

**NEVADA STATE REHABILITATION COUNCIL
MEETING MINUTES
Department of Employment, Training & Rehabilitation
March 15, 2016
Amended & Approved on May 17, 2016**

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

DETR
500 East Third St.
Carson City, NV 89713

MEMBERS PRESENT:

Josh Baker
Mathew Dorangricchia
Robert Greene
Ernest Hall
Bill Heavilin
Shelley Hendren
Mark Hinson
Robin Kincaid
Jack Mayes
Todd McCullough
Sherry Ramsey

MEMBERS ABSENT:

Max Miller-Hooks
Jean Peyton

GUESTS:

Marcia Ferrell, Transcriptionist
Kimberly Dawson-Certified Hearing Interpreter
Kim Johnson-Certified Hearing Interpreter
Kristine Miller
Deborah Gonzalez
Pedro Gonzalez
Mike Hutchens
Reverend Dennis Hutson
Robert Ruess

STAFF:

Sophie Long, Deputy Attorney General
Janice John, Deputy Administrator Program Services
Melaine Mason, Deputy Administrator Operations
Mechelle Merrill, Rehabilitation Chief
Veronica Sheldon, Administrative Assistant
Beth Talcott, Administrative Assistant

EXHIBITS:

- Nevada State Rehabilitation Council (NSRC) November 17, 2015 meeting minutes
- 2016 Nevada Department of Education Upcoming Transition Events
- 8th Annual Career Education Expo Flyer
- Texas 2012 State Plan Excerpt
- Tennessee 2015 State Plan Excerpt
- NSRC Members and Terms
- Proposed Subcommittee meeting dates for 2016
- 2016 calendar
- Proposed revisions to the NSRC By-Laws
- NSRC Membership Description
- NSRC Recruitment Letter
- NSRC SFY 2015 Budgets
- SILC Town Hall Meeting Schedule
- CAP 2015 Annual Performance Report
- Labor Force Projections-Individuals with Disabilities SFY
- Order of Selection Workgroup Summary
- Order of Selection White Paper
- Spring Training Agenda Saturday, April 16, 2016
- Spring Training Agenda Saturday, April 17, 2016
- BVR/BSBVI Performance Indicator reports SFY 16
- NSRC Performance Indicators First Quarter FFY 16

1. **ROLL CALL AND CONFIRMATION OF QUORUM**
Ernest Hall called the meeting to order at 9:00 a.m.

Janice John interrupted once roll call was completed and informed Mr. Hall that Pedro Gonzalez would like to say something. Mr. Gonzalez had moved to the center of the room in front of the video conferencing equipment. He signed to Janice.

Ms. John asked if there was an interpreter in the North; an affirmative was spoken by Mr. Hall.

Mr. Hall: "We do have an interpreter in the North. We did not have any accommodation requests for the meeting for any attendees in Southern Nevada. We did have an accommodation request for a council member up North. So that is why we do have an interpreter in the North. But, staff did not receive any accommodation requests for the South."

A member of the public interrupted speaking in a loud voice.

Mrs. Debra Gonzalez: "I'd like to go on the record. This is Deborah Gonzalez. That is an absolute lie. I have a smartphone with a recorded request. That is an absolute lie."

Mr. Hall attempted to respond to the member of the public.

Ms. John asked where the request was placed and if she had made her request to Veronica Sheldon.

Mrs. Gonzalez, continuing very loudly: "Okay, people are discussing conversations with me about accommodation, and I am not providing interpreting services. I am providing what I know for sure and have recorded I did. I made a formal request for appropriate accommodations. I am not going to have a discussion back and forth all day about what I did or didn't do. Or what was or wasn't. Just postpone, stop the meeting now, and get the appropriate accommodations."

Sophia Long, Deputy Attorney General (DAG) asked if those attending the meeting in the south could see the interpreter located in the north on the video screen.

Mrs. Gonzalez yelled: "That is not a qualified interpreter."

Janice John explained to DAG Long that the interpreters in the North were not visible and that Mr. Gonzalez required a CDI.

Janice John said the accommodation request was not made within the appointed timeline and interpreters were not scheduled. DAG Long stated that the meeting could move forward since the request was not made.

Mrs. Gonzalez continued to interrupt the meeting by shouting over Janice John and DAG Long.

Mrs. Gonzalez: "I just want to make clear that you didn't read the agenda to Pedro. Either. So the request is within the agenda, so you did not make it accessible to him to make his own request. That is ridiculous to go ahead with the meeting just because you've abused and audistically, violently created a situation that you knew was wrong. And you all are on the table and Ernie knows it is wrong."

Mr. Hall inquired of Sophia Long, Deputy Attorney General (DAG) if the meeting could proceed. DAG Long said Mrs. Gonzalez could file a complaint with her office.

Mrs. Gonzalez interrupted Ms. Long.

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Mrs. Gonzalez, shouting loudly: "I will not be filing a complaint, Pedro is the affected party."

Mr. Hall: "Then Mr. Gonzalez will be able to place that complaint."

Mrs. Gonzalez: "Oh my God, Oh my God! I hold my rights. You're going to instruct him on a voice on a video how to file a complaint?"

Janice John: "No, we're not; we're going to proceed with our meeting. And thank you very much."

Ernest Hall: "So I'm going to put this question to the council so that there is a vote that the chair is asking for the council to vote to continue the meeting and a majority vote will be the council's decision to move forward with the meeting." He asked Ms. Sheldon to take a roll call vote of the members.

Robert Green: "Proceed."

Ernest Hall: "Proceed."

Jack Mayes: "Proceed."

Todd McCullough: "Proceed."

Jennifer Whitcomb: "Move forward."

Josh Baker arrived late and requested to abstain from the vote. DAG Long advised him of the issue, that no CDI interpreter was requested by members of the public in attendance and that he cannot abstain from the vote. He would need to record his vote to continue the meeting or to cancel and reschedule.

Mrs. Gonzalez stated the following loudly from her seat: "I have it on my smart phone the full request. The date and log call phone call took place."

DAG Long continued to explain to Mr. Baker that the member of the public had stated that she had requested the interpreter for the meeting.

Mrs. Gonzalez interrupted again stating loudly: "Mind you, Pedro doesn't get to hear the members' vote."

Josh Baker: "Proceed."

William Heavilin: "Proceed."

Mark Hinson: "Proceed."

Robin Kincaid: "Postpone."

Sherry Ramsey: "Postpone."

Ms. Sheldon confirmed eight members voted to proceed and two members voted to postpone.

Mr. Hall: "In the Chair's opinion the motion to proceed carries, we'll move forward with the meeting, as you can confirm quorum and a verification of posting. "

Ms. Sheldon noted from the roll call vote she was able to determine a quorum was present.

2. **VERIFICATION OF POSTING**

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

3. **WELCOME AND INTRODUCTIONS**

All in attendance introduced themselves including members of the public. Janice John asked Mrs. Gonzalez

to introduce herself.

Mrs. Gonzalez: "I am not responding to you. I didn't say no and I didn't say yes. Unlike other people believe otherwise. I hope that we have an opportunity to make public comment and not be discouraged from that."

4. **FIRST PUBLIC COMMENT SESSION**

Mr. Hall stated that public comment was now open.

Mrs. Gonzalez, Mr. Gonzalez and Mr. Hutchins went to the center of the room, in front of the video equipment.

Mrs. Gonzalez interpreted for Mr. Gonzalez in a loud voice "Without referring to it. I've been asked to interpret. Get an interpreter here, now. This is audistic violence and I resent the attitudes of the disabled people on this board. The equal access is required by law."

Mrs. Gonzalez, interpreting for Michael Hutchins, yelled: "Proof positive. It pisses me off. I've wasted all my time in my schedule to come over here and give a damn."

Dennis Hutson, Pastor of United Methodist Church "I'm here on behalf of Kristine Miller who is one of my parishioners at the church. I've been working with Kristine on a response to her displeasure with this organization. And one of the things that really concerns me is she received a letter I believe it was in maybe September, October, which stated that her case was closed. And then she received a letter recently, I would say February the 22nd, from the supervisor of her Counselor which said that she had not heard from her, and wondering how things were going, and please get in touch with her so that they can continue with services.

"Now, that's confusing. On one hand you discontinued, on the other hand 'haven't heard from you, get in touch with me, and how are things going.'

"I hope this is not the typical way this agency works. I would hope that the citizens, the clients that you serve, are being treated justly and fairly, as if you would like to be treated yourselves."

Kristine Miller: "Kristine Miller, case number 71651. And I continue to speak at this council, Nevada State Rehabilitation Council, regarding the mishandling and problems with my case. I've contacted the chain of command, including the Governor Sandoval, his office, Shannon Litz, Don Soderberg, met with Shelley Hendren and Janice John, with my Pastor Hutson. But she was supposed to schedule a follow-up meeting with us back in mid-October, which again we're in March, I still have not heard anything in regards to that follow-up meeting.

"I met with you guys back in the past council meetings referring to that; it's in your meeting notes here. 'Still have not heard anything in reference to that. But as my Pastor just mentioned, I did receive a note from Ms. Kaufman here at this agency, DETR, that said, 'we have not heard from you.'

"Dear Kristine, I hope all is well with you. I'm writing today as it has been several months since we last corresponded, and I am wondering if you are still interested in receiving vocational rehabilitation services. Please contact me as soon as possible to discuss the status of your vocational rehabilitation case. I can be reached Monday through Friday between 8 a.m. and 5 p.m.'

"I think every person here in Nevada realizes that state employment offices or state offices here are 8:00 to 5:00.

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"Also, I see here in the information that I did via the mail, it says here that you guys have on your agenda that new members have been set up here. And I submitted an application here for the Nevada State Rehabilitation Council meeting back in January 2015, and I have that here. I had to make a copy of that. And Beth Talcat -- Talcott, excuse me, Administrative Assistant 2, returned that information to me, and she basically also received -- she sent her personal check to me, with the amount of \$13.66, check number 1522, and she -- I don't know why a state employee would send a personal check to a constituent saying that here's your reimbursement for that, your FedEx reimbursement, as a personal check here with it looks like her personal address here.

"So I guess I wasn't qualified enough. I do hold a master's degree, but I guess I wasn't qualified enough to be considered there.

"And I also see here that according to a follow-up letter that this occurred after I think we met with Ms. John and Ms. Hendren, I received a letter prior to our meeting dated August 24th, and this is addressed to myself from Ms. Hendren.

"It says that regarding your second statement, BVR does not have authority to preview [sic] to determine the membership of the State Department Rehabilitation Council. But I believe that's on the agenda today. So I see some inconsistencies here, as well as some inconsistencies that occurred in my case, as well.

"And lastly, I want to address further -- and this is just a copy here, but I did send one more letter out to your director here, director of DETR, addressed to 500 East Third Street, and that's according to your letterhead here, to a doctor or Mr. Don Soderberg, it was mailed out 3-1-16, so that hasn't been quite two weeks yet. So I'm still waiting for a response to that letter in regard to some inconsistencies.

"So again, I will continue to step up to this council and step up to DETR in response to how my case has been handled, or mishandled, and I do have all the correspondences, so I just want to be handled accordingly."

Mr. Hall: "Thank you for sharing your concerns. I will take a moment in this public comment to thank those folks for sharing their concerns. I'm not closing the public comment period, It will remain open until everyone has a chance to speak. I do want to point out that the role of the council is to review, analyze and advise the department, the division. We're not their supervisor, we are not in charge of them, and we don't have any jurisdiction over individual cases.

"There is a process in place for individual cases to go through. As a council, and as a council chairman, I am always very interested to hear individual stories and challenges as they fit into a larger picture. Unfortunately, the council itself is not able to resolve individual cases because that isn't our role. There are bodies set up to facilitate that within the structure of the policy and procedure in the laws.

"So I always welcome others to share, and that I just wanted folks to have a frame of reference. It's not that we don't care; it's just that we're taking information in and processing it within the scope of the mission of the council. So hopefully that helps clarify."

Kristine Miller: "I appreciate that, and those bodies also sit on this council, too."

Mr. Hall confirmed Ms. Miller's statement.

Ms. Miller: "So there may be some collusion going on there."

Mr. Hall: "With regards to membership of the council, that is determined by the Governor. So applications are

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forwarded to his office, and the Governor makes those appointments. So that also is not something that we do here at the council. Is there any further public comments?"

Mrs. Gonzalez: "Yes there is."

Mrs. Gonzalez, Mr. Gonzalez and Mr. Hutchins again moved to the center of the meeting room in front of the video conferencing equipment and began to speak in a harsh tone.

Mrs. Gonzalez: "Ok, Ok, first of all I want to talk about the blatant disregard and disrespect for persons who are deaf."

DAG Long interrupted and asked Mrs. Gonzalez to identify herself.

Mrs. Gonzalez: "Debra Gonzalez. Today I was asked to identify myself for the public. It would have been simple to go with a written note and ask the deaf public members what their name is and voice for them what their name was, so they could participate."

Ms. Gonzalez began to scream loudly waving her arms at the council members.

Mrs. Gonzalez: "Because you refuse to provide certified deaf interpreters. But you can't even be polite enough and deal with and work intimately with these consumers to just write their name down and voice their name so they can participate as members of this. This is a disgrace. Disgrace. That you, disabled people, and you, the attorney general, sitting here letting the mockery go on. It's disgusting. And it's audistic violence."

Security Guard: "You're asked to leave, ma'am."

Mrs. Gonzalez yelled, "I'm going to make certain that this is addressed. I'm going to make certain this is addressed."

Security Guard: "You're asked to leave."

Janice John: "When you are rude and being this loud, you're asked not to participate. You're disrupting the meeting. You're asked to leave."

Mrs. Gonzalez: "You're intimidating with law enforcement."

Mrs. Gonzalez continued to yell: "Now, when you intimately work with these and you refuse to let them publicly participate by leaving off their names. That's what your director has done to these disabled people. By the way, Kris was referring to be a participant on the council, not her friends -- only her friend's situation. So you are responsible for the council, yes."

The security guard escorted Mrs. Gonzalez out of the room. She screamed as she was escorted out of the door by the security guard, "Ridiculous, shameful mockery."

Mr. Hall asked if there were any further public comments, Mr. Robert Ruess replied to the affirmative.

Mr. Reuss: "My name is Robert Reuss, R-E-U-S-S. I have spoken with the council once before about gas cards. My case number is 56258. I became a client of Nevada Vocational Rehabilitation in 2009. I have yet to receive any training, vocational or otherwise. I am still on the procurement of assistive technology, the first assessment for 10-20-13, then a second assessment was done last summer. LaaRee Drawantz from

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Easter Seals did the last assessment. She submitted the assistive technology evaluation report back in August 2015. My current Counselor, Kevin Leak, he took over the case in December from Betty. At our Thursday meeting last week, still had not read the report.

"Since I've been a client of Nevada Vocational Rehabilitation, I have received over \$100,000 in public support and I am now receiving close to \$3,000 per month of public assistance.

"In view of the wide public discussions around the country, needing more people to go into STEM jobs, that is science, technology, engineering and math jobs, my unique ability combined with a willingness -- scratch that -- a wanting to go back to work, and the ability to do tech work, overall it just seems a terrible waste and not a very frugal use of the public money.

"I was informed at the last council meeting by Ms. Hendren that I would be eligible for another pair of hearing aids since it has been over five years since approval of the first pair. Which I note that I sent Nevada Vocational Rehabilitation. I also applied for membership on the council about a year ago. Thank you."

5. **FOR POSSIBLE ACTION APPROVAL OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC) NOVEMBER 17, 2015 MEETING MINUTES**

Mr. Hall asked the council for any additional questions or comments.

Mr. Reuss (a member of the public) signaled saying his name had been left off the "Guest List".

Hearing no further comments Mr. Hall asked for a motion to accept the November meeting minutes as amended.

Sherry Ramsey moved to approve.

Jack (Mayes) seconded. Motion carried.

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

Mark Hinson reported the Nevada Student Transition Summit was held last November 4th and 5th, and Jennifer Kane was primarily responsible for coordinating with every school district represented. The focus was to increase graduation rates, improve secondary outcomes through greater focus of college and post-secondary preparation.

Students can be leaders of their own lives and take the information back to their schools to work on action plans pertaining to the issues that are important to themselves and other students on the campus with disabilities. They revisit those action plans throughout the year. There is a team of young leaders throughout the State of Nevada and a few nationally that come in and help facilitate this event. Most of it is held at Circus Circus and the University of Nevada at Reno.

This year's event will be held on November the 9th and 10th.

The next event Mr. Hinson discussed was the Career Education Expo that took place the previous week. Several businesses participated in an event with Clark County, Nevada. The Nevada Department of Education has been a participant the last few years and they are putting together a lot of businesses that work with students with disabilities.

The Career Recreation and Vocational Education (CRAVE) summer camp event is primarily sponsored by the Bureau of Vocational Rehabilitation and the Department of Education the past four or five years. This year's event will be June 19th through the 23rd.

The main focus for the Nevada Department of Education is to make this a state event with students from the Washoe County and the rural counties actively involved. Mr. Hinson said he believed they have students

traveling from approximately 10 to 13 locations to the CRAVE summer camp. The focus is to increase the number of students with disability enrolled in high school courses and to link them to post-secondary opportunities with employment outcomes.

Lodging is provided at the UNLV dormitory. Staff supervises overnight, through the evening and during part of the recreational activities in the day. It is primarily a focus of educational opportunities and a career path, a work path or a college path. Meals and transportation are provided through this camp. As a community we focus on inclusion. This event focuses on how it is okay to be a person with a disability. Students may address any kind of negativity or shame and that helps the kids who are and have been struggling.

7. **DISCUSSION/REPORT ON RESEARCH INTO OTHER STATES' SCOPE OF WORK FOR CONDUCTION AND ANALYZING CUSTOMER SATISFACTION SURVEY AND RESULTS**

Mr. Hall gave a brief synopsis of what was discussed in other Council meetings for the new members. He said there is an annual survey done, a customer satisfaction survey that was broken into three separate surveys, contained in one complete report. The council discussed how to update the customer satisfaction survey, bringing the parts together that are common throughout the entire process, addressing individual circumstances amongst Transition, Older Individuals that are Blind (OIB) and Vocational Rehabilitation, and questions that might be different for those populations. At the same time, the Council is looking at how we bring into that process the data points that are collected in real-time, and how do we survey clients who currently have open cases and not simply wait until their case is closed to find out how they felt about the experience.

Based on the whole discussion which happened over a couple meetings, Robin Kincaid graciously agreed to research how other states are handling their customer satisfaction. Addressing Robin, Mr. Hall said, "Veronica (Sheldon) can provide you with the master link if you would like to read the State's entire scope." He tried to narrow the reports down to this particular section of their plans that was specific to the customer satisfaction surveys so that we would not get off topic on our discussion.

Robin Kincaid stated she believes the Council tries to see what is going on across the nation with individual state surveys and how surveys were actually delivered to the individual.

In looking to see how other states do it, as a comparison, some of the things that we may learn from the survey, which really should be our goal, are to figure out where we are, how we can improve services and how we are reaching the population that may have concerns.

One of the examples we have looked at was Tennessee. Tennessee is looking at surveying in different increments where the individual was in their plan of service, if they were a new client, have they been a client for a while, or a client that had exited the program.

Another question is how the vendor processes this information. Ms. Kincaid said she called a couple of different states to find out, and found that sometimes they do the surveys internally, in other words they do not use an outside vendor. She did not recall discussing that as an option.

We could consider this. Some states are internally processing and accumulating information, which shows they are taking ownership of the responses. Surveys are great, but if you do not use the information to try to do course correction or make some changes, the survey is just considered busy work.

Ms. Ramsey asked if there were any revelations regarding time frames of when states were reaching out to their participants in terms of recently exited or later. Ms. Kincaid responded every state does it a little different, but some states were doing it for 90 days into the process. Using different intervals is something Nevada could easily decide as well. In the past we have only done exited participants.

Mr. Baker added it says in the text they did it right after the case was closed, whether successfully or unsuccessfully. You are either going to get good comments or bad comments.

Ms. Kincaid continued the survey asked if the services met their needs. Mr. Hall suggested to add this to the next NSRC meeting agenda and will work with Ms. Sheldon on how to present it.

Ms. Ramsey added a small history of how it has been done in the past and at what intervals to clarify how we have gotten to this discussion.

8. **DISCUSSION/POSSIBLE ACTION ELECTION OF NSRC VICE-CHAIR**

Mr. Hall moved onto the election of the Vice Chair explaining the Vice Chair chairs the subcommittees. He then asked for Council members to volunteer or nominate someone. Seeing and hearing no one responding to his inquiry he asked Mr. William Heavilin if he would like to be Vice Chair. Mr. Heavilin replied to the affirmative, with no other volunteers or nominations.

Mark Hinson moved to approve.
Robin Kincaid seconded. Motion carried.

9. **DISCUSSION/POSSIBLE ACTION STATE PLAN SUBCOMMITTEE MEETING AND SELECTION OF MEETING DATE**

Mr. Hall asked Mr. Heavilin to check his schedule to see which of the proposed months and meeting dates best fit his schedule. Aug 17 and 18th were chosen.

Mr. Baker asked what the meetings were about. Mr. Hall replied it was for preparing the State Plan recommendations. The Rehabilitation Council has a State Plan with Goals, Strategies and Indicators. The subcommittee reviews that plan for Rehabilitation, makes recommendations to the Council for what those indicators are and what our goal should be, and makes adjustments to the current one. So we review our strategic plan, look forward, and make recommendations to the council for the upcoming State Plan.

Bill Heavilin moved to have the State Plan subcommittee meeting on either August 17th or 18th, with steps to determine the best date available of the two.
Robin Kincaid seconded. Motion carried.

10. **DISCUSSION/POSSIBLE ACTION NSRC BY-LAWS PROPOSED UPDATES**

Ms. Hendren brought to the attention of the Council the need to make several changes to the currently approved Nevada State Rehabilitation Council (NSRC) By-Laws, in accordance with the federal 34 CFR Part 361.17.

After hearing Ms. Hendren's briefing on the changed portions to the NSRC By-Laws conversations ensued covering topics not listed on the agenda but to be placed on an agenda for a future meeting.

Sherry Ramsey moved to approve the bylaw changes that are highlighted in yellow and stricken in red per the agenda.

Josh Baker seconded. Motion carried.

11. **DISCUSSION/REPORT ON THE NSRC'S STATE FISCAL YEAR 2016 BUDGET**

Ms. Hendren reported in the Council budget exhibit there is a column with actual expenditures and projected expenditures per each category. She pointed out the Council travel and said Ms. John would be presenting an opportunity for council members to attend the National Coalition of State Rehabilitation

Councils (NCSRC) and the Council of State Administrators for Vocational Rehabilitation (CSAVR) meetings coming up in November.

12. **OTHER REPORTS**

Jennifer Whitcomb for the Statewide Independent Living Council (SILC) announced the SILC was actively working with the State Plan Independent Living Work Group. They need a lot of help with people in getting the word out and to fill out a survey, which she said was on Survey Monkey.

They have updated town hall locations and dates and times throughout the state, with six locations. This is an opportunity for community members, and anyone within the state, to provide input into the State Plan for independent living services.

Ms. Whitcomb asked the council members to spread the word and ask their consumers to fill out the survey. Comments received will help to define the goals and objectives for the next three years in Nevada.

Bill Heavilin reported on the Client Assistance Program (C.A.P.)

Nevada Disability Advocacy and Law Center (NDALC) is the Client Assistance Program (C.A.P.) that receives the federal funding from the Rehabilitation Services Administration (RSA) to provide advocacy regarding vocational rehabilitation, independent living, and the older blind services programs. The exhibit included in the board packet is the report that they submitted to the federal government every year regarding their activities under the Client Assistance Program.

It is self-explanatory a description of the demographic information, the services provided, narratives regarding our training and outreach, as well as narrative of some of our systemic issues that we have worked on, and some case examples that we have worked on for the fiscal year. The fiscal year was October 2014 through September 2015.

13. **DISCUSSION/REPORT FROM THE ORDER OF SELECTION WORKGROUP**

Melaine Mason, Deputy Administrator for DETR, Rehabilitation stated: "Our financial picture changes every year. Some new strategies needs to be evaluated and implemented based on the changing economics, our funding match might change, one of the strategic options looks at how the division handles their resources, the vocational rehabilitation program has an order of selection option. That really should be a choice, not a forced choice for the state to go into. It is the result of resources; not enough match, the general fund takes cuts, we do get a portion a large portion of our match from the general fund.

"The Administration put together a work group that consisted of Janice John, Michelle Merrill, Mathew Dorangricchia, some of the operations staff, Counselors and Melaine Mason. It was felt that we had a broad representation of what we all do and how it would affect us. Then we all jumped in and did the research, had discussions, we were together for months at first we were very concerned where we were headed and what that looked like. Out of the last work group we developed a projection model that will be our baseline.

"The good news is we are not headed towards making a decision to go order of selection.

"An order of selection means that individuals with the most severe disability would receive services first, it means if you do not have enough resources in Nevada to serve all clients, all at the same time, or in continuum, and there has to be a mechanism by which we serve clients.

"We developed the projection model based on statistical labor data, looking at the working population, what part of the population are individuals with disabilities. Taking into account our past performance and experience of how many people we touch. There are some notes on what we did, and if anyone is

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specifically inclined or wants to jump in and have a conversation about all of this, feel free to call me I will be happy to go over it. In a nutshell this is a longstanding projection through 2038 based on the information, and how much money we would need based on our current caseload cost.

"We do have third party cooperative arrangement agreements. We can use the word arrangement or agreements. That has provided us with additional funding that we have developed as a group the last three years and have reported on it from time to time. Ms. Mason said that seems to be the strategy this year that has moved us forward and kept us afloat. It will be the same strategy next year."

Mr. Mayes commented his disappointment in bringing up a conclusion without involving the council in their work group.

Mr. Mayes: "There's a significant impact on the clients that we as councilmembers are supposed to look out for. And order of selection is a very big topic that -- I believe that council representation should have been included in your work group."

Ms. Mason: "What drove us to put the work group together was coming up with a strategy of managed resources. This was an educational effort, not a conclusion effort."

Ms. Kincaid added she agreed with Mr. Mayes we feel a little blind-sided by all of a sudden now there is this report. She had not read every single word in the exhibit, regarding the fact of what money are we returning every year.

Ms. Mason stated she has shared at past meetings a document that would explain the difference between the two pots of money, the resources that drive the match vs. returning money to the federal government. She is willing to send that information onto any member who wishes to read it.

Ms. Mason: "There is a variety of sources of match, one of which the division has really thought out aggressively and that is the third party cooperatives, which has really helped the Division in this biennium to continue providing a high level of service. It is not just tied to the federal funds that we do not have the ability to match. It really is the beginning of a process, and that is finding sources of match to draw those federal funds down. That is why those moneys go back to the federal government. Our grant is larger than what we can match"

Mr. Heavilin asked if the division tracks individuals with the most significant disabilities.

Ms. John answered "yes."

Ms. Kincaid asked if the decision of the participants' level of disability was made by the individual or the Counselor.

Ms. John: "Our policy and procedure manual, as well as the participants medical records give us the leeway to look at what the definitions are, look at their abilities, how it affects their independent living skills, and then whether they require services for an extended period of time, and if they need multiple services."

14 **ANNOUNCEMENT OF COUNCIL OF STATE ADMINISTRATORS OF VOCATIONAL REHABILITATION (CSAVR) CONFERENCE**

Ms. John shared information on the upcoming travel/training opportunities for the fall CSAVR Conference.

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She began there are two national conference opportunities, specifically designed for Vocational Rehabilitation Administrators and our council. The first one is the Council of State Administrators of Vocational Rehabilitation, and you will hear us call that as CSAVR. The other is the National Coalition of State Rehabilitation Councils, and the conferences are held twice a year and they are held back-to-back. The spring conference is always in April, and is held in Bethesda, Maryland. The fall conference is held in November, and it is usually in a western state. This year it will be in San Diego, California.

Ms. John: "The National Coalition of Rehab Councils conference does a really good job of educating and sharing information with all of the attendees. The sessions of the conference address the roles and responsibilities of the council members. They introduce best practices. They share ideas about recruitments, and also address the council's role with the state plan, which was a discussion item we had today."

The other piece she thought was important was with the implementation of the Workforce Innovation Opportunity Act (WIOA). During the conference they always have at least one session that will be talking about the challenges that each state faces and opportunity to ask questions and get more knowledgeable about this piece of legislation.

Ms. John extended an invitation for somebody to attend the fall conference. She said she would be happy to share information. Both Robin Kincaid and Josh Baker said they would like to attend.

Ms. John suggested putting together a list so a travel budget can be encumbered as we have several new council members.

15. **ADMINISTRATOR'S REPORT**

Shelley Hendren, Administrator for the Rehabilitation Division, reviewed the Rehabilitation Federal Standards Performance and Indicators; stating these are the performance measures that are reported monthly to the Department of Employment, Training and Rehabilitation (DETR), they are also reported to the legislature.

Ms. Hendren then reviewed the NSRC Goals & Indicators report.

Ms. Hendren reported on the status of current Fair Hearings. She reported that there have been four Fair Hearings since November 2015. On February 9th there were two hearings and the Division was affirmed on both decisions.

The third hearing on February 5th the Division was also affirmed. The fourth fair hearing occurred on March 10th and has been continued to March 16th.

There are no new complaints filed with Equal Employment Opportunity Commission or the state Equal Rights Commission. We had one Office of Civil Rights (OCR) complaint dismissed on January 25th.

Mr. Mayes asked Ms. Hendren for generalities of issues with the fair hearings.

Ms. Hendren replied one case had to do with a denial of a certain type of software. One case was a denial for advanced training, and the case was closed. Another had to do with cancellation of a training program the individual was enrolled in and the last had to do with an excessive delays and disagreement on the IPE goal.

Mr. Heavilin added the Client Assistant Program (CAP) receives complaints of the timeliness of determination and eligibility or agreement of IPE's. Just in general, for information, VR informs applicants and clients of the client assistance program, and anybody that has a question about rehabilitation services or is encountering

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barriers to rehab services is welcome to call Nevada Disability Advocacy and Law Center. We will certainly look at their particular situation or issue. CAP provides advocacy. We'll go to the client's IPE meetings and represent them at the fair hearing. If there is merit to their particular case, we will do mediation with the Division. We are there to provide advocacy and assistance to people that have problems or concerns with rehabilitation services.

Mr. Hall asked what would constitute a client complaining about an IPE or goal.

Mechelle Merrill: "Basically we look at what it is going to take to get the client employable as quickly as possible, using their existing transferable skills and looking at the current labor market, we try to match that up. Not to say that we certainly are not looking at higher education when appropriate or improving skill sets, but it has to be in line with the individual's knowledge, skills and abilities, while making sure we are doing deference to that. Sometimes there is a discrepancy because the person may want a very extended education plan, when we are saying that you have transferable skills and there is no reason why precluding the ability to use those. Sometimes that is an impasse, or the individual will want to completely change something and there is no predicating reason to change that employment goal."

Mr. Dorangricchia: "Sometimes a client will come in, and want to be trained for a vocational goal for which there is virtually no chance of employment afterwards. It may be something they have wanted all their lives, but just not reasonable.

"Sometimes the desire does not match the person's disability, a person will have an unreasonable expectation of their ability to do the job, and we have to focus on something that will remove barriers or at least accommodate their disability. At times, clients have unreasonable expectations.

"A lot of clients see vocational rehabilitation as a way to meet life needs. We can only meet a need if supplying that need will move the client toward employment. Many people see vocational rehabilitation as a social service and needs that are met for clients need to be met while moving towards employment."

Ms. Hendren reviewed the current vacancies within the Rehabilitation Division.

The last item Ms. Hendren reviewed was a potential policy change.

Ms. Hendren: "We are reviewing in Vocational Rehabilitation a reasonableness standard with regard to education and training programs. To make it clear, is it a reasonable cost, and is there a program that provides the same training at a lesser cost as well.

"Training programs, however, are unique, they are considered a good, and we don't have a contract, and so there's no set price. And all we're trying to do is get that service for the consumer at the best price. Appropriate preparation for employment is a key element in determining the vocational training needs of a participant. Prior to the provision of vocational training, the counselor should assist the participant with a thorough career exploration. Once an appropriate vocational goal has been identified that is consistent with the individual's ability, skills, interests, aptitudes, functional limitations, and is supported by a positive local labor market demand, the participant and the counselor must determine who will provide the training and how the training will be funded. So in concert with established financial participation guidelines, vocational rehab supports vocational training that is necessary to achieve the employment outcome identified in the IPE. As part of the selection process, the participant must visit and assess training providers and submit his or her top three choices."

Mr. Mayes asked who was responsible for getting the bids. Ms. Hendren responded the counselors. Mr. Mayes said his office gets feedback from the Rehabilitation Counselors that their caseloads are unmanageable, so putting this burden on them concerns him.

Mr. Dorangricchia replied he did not think it was an undue burden to get three bids. His opinion was it is good business and is already in their policy and procedures manual that items above a certain amount of money and home modifications require three bids. Vendors that get tired of giving bids should give lower bids; then they may get chosen.

Mr. Heavilin said any determination needs to be consistent with the individual's informed choice. You need to emphasize informed choice. Then you will have the ability to make limitations based on whether they are subject to their client participation. .

Mr. Heavilin's concern is the calls to client assistance program concerning delays in receiving services. This policy would add extra steps to get bids on every single service you are providing.

Bob Greene asked if this is related to business. He asked about structure, so he could understand the organizational structure, how information should flow. Then asked why are we relying on the counselors, why doesn't the supervisor make the decision?

Ms. Hendren said the Rehabilitation Division does have an organizational chart and would be happy to send that to those interested in receiving it.

Mr. McCullough agreed with the bidding process as it is a normal business practice. The focus is to understand who is going to be providing what services and for what cost, so that you do not get yourself into a selection committee that is only going to select certain people because that is who they like to work with, versus what they can provide for the cost.

Mr. Baker stated the biggest thing about bids is the person centered piece for some individuals may be the higher rate program, where some only need the lower rate program. So it all should be person-centered with informed choice.

Mr. Heavilin added he would like to make sure any process does not cause delay in getting a service put into an individual's plan for employment.

16. **SECOND PUBLIC COMMENTS**

Mr. Hall thanked everyone for coming.

He explained to the new members due to the Open Meeting Law, members of the Council cannot discuss with each other what took place at the Council meetings.

He also discussed the timeframe of the meetings when they begin and normally how long they last, anywhere from 3-4 hours.

17. **ADJOURNMENT**

Jack Mayes moved to adjourn.

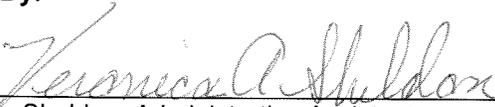
Simultaneously Robert and Josh seconded.

Motion carried.

Meeting adjourned at 12:02 p.m.

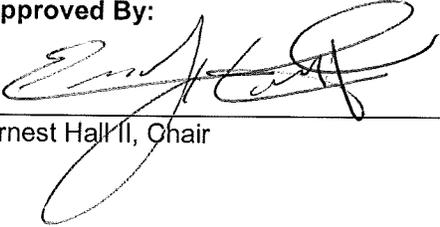
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Ernest Hall II, Chair