

**NEVADA STATE REHABILITATION COUNCIL**  
**Satisfaction Survey Sub-Committee**  
**MEETING MINUTES**  
**Department of Employment, Training & Rehabilitation**  
November 9, 2015

DETR/Vocational Rehabilitation  
751 Basque Way  
Carson City, NV 89706

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:**

Denise Phipps, Transcriber  
Barbara Ray, Certified Hearing Interpreter  
Sammy Milburn, Certified Hearing Interpreter  
Brenda Trees, Certified Deaf Interpreter  
Rebecca Grayson  
Pedro Gonzalez  
Deborah Gonzalez  
Juan Gomez  
Angelica Gomez  
Mike Hutchins  
Kayla Kincaid

**STAFF:**

Rose Marie Reynolds, Deputy Attorney General  
Janice John, Deputy Administrator, Program Services  
Veronica Sheldon, Council Liaison  
Beth Talcott, NSRC Support Staff

**EXHIBITS:**

1. **ROLL CALL AND CONFIRMATION OF QUORUM**  
Jack Mayes called the meeting to order at 2:07p.  
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.
4. **FIRST PUBLIC COMMENT SESSION**  
No Comments were made.

5. **FOR POSSIBLE ACTION APPROVAL OF THE August 14, 2015 MEETING MINUTES**  
Mr. Mayes postponed the meeting minute discussion/approval until the end of the meeting.

6. **FOR POSSIBLE ACTION-DISCUSSION OF PROPOSED REVISION TO THE CURRENT QUESTIONS FOR THE ANNUAL CUSTOMER SATISFACTION SURVEY**  
Veronica began the discussion on the proposed revisions to the current customer satisfaction survey questions. She reminded the sub-committee of the task they had assigned to her and rehabilitation staff in regards to discussing and refining the survey questions and addition options that some of the questions may contain.

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 a total of 20 questions.

The surveys would be available in Spanish as well as English.

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

5. **FOR POSSIBLE ACTION APPROVAL OF THE August 14, 2015 MEETING MINUTES**  
Mr. Mayes asked for comments or questions regarding the meeting minutes.
6. **FOR POSSIBLE ACTION DISCUSSION OF PROPOSED REVISION TO THE CURRENT QUESTIONS FOR THE ANNUAL CUSTOMER SATISFACTION SURVEY**  
Mr. Mayes began the presentation/discussion by asking Dr. Veronica Dahir to go through the General Client, OIB and Transition survey(s).

Dr. Veronica Dahir read through the questions that were saved or changed to ensure the flow of the questions and possible multiple choice answers the sub-committee decided upon.

**Section 1 Questions:**

- ✓ **Q1:** Overall, how dissatisfied or satisfied are you with the services you received from the Vocational Rehabilitation Division?

NSRC Customer Satisfaction Survey  
Sub-Committee Meeting Minutes  
November 9, 2015

- ✓ **Q2:** Overall, how dissatisfied or satisfied are you with the timeliness of the services you received from the Vocational Rehabilitation Division?
- ✓ **Q3:** How dissatisfied or satisfied are you with the **amount of choice** you had in your **vocational or rehabilitation** goals or services?
- ✓ **Q4a (Client only):** How dissatisfied or satisfied are you with the Vocational Rehabilitation's services provided to help you get or keep a job?
- ✓ **Q4b (Transition Student only):** How dissatisfied or satisfied are you with the Vocational Rehabilitation's services provided to help you get a job or go to school?
- ✓ **Q4c (OIB only):** How dissatisfied or satisfied are you with the Vocational Rehabilitation's services provided to help you to live independently **at home**?
- ✓ **Q5:** I am going to read you some statements about your experiences with the Vocational Rehabilitation Program that you may or may not agree with. For each statement, please rate your level of agreement or disagreement on a scale of one to five where ONE is strongly disagree, TWO is somewhat disagree, THREE is neither disagree nor agree, FOUR is somewhat agree, and FIVE is strongly agree. The first statement is...
  - ✓ **Q5a:** My counselor was understanding of my needs.
  - ✓ **Q5b:** My counselor or tech was easy for me to contact.
  - ✓ **Q5c:** I was informed of my rights to appeal the Vocational Rehabilitation's decision.
  - ✓ **Q5d:** I was aware of the Client Assistance Program.
  - ✓ **Q5e:** My **counselor** treated me with respect during the vocational rehabilitation process.
  - ✓ **Q5f:** Vocational Rehabilitation **support** staff, such as a rehab technician or a front desk receptionist, treated me with respect.
  - ✓ **Q5g:** I **helped plan** the services I received.
  - ✓ **Q5h:** I would recommend Nevada's Vocational Rehabilitation services to others.

Section 1- Answers are:

**RE-READ ONLY IF NECESSARY**

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

**DO NOT READ**

- 8 – Don't Know
- 9 – Refused

**SECTION 2: TYPES OF SERVICES VOCATIONAL REHABILITATION PROVIDES**

**SECTION 3: CURRENT EMPLOYMENT (FOR GENERAL CLIENTS AND STUDENTS ONLY)**

- ✓ **Q6:** Regardless of your current employment status, did you get any employer paid job as a result of the services you received from the Vocational Rehabilitation Program?

- ✓ **Q7:** Are you currently employed?

- ✓ **Q7b:**

Did you get your **current job** as a result of the services you received from the Vocational Rehabilitation Program?

Section 3- Answer options will be:

**RE-READ ONLY IF NECESSARY**

- 1 – Very Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Neither Dissatisfied nor Satisfied
- 4 – Somewhat Satisfied, or
- 5 – Very Satisfied

**DO NOT READ**

- 8 – Don't Know
- 9 – Refused

**SECTION 4: CURRENT EMPLOYMENT BENEFITS**

- ✓ **Q8...:** I am going to read you some statements about your job that you may or may not agree with. For each statement, please rate your level of agreement or disagreement on a scale of one to five where ONE is strongly disagree, TWO is somewhat disagree, THREE is neither disagree nor agree, FOUR is somewhat agree, and FIVE is strongly agree.
  - **Q8a:** The Vocational Rehabilitation Program provided me with the **services** I needed to GET the job that I have now.
  - **Q8b:** The Vocational Rehabilitation Program provided me with the **services** that I need to KEEP the job that I have now
- ✓ **Q9:** What is the MAIN REASON you are not currently employed? Please allow me to read the entire list before answering, and choose ONLY ONE response.

**Possible answers;**

- 1 - Attending school
- 2 - Volunteering
- 3 - Employer could not accommodate my disability
- 4 - Fired or laid off from previous job
- 5 - Could not find any job
- 6 - Could not find the kind of job I wanted
- 7 - Could not find a job I was qualified for

- 8 - Lack of transportation
- 9 - Could not work because of family commitments
- 10 - Could not work because of other commitments
- 11 - Did not want to lose health insurance from another source
- 12 - Changed my mind about the value of working
- 13 - Retired
- 14- Case was closed

**Do Not Read**

- 77 - Other (specify)
- 78 – Disability
- 79 - Other medical reason (not disability-related)

**SECTION 5: NEEDED IMPROVEMENTS AND POSITIVE ASPECTS**

- ✓ **Q12:** Based on your own experiences with the vocational rehabilitation program, what are you **most satisfied** with?

- 1 - To answer (specify)
- 2 - No comments

- ✓ **Q13:** Based on your own experiences with the vocational rehabilitation program, what are you **least satisfied** with?

- 1 - To answer (specify)
- 2 - No comments

**SECTION 6: DEMOGRAPHICS**

- Gender (provided by survey-needed for weighting)
- Age (provided by survey-needed for weighting)
- Race (provided by survey-needed for weighting)
- Zip code (provided by survey-needed for weighting)
- Education level (survey item if not provided by division)
- Household income level (add to survey)
- Disability code (provided by division)

**Transition Student Survey Specific Questions**

**SECTION 4: Educational Programs**

- ✓ **Q10:** Please indicate with a simple "yes" or "no" whether you were **EVER OFFERED** an opportunity by the Vocational Rehabilitation Staff to participate in any of the following programs?

- 1 - Yes
- 2 - No
- 8 - Don't Know
- 9 – Refused

- Technical or trade school, such as electrician, construction, dog grooming, or cosmetology.
- On-the-job training
- Two-year college degree

NSRC Customer Satisfaction Survey  
Sub-Committee Meeting Minutes  
November 9, 2015

- Four-year college degree
- Job Corp (PRONOUNCE "core")
- Pre-Employment Training Services from Vocational Rehabilitation or from one of their approved providers (such as job exploration counseling, counseling regarding post-secondary education programs, work based learning experiences, or work readiness training)?

✓ Q11: Did you participate in \_\_\_\_ (name of program) \_\_\_\_?

- 1 - Yes                      8 - Don't Know  
2 - No                        9 - Refused

- Technical or trade school (ask only if Q10a = 1)
- On-the-job training (ask only if Q10b = 1)
- two-year college degree (ask only if Q10c = 1)
- four-year college degree (ask only if Q10d = 1)
- Job Corps (PRONOUNCE "core") (ask only if Q10e = 1)
- Pre-Employment Training Services from Vocational Rehabilitation or from one of their approved providers? (ask only if Q10f = 1)

**Closing Statement:**

Interviewer dialog exit would say; those are all the questions I have. **If you need to reapply or need additional services, please call 1-775-687-6860.** On behalf of the State of Nevada Vocational Rehabilitation Division, thank you for answering these questions. Have a nice day/evening. Goodbye.

**Interviewer: READ ONLY IF RESPONDENT HAS FURTHER QUESTIONS.** If you have any questions about this survey, you may call my supervisor toll-free at 1-800-929-9079 or 1-775-784-6421.

Motion to approve the Satisfaction Survey changes as discussed was unanimously accepted.

5. **FOR POSSIBLE ACTION APPROVAL OF THE August 14, 2015 MEETING MINUTES**

Mr. Mayes proceeded with the meeting minute discussion/approval. A few typos and language changes were made and voted on. Motion to approve the Meeting Minutes of August 14, 2015 were approved unanimously.

7. **SECOND PUBLIC COMMENTS**

Deborah Gonzales said she has been and is a video interpreter for almost nine years and has practiced sign language interpretation for 30 years. Her family is deaf, and represented herself as an interpreter. Referring to the Customer Satisfaction Surveys she envisions being in a call center in Alabama and never having met anybody in Las Vegas, no deaf person, and a survey person calls me as a relay operator and starts asking questions in sign language to a client who does not have a Ph.D. believing the recipient will not understand the language being communicated and will not be able to answer in a coherent way. What is expected by the survey takers will not succeed in reaching the surveyor's goal to get information.

NSRC Customer Satisfaction Survey  
Sub-Committee Meeting Minutes  
November 9, 2015

In her professional opinion what was being interpreted at the meeting was not what was being said verbally. She said the survey questions were going to have to be asked in sign language not a written statement.

Pedro Gonzalez said he feels very strongly regarding the term "hearing impaired" rather than the politically correct verbiage of Deaf or Hard of Hearing. The term "hearing impaired" can be misconstrued as condescending and insulting to all individuals who are deaf or hard of hearing. He would like for all individuals and entities to use the proper verbiage.

Mr. Gonzalez continued he felt strongly because the label ""hearing impaired"" people often think they have a problem or some type of a difficulty so they could be placed in a program such as goodwill or community based program automatically. This insults many deaf consumers and it is a product of "oddism" where a deaf client's abilities are not valued.

Mike Hutchins added "using the term "hearing impaired" is a generalization. There are different varieties of intellectual and educational backgrounds. For him it is just clear to say the person is either deaf or hard of hearing.

Mr. Mayes thanked the members of the public for their comments. He then asked for a motion for adjournment.

8. **ADJOURNMENT**

Janice John moved to adjourn.

Robin Kincaid seconded. Motion passed

Meeting adjourned at 3:55 p.m.

Edited By:

  
Veronica Sheldon, NSRC Liaison

Approved By:

  
Jack Mayes, Chair