should do. When her team won the contract there was already a survey developed. They just reiterated

the survey over the years and never had a formal meeting like this. The format has changed and evolved over the years.

Ms. Starr added the report that UNR did for this last federal fiscal year, will be presented in September's full council meeting. There was a draft report that was electronically emailed to the sub-committee members which was a condensed version.

In the past, the council would receive three different survey reports and they were quite bulky. So the current report that you will see this year is more condensed. The rehabilitation team worked very closely with Dr. Dahir and is hoping the council will be able to utilize the new report a little better.

Dr. Dahir replied, it is even shorter than in the past although these are still three separate surveys. We talked about creating one survey which branches off to the various areas so it can still be literally one survey, most or all of the questions will be the same. We are just adding a few questions that are different from the different subpopulations.

Robin Kincaid asked when the last time the survey process went out to bid. Ms. Starr replied 2011.

Mr. Mayes asked if the council was obligated or not, to go out for a Request For Proposal (RFP). Ms. Starr replied if it is decided to award to a local government there is no requirement to go out for RFP.

Mr. Hall asked how UNR was decided upon. Ms. Starr replied "UNR being selected through that RFP process, they have been able to just amend the contract and continue it. Had a different entity been selected that was not a local government, then they would have been able to have a four-year contract and after that point, it would have to go out to bid again. Because the local government was awarded, we have been able to extend that contract beyond the four-year period."

Mr. Mayes said he would like other entities to be able to compete for the contract.

6. **FOR POSSIBLE ACTION DEVELOP A PROPOSAL FOR THE NSRC REGARDING HOW TO DESIGN AND CONDUCT THE PARTICIPANTS SATISFACTION SURVEY**

Dr. Veronica Dahir stated VR has three surveys. Transition student survey, Older Individuals who are Blind (OIB) survey, and the General Client satisfaction survey, the only one that is in Spanish is the General Client satisfaction survey, because of the larger population. It was decided at one point to do one in Spanish as well as English but then to leave the other two, the OIB and the general student satisfaction survey in English only.

Mr. Hall said that there are two areas of focus, the effectiveness piece and the customer satisfaction survey. You cannot just look at the client satisfaction data without looking at the analysis of the effectiveness data. In his mind, he envisioned some process where Quality Assurance (QA) was monitoring the meeting of deadlines, as that is a piece of the effectiveness.

Janice John stated her Quality Assurance team consists of two individuals and are not enforcement people. They report and do case reviews and give their reports to management. Currently the QA team has been involved in Job Developer case reviews. So they've gone out

to every job developer that we contract with and they are looking at cases and then reporting what is found in terms of that outcome. Then action is taken based on what is in their report.

Ms. John was not sure how realistic it is to say every time a counselor meets: Were you satisfied? or Have you met your goal today? If you would like to use the plan, a service, it would be best to pick certain events and/or milestones you could possibly gauge for movement towards a successful closure and beyond.

Ms. Starr said she had asked staff to share something with the council from the previous council meeting as it might be some valuable information that would help remind the council of the direction and reason this meeting was called.

Kelli Quintero stated in October 2014 she had sent out a survey to Council members asking: What do you think about our current surveys. This helped generate what is going on here today. She shared the questions and responses with hopes of focusing on the needed direction of the surveys.

Question 1: I read the entire reports provided to me. Three out of eight people agreed with that and five said no. And there were no comments. And then what we have this year in draft -- it is a condensed version so we did take some of this into consideration. We were able to condense it to make it more palatable, so to speak.

Question 2: The current customer satisfaction survey contained necessary information and should not be shortened? Two people agreed. Five people disagreed.

Question 3: Too many questions are asked? I was trying to ask a couple different ways in a couple different ways to see if we would get the same answer. Five agreed and three disagreed. So, again, they were saying it is pretty heavy on the question portion.

Question 4: I would like to compare the results of the general client older individuals who are blind and transition students by asking the same set of questions. And six agreed and two disagreed.

Question 5: The survey and results could be shortened and still be a viable tool. 6 agreed 2 disagreed. Comments were made that stated that the information was not so valuable, that the survey should be completed more frequently and shorter was better.

Question 6 I use the appendices and demographic information provided in the results. 4 agreed 3 disagreed. Four agreed and three disagreed.

Question 7: I would like the current satisfaction surveys and the reported results to remain the same. Seven disagreed.

During this inter-change of the meeting Ms. Quintero supplied questions that were asked in other state's surveys to see what types of questions or statements were being asked compared to what information our Nevada State Rehabilitation Council (NSRC) was hoping to glean from Nevada's Vocational Rehabilitation clients. She came up with the following:

1. The VR staff treated me with respect and courtesy.
2. Overall, my VR services were provided in a timely manner.

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3. My counselor helped me to understand my disability and how it might affect my future work.
4. I was involved in making choices about my goals and services.
5. My experience with VR was good and I would recommend it to others.
6. VR policies were fair.
7. VR services have helped or will help me get a new job.
8. I'm currently employed.

Mr. Hall replied he would be completely happy if their survey meeting outcome resulted in shortening the annual survey to those eight or nine topics and would be very interested in staff identifying milestones that would be useful to collect as part of the effectiveness. From the council and sub-committee perspective they would need to devise a more formal, annualized tool with the data that is useful for everybody, staff and clients.

Mr. Mayes explained his concern was with the satisfaction survey length. With so many questions one loses their focus and dilutes the information being collected.

Dr. Dahir added what you had proposed is more of an evaluation. It is a summative and outcome evaluation and that can definitely be included in the contract. They do that all the time for other clients.

Further, Dr. Dahir stated obtaining and collecting the data is a different issue. We make it part of what you need to provide every year, assuming of course, internally that there are some logistic issues we have to talk about how we collect the data, who will collect the data, will they be honest in giving you the data. Will the data need to be collected by an outside party or will they do it in their office. Those are all things we need to discuss if we go that route. It is definitely something we can do. We have done many evaluations and that is an evaluation including the customer satisfaction survey plus internal data that we can analyze. Dr. Dahir said her team would be happy to do it.

Mr. Mayes asked Ms. Quintero, where she found the questions she mentioned earlier. She responded she looked at twelve to fifteen states' surveys.

Dr. Dahir voiced concerned the possibility of the proposed statements/questions as being "double barreled" as in "VR staff treated me with respect and courtesy" or "I was involved making choices about my goals and services." They may have been involved in making goals but maybe not the services and then they don't know how to answer the question now. She would prefer to use ones where they have been vetted and somebody has been using them for a while and the questions are pretty good in terms of what we would consider good questions. And then the questions back to the sub-committee.

Dr. Dahir also stated that the sub-committee needs to consider what is the objective of the survey? What is it the survey is actually trying to measure and what is the purpose of collecting this data? What are the requirements by law or by your policies or by your funding what data do you have to collect every year? The sub-committee needs to make sure we get that in the survey. If we find out down the road that we never asked for the data we need, then it is all for naught.

Ms. Starr interjected the law does not specifically state any specifics on the types of questions that we have to ask. They leave that to the discretion of the VR agency and the council to work on collaboratively. They do say questions asked in a survey generally include the consumer's

experience in interacting with agency staff, including the VR counselor, the nature of the counseling relationship, input into the rehabilitation planning process, satisfaction with services received, and satisfaction with the ultimate outcome, work, salary, benefits, et cetera. Surveys can be developed using different approaches.

We still have to have some specific questions underneath transition regarding pre-employment transition services. There were two questions that were added this year. They were based on some of the information we want to gather to ensure that we are complying with WIOA with regard to those pre-employment services to our transition operation and make sure they are satisfied with those.

Mr. Mayes we want to go through a competitive process.

Mr. Hall moved to recommend to the council we use a competitive process for the contract starting January 2017.

Melissa Starr seconded. Motion passed with Veronica Dahir abstaining due to conflict of interest.

The sub-committee then began discussing the current themes and questions to see what would stay, change or be deleted. The themes that were decided upon are:

- Respect- which would include all VR Staff
- Timeliness-overall timeliness of services
- Did my Counselor understand my needs (Counselor relationship)
- Choosing a Vocational goal
- Plan services involvement (choice)
- Overall satisfaction with services
- Recommend the program to others
- VR helped me to "Get a Job"
- Demographics
- Open ended questions
 - Most satisfied
 - least satisfied

Questions/Themes should be no more than 20 questions in length.

Dr. Dahir to draft questions to be presented to the sub-committee for approval to present to the full council.

Melissa Starr to prepare themes for RFP.

7. **SECOND PUBLIC COMMENTS**

None.

8. **ADJOURNMENT**

Ernest Hall moved to adjourn.

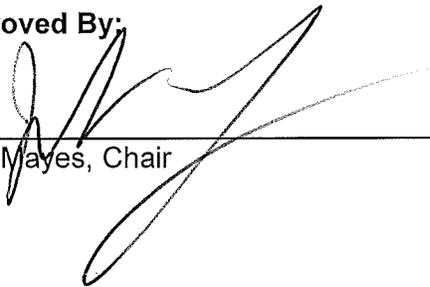
Jean Peyton seconded. Motion passed

Meeting adjourned at 1:27p.m.

Edited By:


Veronica Sheldon, NSRC Liaison

Approved By:


Jack Mayes, Chair
