NEVADA STATE REHABILITATION COUNCIL (NSRC)
MEETING MINUTES

Video Conference, Monday, October 17, 2016 at 9:00 a.m.

Meeting Locations:

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

DETR/Office
500 East Third St.
Carson City, NV 89713

COUNSEL MEMBERS PRESENT:
Josh Baker
Matthew Cox
Bill Heaivilin, Vice-Chairman
Shelley Hendren
Max Miller-Hooks
Jean Peyton
Sherry Ramsey
Faith Wilson
Todd McCullough

COUNSEL MEMBERS ABSENT:
Ernest Hall, Chairman
Mark Hinson
Robin Kincaid

GUESTS:
Delores Parrish, Certified Hearing Interpreter
Melinda Gaglioti, Certified Hearing Interpreter
Linda Bove, Certified Deaf Interpreter
Robin Shannon, Certified Deaf Interpreter
Kristine Miller
Deborah Gonzalez
Pedro Gonzalez
Mike Hutchings

STAFF:
Brett Kandt, Deputy Attorney General
Janice John, Rehab. Div. Deputy Administrator
Mechelle Merrill, Rehabilitation Chief
Kim Cantiero, District Manager
Melissa Starr, MA III
Javier Fernandez, NSRC Liaison

EXHIBITS:

- May 17, 2016 Meeting Minutes
- University of Nevada, Reno (UNR), Analysis Consumer Satisfaction Surveys (CRDA) Consumer Satisfaction Surveys
- NSRC By-Laws
- NSRC Staff Surveys
- 2018 State Plan Recommendations
- NSRC Performance Indicators
- State Performance Indicators

1. **CALL TO ORDER, INTRODUCTIONS, AND VERIFY TIMELY POSTING OF AGENDA**
   Melissa Starr, Council Interim Liaison verified that the posting was accomplished on time and per Open Meeting Law requirements.

2. **FIRST PUBLIC COMMENT SESSION**

Mr. Heaivilin stated that public comment was now open.

9:30a.m. for the record due to technical difficulties the some of the meeting was not being recorded. To update Mr. Heaivilin stated the meeting was called to order at 9:08a.m. Roll call was called, a quorum is present, and the posting was done in accordance with the Open Meet Law.

Public Comments section had only one speaker, Ms. Shelley Hendren who spoke about the passing of the NSRC Designated Deputy Attorney General Rose Marie Reynolds. Mechelle Merrill read Rose Marie's obituary and the council shared moments of silence in honor of Ms. Reynolds.

The Council then moved onto agenda item 3 at the end therewith the recording of the meeting commenced.

3. **FOR POSSIBLE ACTION; APPROVAL OF THE MAY 17, 2016 MEETING MINUTES**

Ms. Peyton moved to approve the minutes as presented.
Ms. Ramsey seconded. Motion passed unanimously.

4. **UNIVERSITY OF NEVADA RENO (UNR), CENTER FOR RESEARCH DESIGN AND ANALYSIS (CRDA) CONSUMER SATISFACTION SURVEYS**

This agenda item was postponed to the November 15, 2016 meeting as Dr. Dahir was not able to attend this meeting.

5. **FOR POSSIBLE ACTION: NSRC BYLAWS PROPOSED AMENDMENT TO ARTICLE II, SECTION 2**

Ms. Hendren went over the language on Bylaws verbiage changes to Article II, Section 2 and noted what other states' by-laws state about member attendance.

Mr. Heaivilin asked Ms. Hendren if the current bylaws had any additional procedures to remove members due to their lack of attendance, if the council should vote them off.

Ms. Hendren replied the only option open is to add language stating that the wishes of the council would make the recommendation to the appointing authority, the Governor, to have the member removed or appointment revoked.

Mr. Kandt, Deputy Attorney General stated that since the Governor appoints members only the Governor can remove them permanently from a council. The Council's Bylaws need to reflect this as the Council itself cannot remove a member on its own.

Ms. Merrill asked if the individual who had been voted off and the recommendation of removal been sent to the Appointing Authority, would they received a letter or notice of this action against them?

Mr. Kandt specified that should the council need or wish to bring the dismissal of another member it would need to be on an agenda and the individual in question would have to be notified of these proceeding. Five days in person or 21 days via registered mail before the meeting.

Ms. Ramsey asked if the language in the Bylaws saying after two absences the Chair can reach out and communicate with the member in question before his/her performance or attendance has come into question is still viable to stay in the Bylaws.

Mr. Kandt said yes the Chair can still have conversations with the member in question before adding the attendance as an agenda item. He also stated the Open Meeting Law would not be violated when the Chair speaks with one member in private regarding NSRC matters.

Ms. Hendren suggested to take the "soft" approach by eliminate the last sentence which basically encourages members to attend and if they do not, someone will reach out to them to find out their intent to participate and attend meetings.

Mr. Kandt suggested adding a sentence that reads "council members may go through removal by the Governor for failure to attend meetings."

Ms. Peyton ask how often this had occurred.

Ms. Hendren said once in the past 3 years has the recommendation for removal been suggested to the Governor. This was discussed in one of the Council's public meetings.

Ms. Ramsey said she liked the Illinois soft approach by saying, "All members of the Council serve for terms certain and at the pleasure of the Governor. However, members should be responsible for upholding their duties and their regular attendance at meetings. If any member is not performing his/her duties, it is the responsibility of the Chairperson to contact the member to determine if he/she wishes to continue as a member of the Council." Then keeping the new proposed language saying "The Council Liaison or Chair will contact the member after two absences within a state fiscal year to determine whether the member wishes to continue serving on the Council. Upon a third absence, the member will be advised that the Council shall determine by majority vote whether to inform the appointing authority of the absences, and/or to recommend removal of the member to the appointing authority."

Mr. Heaivilin asked why a fiscal year opposed to calendar year, two absences in two consecutive meetings.

Mr. Baker brought forth West Virginia's bylaws. Members of the Council may be removed from office for the following reasons:

A. Unexcused failure to attend any three consecutive meetings in any twelve (12) month period during a term of office. The Chairperson shall contact the member after two (2) consecutive absences to question the person's desire or willingness to remain on the Council.

Ms. Peyton suggested removing the word unexcused absences.

Ms. Hendren suggested the following verbiage 'All members of the Council serve for terms certain and at the pleasure of the Governor.' However, members should be responsible for upholding their duties and their regular attendance at meetings. Members must notify the liaison or Chair if they cannot attend a meeting, in advance. The Council Liaison or Chair will contact the member after any 3 consecutive meetings have been missed in any twelve (12) month period during a term of office. The Chairperson or Liaison shall contact the member after two (2) consecutive absences to question the person's desire or willingness to remain on the Council. Council members may be subject to removal by the Governor for lack of attendance.

Ms. Ramsey moved to approve as Ms. Hendren had read it leaving in Chair and Liaison and notifying of their attendance.
Mr. Cox Seconded. Motion passed.

6. **FOR POSSIBLE ACTION: REVIEW/DECISION REGARDING ANNUAL NSRC STAFF SURVEYS**
Item was postponed to the November 15, 2016 meeting

7. **FOR POSSIBLE ACTION: STATE PLAN SUBCOMMITTEE 2018 STATE PLAN RECOMMENDATIONS**
Mr. Heaivilin read some of the FFY 18 Goals, Strategies and Indicators that were added or changed.

Goal 1
Increase number of successful employment outcomes using person-centered career planning activities.

Strategies:
- Increase partnerships with employers to develop work readiness training programs.
- Increase the use of Business Service Representatives (internal or employment security.)
- Identify and support best practices that encourage high-wage/career track employment.
- Incorporate career-readiness content into educational curriculum, linking with colleges.
- Continue to create and implement marketing strategies.
- Educate employers about the opportunities and benefits of hiring persons with disabilities.
- Provide employers with disability awareness training.
- Consider self-employment and home employment options.
- Provide access to resources in support of self-employment including business plan development.
- Increase access to quality job development services.
- Identify key employers.
- Identify federal employment opportunities.
- Support counselor continuing education training.
- Increase the utilization and promotion of the 700 hour list and Schedule A.
- Promote peer to peer support networks.
- Develop an outreach plan for small businesses.
- Adopt career planning using an evidence based person centered planning model.
- Ensure consumers are aware of travel training and transportation options and that they are able to utilize the appropriate options.
- Educate employers about rehabilitation technologies (assistive technologies) and peer support.
- Provide counselor training on technology.
- Explore the use of technology and training earlier in plan development.
- Determine the historical use of rehabilitation technology (assistive technology) and ensure continuity and access to equipment and services.
- Utilize Business Development Team as a statewide workgroup to collectivize best practices and identify emerging practices; and to communicate and collaborate for increased cross utilization of resources.
- Identify and support best practices that encourage high-wage/career track employment

Indicators:
Increase Successful Employment Outcomes. The Division's performance goal in FFY 2018 will be that at least 56% of all closed cases are closed as successful employment outcomes, and 60% by FFY 2023 (5 year goal).

Goal 2
Increase participation and increase successful outcomes in VR transition services including postsecondary education and training, and ensure participants receive individualized as appropriate Pre-Employment Transition Services (**Pre-ETS).**

Strategies:
- Make available to all qualified students with disabilities, regardless of the type or severity of disabilities, the opportunity to acquire pre-vocational knowledge, skills, and/or expertise commensurate with their level of ability.
- Collaboration between School Districts and BVR/BSBVI to assess, plan and deliver pre-employment transition services for eligible student-clients with disabilities, as required by the Workforce Innovation and Opportunity Act (WIOA), via the Social and Emotional Learning Program.
- Explore the utilization of social and Web-based media as a communication tool.
- Improve special outreach efforts to Transition Students, i.e. camps, Nevada Student Leadership Transition Summit, and trainings.

- Encourage participation of successful transition students in the referral and outreach activities of other students (peer support mechanism.)
- Serve more Transition Students by developing referral mechanisms with secondary schools, post-secondary institutions, charter schools, and private schools.
- Identify and re-engage students that have left Vocational Rehabilitation programs.
- Focus on creative marketing to schools and students. Increase communication between Vocational Rehabilitation Counselor, Special Education Teachers, and 504 Coordinators.
- Educate teachers, parents, and youth with disabilities regarding the Vocational Rehabilitation process, programs, and referral services.
- Work with youth with disabilities, the Nevada Department of Education, local education authorities, parent organizations, and families to encourage early discussions with students about the expectations of employment and their skills, abilities, and talents that will empower them to achieve self-sufficiency.
- Increase participation of vocational rehabilitation representatives in Individualized Educational Plan (IEP) conferences.
- Expand Community Based Assessment (CBA) opportunities for students to explore employment options.
- Increase communication between Vocational Rehabilitation Counselors, Special Education Teachers, and 504 Coordinators.
- Explore a Job Shadowing and/or mentor program.
- Adopt career planning using an evidence based person centered planning model.
- Encourage and support family participation and make training material available.
- Streamline and clarify the referral process for transition students.
- Explore the use of technology and training earlier in plan development.
- Determine the historical use of rehabilitation technology (assistive technology) and ensure continuity and access to equipment and services.
- Expand Community Based Assessment (CBA) opportunities for individuals with disabilities to explore employment options.

Indicators:

- Increase participation of Transition Students in the Program Services of the Division. The Division's performance regarding increased participation in FFY 2018 will increase by 10% over FFY 2017.
- Increase successful outcomes for Transition Students. The Division's performance regarding increased successful employment outcomes in FFY 2018 will increase by 10% over FFY 2017.
- Increase successful outcomes for Transition Students. The Division's performance regarding providing post-secondary education and training programs for students will increase in FFY 2018 to a total of 15% of all Transition Students successfully enrolled in post-secondary education and training programs.
- Ensure Transition Students receive individualized Pre-ETS. The Division's performance regarding delivery of individualized Pre-ETS to students in FFY 2018 will increase by 10% over FFY 2017.

Goal 3

Increase participation and successful outcomes of supported employment consumers in a competitive, integrated setting.

Strategies:

- Partner with other public and private State entities that provide Supported Employment.
- Provide training to staff, State Rehabilitation Council Members and consumers on Supported Employment.
- Identify and support best practices that encourage high-wage/career track employment.
- Utilize the Vocational Rehabilitation Business Development Team to improve Supported Employment services outcomes.
- Continue participation in the Governor's Task Force on Integrated Employment, the Behavioral Health Planning and Advisory Committee and the State Employment Leadership Network.
- Develop a plan and collect data regarding the needs of individuals for Supported Employment to help drive future goals.

- Explore the use of technology and training earlier in plan development.
- Determine the historical use of rehabilitation technology (assistive technology) and ensure continuity and access to equipment and services.
- Provide job shadowing and/or mentorship programs.
- Increase access to quality job development services.
- Encourage employers to implement job carving, job sharing, and part-time/non-traditional shift offerings.

Indicators:

- The number of consumers participating in Supported Employment will be 650 participants in FFY 2018.
- Increase Successful Employment Outcomes. The Division's performance goal in FFY 2018 will be that at least 56% of all closed Supported Employment cases are closed as successful employment outcomes, and 60% by FFY 2023 (5 year goal).
- In addition, a new baseline measurement will be established in FFY 2018 of the number of Supported Employment consumers from sub-minimum wage jobs who receive information and referrals from the Division who request further information regarding Vocational Rehabilitation.

Goal 4
Work with eligible government and community partners to maximize utilization of resources and federal funds.

Strategies:

- Partner with Department of Health and Human Services, and State commissions related to populations concerned with sensory (blindness, deafness), mental health, intellectual and developmental disabilities; including the Governor's Council on Developmental Disabilities, the Nevada Commission on Services for Persons with Disabilities, the Nevada Commission on Behavioral Health and Community Training Centers (CTCs).
- Engage with DETR executive leadership, the Governor's office and Nevada legislators.
- Pursue alternate/complimentary funding sources such as through private foundations and grants and utilize grant writing resources across agencies.
- Participate in Disability Awareness Month activities.
- Collaborate with other agencies to hold Town Hall outreach meetings.
- Continue participation on appropriate taskforces, boards, committees and commissions.

Indicators:
Document additional financial resources brought into the program in FFY 2018 via collaborative efforts, and measure in dollars:

- Additional non-General Fund match.
- Federal Section 110 grant dollars generated from the additional match.
- Actual federal Section 110 grant dollars received.

Mr. Cox moved to approve the Goals, Strategies and Indicators with changes mentioned.
Mr. Baker seconded. Motion passed.

8. **OTHER REPORTS**
Mr. Heavilin stated the Client Assistance Program's federal report is due at the end of the year and would be presented at the first NSRC meeting next calendar year.

9. **ADMINISTRATOR'S REPORT**
Ms. Hendren called attention to the state performance indicators.

3265-BVR

1. Percent of clients closed with competitive employment outcome.
   The projected goal was 55.8% what the division was able to meet the intended goal as we ended the fiscal year at 43.2%.

2a. Percent of clients with a completed Individualized Plan for Employment (IPE) This goal was met and exceeded. The goal was 75% and our year ended at 99%.

2b. Percent of clients with a completed IPE 90 days or less from their eligibility date. (Federal Indicator) The projected percentage was 100% however we were able to reach 89%.

3. Average hourly earnings of clients placed in competitive employment. Planned hourly wage was $11.37, actual percentage was $11.82 per hour.

4. Percent of all clients served from ethnic minority populations. Planned percentage was 35%. The actual exceeded by 7% making the final count 42%.

5a. Percent of transition students closed with competitive employment outcome. The division reached 36% of competitive employment closures.

5b. Percent of transition students that are pursuing post-secondary education. Actual 19%. The goal for 5a. and 5b. combined was 25%. By averaging the transition students' competitive employment outcome and the post-secondary education outcome, the average percentage for this performance measure was 23%.

3254-BSBVI

1. Percent of clients closed with competitive employment outcome. The planned percentage was 55.8%. The division missed that percentage by 1.4%.

2a. Percent of clients with a completed individualized Plan for Employment (IPE) 180 days or less from their eligibility date. Planned percentage was 75%. The division exceeded that with a 96%.

2b. Percent of clients with a completed IPE 90 days or less from their eligibility date. (Federal Indicator) The planned percentage was 100%. The division finished with 96%.

3. Average hourly earnings of clients placed in competitive employment. The planned wage was $13.77 which clients exceeded by attaining an average of $15.22 per hour.

4. Percent of all clients served from ethnic minority populations. The planned percentage was 35%. The actual Percentage attained was 56%.

5a. Percent of transition students closed with a competitive employment outcome. Actual 20%.

5b. Percent of transition students that are pursuing post-secondary education. Actual 21%. The goal for 5a. and 5b. combined was 25%. The division finished with 21%

Ms. Hendren said the division is focusing on connecting with various resources to allow students to access assistive technology to continue on to postsecondary education.

3254-BSBVI Older Individuals who are Blind (OIB)
This is the only program which is not employment-driven. It is for individuals who are blind and age 55 or older. It is an independent living program with grant money to provide technical and mobility training for blind individuals to maintain their independence. What the program has seen is a dramatic decline in the number of clients.

1. Number of OIB clients determined eligible for services. Planned 250, actual 172.

2. Percent of OIB clients with an Individualized Written Independent Living Plan (IWILP) 45 days or less from their application date. Planned 75%, actual 67%.

3. Percent of OIB clients reporting satisfaction with services received. Satisfaction surveys are conducted annually and the results are reported on that basis. Planned 85%, actual 86%.

Ms. Hendren explained the second performance measure is an efficiency number. A discussion followed by several council members asking how the division was marketing their services to the senior citizen population. Ms. John replied and Mechelle Merrill concurred Vocational Counselors go to a variety of senior centers, senior citizen events, Doctor's offices, visual specialist offices and community activities to market the variety of services the bureau provides. Ms. Hendren added the Older Individuals Who Are Blind population is perhaps shrinking in Nevada.

Mr. Heaivilin asked if other states had their Older Blind services within their Rehabilitation organizations, as individuals may not associate Services for the Blind and Visually Impaired with Vocational Rehabilitation (VR). Ms. John said she remembered hearing of two states where the services were combined with VR.

Ms. Peyton said her office has noticed that the numbers of visually impaired are continuing to rise however the participation numbers continue to decline due to many excuses which may include their embarrassment for having to ask for assistance and for the bad connotation for state services. When her office receives calls they try to set the caller's mind at ease in explaining the services as something they have earned and are there when they need the assistance.

Ms. Hendren moved on to the review of the FFY16 NSRC Goals and Indicators Third quarter report.

Goal 1: Increase the Number of Successful Employment Outcomes
This goal has increased each Federal Fiscal Year since 2013.

Goal 2: Increase Enrollment in Vocational Rehabilitation Transition Services
In 2016 the total Transition student applications was up by 5% from the previous year.

Goal 3: Increase Participation of Underserved Disability Groups
The goal was to increase by 5% from the previous year. The Division increased by 3%.

Goal 4: Increase Participation of Underserved Ethnic Populations through Increased Outreach Efforts.
Some clients that closed after receiving services in the report timeframe may have indicated more than on race so they may be counted multiple times.

Goal 5: Work With Eligible Government and Community Partners to Maximize the Utilization of Resources and Federal Dollars. In 2015 the division had to relinquish 38% of the federal funds due to no match funding. The division is constantly working on who they can possibly partner with to help access the federal funding that has been returned in the past. The 2016 percentages will be reported on during the November 15, 2016 meeting.

Goal 6: Increase Participation in Supported Employment.
This goal exceeded the previous year.

Ms. John responded to the discussions regarding cooperative arrangements with third parties and how they are revamping the VR system to meet the new Workforce Innovation and Opportunity Act (WIOA). The division has

linked up with Washoe County through the V.O.I.C.E. program and they do have Vocational Rehabilitation (VR) counselors and techs that assist students.

Ms. John did add VR met with representatives from both California and Arizona and were amazed at the number of cooperative agreements they have, and the units that oversee all their contracts.

Ms. Hendren reported on the Fair Hearings, running a tally for the full fiscal year 2016: three Fair Hearings that were withdrawn, two that were dismissed, four that Vocational Rehabilitation was affirmed and two that are pending. One of the pending is awaiting a date for the hearing, and the other is awaiting a decision on a hearing that took place on September 28, 2016. There were no hearings that VR lost in the last fiscal year.

The last item of business was regarding staff vacancies. The division has been hiring many individuals to fill its vacancies and still have two in BSBVI neither of which are counselor positions, seven vacancies in VR four of which are counselors.

10. **FOR POSSIBLE ACTION: DISCUSS OPTIONS FOR A POTENTIAL NEW SERVICE CONTRACT FOR THE CONSUMER SATISFACTION SURVEYS AND WHETHER OR NOT TO ISSUE A REQUEST FOR PROPOSALS (RFP)**
This agenda item was postponed to a later meeting.

A break was taken until 11:04am

11. **DISCUSSION/REVIEW OF THE 2016 NSRC ANNUAL REPORT**
Mae Worthy gave a brief overview of the draft annual report and asked for suggestions.

Ms. Hendren noted page 5 is the old council member list and is incorrect. She sent Ms. Worthy a new list of members and liked the color scheme. Some of the data is missing but has place holders in the report until the numbers can be accessed.

Ms. Worthy said the draft report should be closer to completion on the next meeting.

12. **FOR POSSIBLE ACTION: DETERMINE SELECTION CRITERIA FOR CHOOSING WHICH AND HOW MANY NSRC MEMBERS MAY ATTEND THE COUNCIL OF STATE ADMINISTRATORS OF VOCATIONAL REHABILITATION (CSAVR) CONFERENCE IN SAN DIEGO IN NOVEMBER.**

Ms. Hendren spoke saying the administrators usually attend the bi-annual conferences. It is being opened to NSRC members. This meeting was to pinpoint what the criteria was to sending two members.

Ms. John said the Saturday & Sunday meetings were specifically geared for State Rehabilitation Council memberships.

After some discussion it was decided to allow the staff to make the final decision as to who could go.
Ms. Hendren said they could check with those who previously expressed interest and see who would be willing to commit to attend. Then randomly chose the two who would attend.

Ms. Ramsey moved to allow the staff to move forward with the choosing task.
Mr. Hinson Seconded. Motion passed.

13. **SECOND PUBLIC COMMENT**
Mr. Pedro Gonzalez spoke thru the interpreter, he and his wife work as a team, they are very knowledgeable with disability issues and there has been some controversy surrounding them. He has advised individuals who have never been involved with V.R., helped them thru the process. Doing well at coaching them thru the process with his knowledge, able to do outreach within the community and is very well connected and his wife has the same abilities and is fluent in ASL and is very proud of his wife.

Ms. Hendren commented that at the November meeting attorney Brett Kandt will be doing an open meeting law refresher for all members.

14. **ADJOURNMENT**
Meeting adjourned at 11:24 a.m.

Edited By:

Javier Fernandez, Council Liaison

Approved By:

Bill Healvilin, Vice-Chairman