

RECEIVED

DEC 27 2010

NEVADA STATE REHABILITATION COUNCIL  
MEETING MINUTES  
Department of Employment, Training & Rehabilitation

REHABILITATION  
ADMINISTRATION

September 14, 2010  
(As Amended November 16, 2010)

Nevada State Legislative  
Building  
401 S. Carson St.  
Carson City, NV

Great Basin College  
Greenhaw Technical Arts Bldg  
Room 124  
Elko, NV

Grant Sawyer Building  
555 E. Washington St.  
Las Vegas, NV

**MEMBERS PRESENT**

Jimmy Begay  
Steve Chartrand  
Maureen Cole  
Jane Gruner  
Robin Hall-Walker  
Kevin Hull  
Edina Jambor  
Jennifer S. Kane  
Jack Mayes  
Kate Osti  
Brian Patchett  
Joan Rachmel  
Chris Syverson  
Kathy Treants

**MEMBERS ABSENT**

Brent King  
Ellen Koivisto  
Scott Youngs

**GUESTS:**

Erin Fox, Easter Seals Southern Nevada  
Veronica Dahir, Ph.D., Associate Director,  
University of Nevada, Reno (UNR), Center  
for Research Design & Analysis (CRDA)  
Wei Yang, Ph.D., UNR, CRDA  
Angela Brandis, UNR  
Charles Degeneffe, Ph.D, San Diego State University (SDSU)  
Mark Tucker, Ph.D, SDSU  
Vanessa Smith, B.A., SDSU  
Jean Peyton  
Steve Adams  
Rick, CPA  
Andrea Juillerat, Interpreter  
Ryan Johnston, Interpreter

**STAFF:**

Robert Whitney, Deputy Attorney General  
Howard Castle, Deputy Administrator, Program Services  
Mechelle Merrill, Rehabilitation Chief  
Bill Boster, Rehabilitation Manager  
Janice John, Rehabilitation Manager  
Alan Christensen, Rehabilitation Supervisor  
Sylvia Milburn, Rehabilitation Supervisor  
Kara Lang, Rehabilitation Supervisor  
Heather Johnson, Business Process Analyst  
Tammy Moffitt, Management Analyst III  
Pamela June, Chief, ODEP  
Melissa Starr, Management Analyst I  
Beth Talcott, Administrative Assistant

**EXHIBITS:**

- Nevada State Rehabilitation Council (NSRC) May 19, 2010 meeting minutes.
- University of Nevada, Reno Satisfaction Survey Report
- NSRC 2010 Annual Report draft
- San Diego State University's Needs Assessment Report
- FFY 2011 State Plan
- Coalition of State Rehabilitation Councils Report
- 2011-2013 Biennium Agency Request Appropriation & Authorization Limits
- Priorities of Government (POG) and Activity Budget
- Administrative Hearings Conducted This Quarter
- Social Security Administration Ticket to Work Statistics
- Rehabilitation Performance Indicators
- NSRC Budget

**I. ROLL CALL AND CONFIRMATION OF QUORUM:**

Robin Hall-Walker called the meeting to order at 9:17 a.m. Pamela June read the roll call and verified that a quorum was present.

**II. VERIFICATION OF POSTING:**

Pamela June verified that the posting was accomplished on time and per requirements.

**III. WELCOME AND INTRODUCTIONS:**

Pamela June introduced Maureen Cole as the recently appointed Rehabilitation Administrator and Steve Chartrand as a new Council member from Goodwill in Las Vegas,

**IV. DISCUSSION/POSSIBLE ACTION APPROVAL OF THE NSRC  
May 19, 2010 MEETING MINUTES**

- Kathy Treants pointed out in Section VIII; the acronym for the Interagency Transition Advisory Board (ITAB) was incorrectly spelled as ITAD.
- Kathy also said the wording in her Nevada Student Leadership Transition Summit Report was incorrect. Jennifer Kane explained the focus of the Nevada Student Leadership Transition Summit meeting was geared toward all transitioning students with disabilities who we serve in the K – 12 system in the state. Robin Hall-Walker said in Section IX, the in-service meeting was recorded as possibly on Sept. 27<sup>th</sup> thru 28<sup>th</sup> when in fact it was held on Sept. 28-29<sup>th</sup>.

Brian Patchett moved to approve the May 19, 2010 meeting minutes as amended.  
Jack Mayes seconded. Motion passed.

**V. UNIVERSITY OF NEVADA RENO (UNR) CENTER FOR RESEARCH DESIGN  
AND ANALYSIS (CRDA) CUSTOMER SATISFACTION SURVEY REPORT**

Veronica Dahir, Ph.D, began by thanking the many graduate students that worked on the 2010 Customer Satisfaction Surveys. Dr. Dahir thanked Dr. Wei Yang who was also a principal researcher in this project. She explained UNR conducted three separate surveys:

The General Client, Transition Student and The Older Individuals Who are Blind (OIB) surveys.

Chris Syverson and Dr. Dahir discussed what information comes from the surveys and what data comes from the Rehabilitation Division. Chris was concerned about the detail from the survey respondent describing specifically their disability. Dr. Dahir said that question has not been asked in the past, or for this survey, although it could be added to next year's contract.

Robin Hall-Walker responded, the survey information is under the Rehabilitation Services Administration's (RSA) 911 report which is a required federal report. This report determines how these particular questions and specifics related to disability type are categorized. Chris said fifty percent of the disability questions are responded to as "other." She would like to see what "other" is.

Heather Johnson said the initial data given to UNR is in the Rehabilitation data system. There are nineteen primary disabilities the client can choose from. The Counselors have 37 choices regarding specifics the disability is related to, like blindness due to chromosomes, genetics or birth injury. This information is not reflected in the surveys.

Dr. Dahir said it would be good to confirm the different types of disabilities when interviewing respondents.

Brian Patchett said he was glad to see the progress with the Assistive Technology responses. Dr. Dahir said, we added the question a couple years ago, to define the types of Assistive Technology. These definitions were broken down to vision, mobility, home or work accessibility, hearing, and communication devices. Brian said it sounded like the majority of individuals are satisfied with their Counselor interaction. He was still concerned about the response related to the Counselors treating clients with respect.

Dr. Dahir responded, UNR did not conduct a comprehensive content analysis of every single question. She said the "no respect" response could be just one person. She said with Counselors you are going to have both good and bad Counselors. With clients you are going to have those who are happy with whatever they receive and some that can never be happy with anything or anyone.

Edina Jambor asked about interviewing individuals through the web based survey, if the individual was deaf or hard of hearing. She sees this writing/replying to the survey as difficult, as written English is very different from American Sign Language (ASL). Many deaf clients use ASL as their primary mode of communication, and are not really comfortable with English. Edina suggested the phone survey to be used for deaf or hard of hearing individuals, as with hearing clients, with the current technology available, as it will assist to bridge any communication difficulties.

Dr. Dahir reiterated Edina's concerns that American Sign Language is not necessarily the same as written in English text. Edina suggests UNR actually use the phone because

individuals who are deaf or hard of hearing will then have their own interpreters via the Relay System to help them to do the surveys. Dr. Dahir said the relaying technology has been an issue in the past. Dr. Dahir said, with the Division's help this could be added to the proposal, if UNR becomes the vendor in the future. UNR wants to use technology for those with hearing disabilities and the OIB program, and maybe get more responses.

Jack Mayes referred to slide 53, asking if a question on the next survey could be: "Would you like to receive a follow-up contact from the Rehabilitation Division or Nevada Disability Advocacy Law Center (NDALC)?" or "Would you like a staff member to follow up on any of the concerns you have expressed?" To help close the loop.

Dr. Dahir explained one of the things we have suggested is an exit survey for all clients and Counselors. This is something the Division could do regardless of the survey process; it would definitely increase VR's contact with their customers to help keep clients/consumers from falling through the cracks.

Jack was also concerned about the Transition Student numbers in Northern Nevada. Slide 33. Dr. Dahir said, this reflects the numbers that were given by the Division, which were low in the first place.

Kevin Hull asked if the surveys were available in large print for those with vision disabilities Dr. Dahir answered in the affirmative. Kevin also asked about what areas constitute North, South and the Rurals. Dr. Dahir replied North is Washoe County and Carson City, South is Clark County including Pahrump and the Rurals included the remaining 15 counties.

Mechelle Merrill responded to Jack Mayes' question about the Transition Student issue. She said, in the North, the Transition Counselors are co-locating with Washoe County School District to open an office for Transition Students at Shoppers Square, and will have a dedicated Counselor and Technician at that site.

#### **VIII. DISCUSSION/POSSIBLE ACTION TO JOIN NATIONAL COALITION OF STATE REHABILITATION COUNCILS (NCSRC)**

Pamela June reported the Nevada State Rehabilitation Council (NSRC) has been invited, as well as all other State Councils across the U.S., to join in membership to the National Coalition of State Rehabilitation Councils. The membership is to all current and former members of State Rehabilitation Councils and/or their staff. Pamela continued, this membership would enable the NSRC to interact, network, and learn more about other states. She recommended the Council look at the bylaws, to either vote on joining or request further information from this organization.

Robin Hall-Walker asked the Council if they had any questions or concerns on the schedule, dues, and Council budget.

Chris Syverson asked about the price of the dues. Pamela said she has not received any information on dues. Chris said as someone who has had a chance to interact with SRC's

from other states, advising one can gain fresh ideas, perspectives, and possibly, State Plan ideas. Robin said, at the last Council for State Administrators for Vocational Rehabilitation (CSAVR) meeting, she gleaned a lot of contacts, which is advantageous for the Council.

Brian Patchett stated, this opportunity sounds advantageous in general.

Kathy Treants stated, on the analysis section, section B, number 1, it does indicate membership fees. She thought it best to see what the fees are before voting.

Pamela said she would check into the amount of these fees.

Discussion between the Council members on the amount of dues the Council would be willing to pay concluded with a cap of \$2000 proposed by Brian Patchett. Chris Syverson seconded. Motion passed.

**VI. DISCUSSION/POSSIBLE ACTION REGARDING THE 2010 ANNUAL REPORT OF THE NSRC**

Pamela June explained the copy of the 2010 Annual Report is the first draft with missing pieces and edits to be made. Melissa highlighted those areas for the Council in the packets. Pamela reminded the Council that its Annual Report is sent to the Nevada Governor, Secretary of the U.S. Department of Education Rehabilitation Services Administration (RSA), and all U.S. states/territories.

- Table of Contents
- NSRC Mission Statement
- Pictures of Council members
- Message from the Nevada State Rehabilitation Council chairwoman
- Letter from Administrator, Maureen Cole
- Nevada State Plan Goals (goals that the Council voted to approve in 2010 Special report on Bill Boster)
- Success Stories with pictures
- Excerpts from Client Satisfaction Surveys

Pamela concluded by reminding the Council this was a first draft and a second draft will be provided in November.

**IX. OTHER REPORTS**

Kate Osti reported, during the Independent Living Council's last meeting, the average rate of new cases a month is 62 cases a month. The average rate of case closure is at 46 per month. In May, the waiting list consisted of 174 consumers. Kate said it takes approximately 217 days to move consumers off the waiting list, which has decreased from last year's response time which was 250 days.

Kate asked the Council if they knew of anyone who would like to serve on the Independent Living Council, as they are looking to increase their council size.

Jack Mayes asked Kate to give some examples of items that were being paid for by the Center for Independent Living. Kate replied, home modifications, transportation, vehicle modifications, and hearing aids. She said if an individual does not have a funding source for a hearing aid, they can contact either Rebuilding All Goals Efficiently (RAGE) or the Northern Center for Independent Living.

Kate mentioned that Robin Hall-Walker will be a new member in the Independent Living Council as soon as she is ratified by the Governor's office.

#### **X. ADMINISTRATOR'S REPORT**

Maureen Cole stated, the Rehabilitation Division submitted the 2012-2013 budget in September; At this point it is being reviewed by the budget office. She said the Division started with a ten percent reduction this year. New staff is not an option for the Division.

- Maureen reported the State is facing a significant shortfall in revenue. How that is going to work out after the elections and during the next session of the Legislature is yet to be seen. The Budget office is telling the State Departments to brace for some pretty significant changes in the way the State operates. Priorities of Government, or (POG) documentation is required by agencies and consists of filling out reports outlining the activities for each Division or Program, how they are funded, whether it is a mandatory program or a permissive program, how the state would be impacted if that program were reduced or eliminated, how it serves the people of the State of Nevada. Maureen believes this system will work in the Rehabilitation's favor as most of the programs are federally funded or primarily federally funded, and most of them are mandatory. The state-funded and/or permissive programs may be where some of the cuts will begin.
- The copies of the Division's Administrative Hearings for the quarter were distributed.
- The Ticket To Work program is doing well, the individuals who work with this program brought in a lot of money which would have been lost had it not been for their efforts.
- The Division's Performance Indicators show the Division is doing well, considering this economy. The percentages of clients with Competitive Employment outcomes are pretty good. The Bureau of Vocational Rehabilitation (BVR) is exceeding its goal, and the Bureau of Services to the Blind and Visually Impaired (BSBVI) is just under its goal.
- Data that would indicate the numbers of clients who are significantly disabled, and most significantly disabled: The Division is working on a program or time to extract the data. The Employment Security Division has the IT programmer very busy keeping their benefits system operable. They work with the Rehabilitation Division when they have time. The preliminary numbers look very good. There is not really an issue of the most significantly disabled individuals receiving lesser services or fewer services, but we want to verify the data, break it down, and show the outcomes. This information should be ready by next meeting.

Jack Mayes asked if there were any public hearings regarding POG's for citizens to give input. He said he would like to make the argument that Vocational Rehabilitation should be moved up in the priority list and to receive more funding based on the POG's questions related to percentages of matching funds required for the program.

Maureen responded, she was not clear on what the process would entail, she suspected if any programs are up for significant cuts or significant revisions or movement into other Departments, there would be public hearings pursuant to the Legislative process. She said any support that anyone is willing to give to Vocational Rehabilitation is most welcome.

Jack asked Maureen to contact the Council members if any of these hearings will take place and encouraged the Council members to show up and give Vocational Rehabilitation support. Maureen replied, the Council members will receive e-mail notices to keep them apprised of any of these situations.

**VII. SAN DIEGO STATE UNIVERSITY (SDSU), INTERWORK INSTITUTE, REPORT ON STATEWIDE NEEDS ASSESSMENT**

*(The following is the transcript of the SDSU Needs Assessment presentation)*

>> MARK: Mark Tucker, with San Diego State.

>> VANESSA: Vanessa Smith, with San Diego State.

>> CHUCK: Chuck Degeneffe also with San Diego State. Do you have the copy of the full report and also the PowerPoints in front of you?

>> PAMELA JUNE: For the record, this is Pamela. The full report, Chuck, was sent to all council members electronically, because it is a large document. There is a hard copy, if anyone wishes to refer to it, at each of the locations. The PowerPoint was received as well, and is in their packet.

>> CHARLES: As we go through the report we'll make reference both to the PowerPoint and also to the full report.

>> It's a pleasure being here today, this is actually our second Needs Assessment. We did our first one back in 2007. The purpose of the Needs Assessment is to help develop the State Plan. We're going to talk about a range of different types of data that we hope will be helpful in your future planning in Nevada. Go to page two of the PowerPoint.

>> Mark, Vanessa and I were responsible for conducting and writing the report. Our plan basically is to go through each of the PowerPoint slides and, we welcome any questions you have.

>> CHARLES: What are we trying to do in a Needs Assessment? So Mark, talk about slide three.

>> MARK: The major goal is to identify the unmet needs of folks with disabilities in the state, identify groups that may be underserved by VR, and provide some direct examination for the development of the State Plan.

>> We tried to identify needs and leave up to the NSRC and the state agency, to negotiate how they're going to consider these various needs that we've outlined.

>> CHARLES: We'll go to slide four under data analysis. We look at existing data sources, but also collect new data in terms of focus groups and interviews.

>> We looked at a number of different types of data. We looked at data within the State of Nevada, in terms of the consumer case service data, and we made comparisons to regional states and to national data, to see how Nevada compares to these other groups.

>> Given how large and spread out Nevada is, we had to think conceptually about all the different perspectives in the state.

>> When we say North, we're referring to Washoe County, and Carson City. When we talk about the South, we're talking about Clark County. And then the Rural section is everything else.

>> This is one way we could make sense out of all the perspectives in the state.

>> The regional comparisons were to Colorado, Arizona, Idaho, Wyoming, and New Mexico. These are states we felt are similar to Nevada in terms of demographics, in terms of geography, and these are the same comparison states we used in the 2007 report after consultation with the Rehabilitation Division.

Let's go to the slide that says consumer service data things that really stand out, in terms of disability severity range, there seemed to be differences among the different regions of the state. In the Rural, and the North sections, the most common disability rating was for "most significantly disabled." In the South it was equal among "most significantly," and "significantly disabled," and this was a difference from the 2007 report. As for implications, there are different approaches, to rating disability. There may be differences in the needs of people with disabilities in different regions of the state.

Intensive work supports stood out, and we call job placement, job development, where

we're actively trying to help place somebody into a job, associated with successful closures. In terms of a challenge, they also were the highest cost. One of the biggest increases in expenses were Individualized Plans of Employment (IPEs) that include college or university training. In the 2007 report, these were \$1,347 per year, and if the Plan included college or university training for the present Needs Assessment, it was \$4,758 per year.

>> When we talk about periods for the present Needs Assessment report, we're not talking about 2010. The most recent data we have was for fiscal year 2008. Which is the period from September 1, 2007, to October 30, 2008.

>> You may be thinking it's not totally relevant to today's world in Nevada, and it is a limitation. In terms of the data that's available from the federal government from Nevada that is the most recent data.

>> Regarding the focus groups interview data, that data will be a little fresher, because that was more currently gathered.

>> The next slide. How do consumers come into the Division for services? Self-referral was 20 percent of how people came to the Division for services. This number was lower than the national average, of 29.4 percent. If Nevada consumers are not affiliated with college, university, or Social Security Administration, or some type of agency to get referred, they may not enter the agency at a higher rate. This is a positive trend from the prior report in 2007, in that; there were higher numbers of self-referral in that report. With lower numbers of self-referral people are getting referrals to the Rehabilitation Division with the assistance of a variety of different agencies and sources. Nevada consumers rely on referral from different agencies, and one of the biggest differences was that Nevada consumers at a 5 percent rate were referred to the Division by the Social Security Administration, comparatively; the national average is 1.7 percent. Look at population growth in Nevada -- and the population continues to increase -- and that means more people with disabilities are coming into the state. The present report from the period of fiscal year 2005 to fiscal year 2008 there was a 13.5 percent increase in applicants compared to a 9.2 percent growth in the population. Interestingly, this was a reversal of what we saw in the prior three year period, where the population increased but the number

of applicants to the Division actually decreased. People are finding the Division, and it may also be because of higher unemployment rates that many more people with disabilities are looking to the Rehabilitation Division as a source for assistance with employment.

>> Increases in population: Compared to the number of applicants, we saw increases in applicants for the North and the South region; however, for the same three year period from 2005 to 2008, in the Rural regions of Nevada the numbers of applicants was actually flat, but the population in the Rural regions increased.

>> Why? It may be something the Division wants to focus on in terms of your future planning.

>> Census data and available data sources slide. Who are the consumers of services in Nevada? How are people with various types of disabilities served in comparison to other disability groups? The biggest difference with was people with cognitive disabilities in Nevada, 14.7 percent of applicants with services had a cognitive disability in Nevada. The regional rate was 24.9 percent; nationally the rate was 25 percent.

>> We need to do outreach with people with cognitive disabilities and bring them into the Division.

>> There are some differences in the ethnic composition of those receiving services in Nevada, differences in the different regions of the state, and key differences from the 2007 report.

>> MARK: Go to the slide that says consumer characteristics. I want to highlight that the Individualized Education Plan (IEP) population has increased. We were asked to look at transition from school to work and to what extent that's represented in the population of VR clients. Increases in population: Compared to the number of applicants, we saw increases in applicants for the North and the South region; however, for the same three year period from 2005 to 2008, in the Rural regions of Nevada the numbers of applicants was actually flat, but the population in the Rural regions increased.

>> Why? It may be something the Division wants to focus on in terms of your future planning.

>> Census data and available data sources slide. Who are the consumers of services in Nevada? How are people with various types of disabilities served in comparison to other?

disability groups. The biggest difference with was people with cognitive disabilities in Nevada, 14.7 percent of applicants with services had a cognitive disability in Nevada. The regional rate was 24.9 percent; nationally the rate was 25 percent.

>> We need to do outreach with people with cognitive disabilities and bring them into the Division.

>> There are some differences in the ethnic composition of those receiving services in Nevada, differences in the different regions of the state, and key differences from the 2007 report.

>> MARK: Go to the slide that says consumer characteristics. I want to highlight that the Individualized Education Plan (IEP) population has increased. We were asked to look at transition from school to work and to what extent that's represented in the population of VR clients.

>> Going back three years, to the initial Needs Assessment, we're dealing with data that's a little bit older, than that. Percentage of Transition Student open cases at the time, that had an IEP was a little over 10 percent. Three years later, the current analysis, with data that is a year and a half old, the number of IEP's has gone up to about 20 percent. There is a greater proportion of folks with IEPs represented among the VR caseload. This was an interesting finding, as you will see when we get to the focus groups findings later, there's still a need for transition services that's being expressed. We want balance that with the findings here, as it seems more folks with IEPs are being served.

>> PAMELA JUNE: Mark, pardon me, this is Pamela. Could you explain what IEP is, the acronym, use of acronym?

>> MARK: It's close to your IPE, which is Individualized Plan for Employment. An IEP is an Individualized Education Plan. Those are transition age, students from sixteen years on up to about twenty-two, who have been served through the special education system, and then will transition to adult services.

>> CHARLES: The slide "Services received by Consumers", What were the most common types of services? The most common, was "Counseling and Guidance" followed by "Assessment."

>> The costs for all types of services have gone up, as before, especially for those

intensive work services. The most important implication of that is we know it really does help people. Yet, it is creating a challenge, in that; the services are going up substantially in cost.

>> MARK: Next slide, "Costs of Consumer Services." Data that was available was the overall cost of each case. We looked at those costs, and I want to highlight two points. Look at how much money an average case costs for white non-Hispanic clients, the costs of case services purchased, was higher than any other group except for Asian. The Asian group is a very small group in numbers. That's a finding that's fairly consistent with our 2007 findings.

>> The other was cost of cases for Veterans. And those costs were significantly lower than most of the other average case costs. If an average was around, \$1800- \$1900 per case, Veterans were down around \$1200. We don't have any evidence, other than hypothesizing, and we suspect that they're accessing services through other sources. So VR is probably complementing a variety of other sources that are available to Veterans.

>> CHARLES: To build on what Mark is saying, many states are experiencing, many Veterans coming back with traumatic brain injury and post-traumatic stress disorder. Is the VA is quickly becoming overwhelmed with the amount of need that they're facing? The logical conclusion is that many state agencies are going to be probably seeing more Veterans coming to their doors. That's a fair assumption we can make in Nevada.

>> CHARLES: Relative to impact of participation in vocational rehabilitation. If people have a successful closure, what kind of difference does that actually make? In terms of wages and employment, and wages and hours worked, participants show significant increases in both of those areas due to the services they receive from the Division. Therefore, realizing the promise of what a successful closure is supposed to be. Getting people to work, they're working a lot of hours, they're making money.

>> We looked at if they are receiving these services does it impact the amount of SSI/SSDI received? Participants, who have successful closures, didn't have significant reductions in SSI and SSDI payments. There are two possible conclusions regarding this finding. The structure of how SSI and SSDI programs are set up, reflect when one goes to work, and by the time your SSI and SSDI payments actually reduce, it may not coincide with the same

period of looking at when a person successfully closes their case within the Rehabilitation Division.

>> Another possible reason is that the consumers may not be working enough hours to have their SSI and SSDI payments reduced, because there may be a fear of losing those benefits and losing the health benefits that go with those two types of programs.

>> We looked at what types of consumers, have the best outcomes. And we found that people with sensory disabilities, had the most successful closures. We see people that were blind had a 40 percent success rate. People with other visual impairments, a 62 percent success rate. Those with hearing loss, in which the primary communication was auditory, 62.5 percent.

>> In terms of who is not successful, we saw that people with traumatic brain injury had a closure rate of around 22.9 percent, and those with cognitive impairments around 29.1 percent.

>> These numbers are very similar to what we see for regional and for national data which places the Nevada findings in context. It's not that much different than what other states have in terms of success with those types of disabilities.

>> MARK: Go to "applicant data", this is going to be very brief because Chuck as covered this information with you previously. The key here is the population of VR applicants have increased, over the last three years, at a rate faster than the population of folks moving into the state. More people seem to be coming to VR from Social Security in Nevada than, other areas of the country.

>> CHARLES: Regarding census data and available data sources, we looked at demographic characteristics of consumers in Nevada. And again, with comparisons to regional and national data. Comparing the population from different race and ethnic groups within Nevada, and how does that percentage compare to the percentage of applicants within the state.

>> Two major conclusions: compared to the percentage of people within the state, those who are Asian, and those who are Latino were under-represented. Those who were over-represented were those applicants who were Black or African-American. One example of that in the South, 25.9 percent of applicants were Black or African-American, versus 9.6 of

the population.

>> MARK: We're on the slide of census data and available data sources. Is that where you got that from, Chuck?

>> CHARLES: Uh-huh.

>> MARK: We looked at other measures of the population distribution. What's the race and ethnic distribution of the population in the state? The we compared that to the population of folks being served by the VR agency. Not a perfect science because you're taking numbers from a couple different places, but it can give you some general ideas of where we might place some emphasis.

If we know that a little over 25 percent of the state population is Latino, and in the VR population, they comprise about 13 percent, and I'm rounding numbers here, it suggests some opportunities to think strategically about how we increase outreach to that particular group of folks that's being underserved through VR. The same is true with the Asian population. Their representation in the VR caseloads is a little bit less than what it is in the state. This presents potential planning opportunities to determine how to outreach to this population. How do we get them information and begin to use VR services? Skip over to the next slide, which is "census data and available data sources, continued,"

This illustrates a point where it doesn't appear that state-wide, the white population is being over-served. And we initially sent out a version of this slide with errors in it, and then we corrected it. I'm hoping you have the corrected version. We said for fiscal year 2008, 63.7 percent of applicants are white, while 77.3 percent of the Nevada population is white. In the south 51.1 percent of applicants are white and 74.1 percent of the population is white. In this imperfect science looking at these figures, it doesn't appear that this group is an over-served group.

>> CHARLES: This is actually a reversal of the data from the previous three-year period, in which, the number of white applicants actually exceeded their percentage in the population. The reason is unclear, but it is an interesting change in the composition of applicants.

>> MARK: We're using data from a variety of sources, VR case records, census data, information, and in all those cases there's always a bit of lag between when that

information is captured and when it is available. We are talking a little bit about looking backwards with the information we've presented. Our hope is that we can identify trends that we can use to think forward, but we are dealing with information that was gathered in the past.

>> We also paired that approach up with focus groups and interviews. We conducted four focus groups in Las Vegas, with a variety of VR stakeholders. Those would be individuals with disabilities, VR staff, and VR partners, other agencies that provide services to folks with disabilities.

We did the same thing in the north, holding three focus groups. One, with individuals with disabilities, one with partners, and one with VR staff. We worked with the VR agency to identify folks that we would consider sort of key informants; people that were fairly knowledgeable about needs of folks with disabilities in those rural areas of the state. And rather than driving all over the place, we placed phone calls, and we did phone interviews with a number of folks out there to get the perspective on what things are like in Ely and Elko and Winnemucca and places like that. And that information is fairly current, that's 2010 data.

>> When we interview, in focus groups or on the phone and the questions relate to unmet needs, sometimes the same thought gets expressed in a variety of different ways. We took careful notes during the focus groups and interviews, and went through the themes that emerged. What were topics and themes that got raised over and over again? Do the needs just exist in one region of the state, or was it something we heard repeatedly in just one part of the state, or was it things we heard across North, South and Rural? Vanessa was involved with collecting the focus group data and analyzing it, so I'll let her talk about some of the findings. There are a lot of findings, but we'll focus on the ones that sort of cut across the whole state. There's more, detail in the slide show and in the full report.

>> VANESSA: I had the privilege of participating in some of the focus groups in the North. As far as mobility needs go, in all three regions it was expressed that there was a need for people to learn how to use public transportation. This is important, not only for finding a job, but also for recreation and it's related to quality of life. For communication needs, there was only one need that was identified, and this was both in the Southern and

Northern regions. And this was the need for assistive communication technology.

>> MARK: There were other communication needs identified, but they were specific to a particular region, so we were reporting ones we heard most commonly across different regions of the state. And we divided these up into mobility, communication, self-care, interpersonal skills, work skills; those concepts come out of the Rehabilitation Act. There was some additional interest in underserved groups, transition youth needs, and other general comments about the system of services that are available to individuals with disabilities. So that's the structure we're using in the order of slides.

>> VANESSA: And we also heard a little about the South care needs, and we found in North and South regions people expressed a need for life skills instructions. For interpersonal skills needs, we found in South and Rural regions there was a need for interviewing skills. This is extremely crucial to anybody trying to get a job.

>> For work skills needs, there are a lot of different needs that were identified. And a lot of them in two regions, however there weren't any that were identified in three regions. Some of these are supported employment; college based training, general work, on the job, and computer training and findings for college based training, this is a service that has increased in cost tremendously.

>> Work tolerance needs: we heard about transition to work and post-placement employment support, and we heard these in all three regions. Needs for transition age youth, a need expressed in all three regions for additional services. In the data that there were an increased number of participants with IEPs.

>> MARK: In each area of the state that we went, we asked folks about underserved groups, those we not seeing in the VR system to the extent that we think we should be seeing them.

>> In different regions, different groups came up. The need that we heard in the North, South and Rural regions was transition age youth, the percentage of transition age students with an IEP. Caseloads have gone up quite a bit, yet they're still being seen as a group that could be served to a greater extent.

>> CHARLES: There are some things that are directly in the scope of what the Rehabilitation Division can do. There are other things that are really outside the scope.

You will see items mentioned that fall outside of the scope, when asking about needs. One of the themes that came out in a number of the focus groups was a desire for the Division to partner more with employers, and other agencies, to try to find ways the whole rehabilitation community could work together to create more opportunities.

>> The participants in groups and interviews, recognized the fiscal constraints that the Division and all the other community agencies are facing, and they thought to have more cooperative agreements and more sharing of resources and so on.

There was a sense of empathy for the counselors. Because they recognized that the counselors are working very hard, and they've got large caseloads, as do basically every rehabilitation agency throughout the United States. They recognize that counselors are working very hard and they want to find a way to reduce some of that stress for them.

They talked about whether the Division needs to increase the number of VR staff.

>> Assistive technology was another theme that came through. A number of participants talked about the need for more services for people with psychiatric disabilities.

>> MARK: Move to the slide that says "frequently occurring consensual themes." What things do we hear most often, and those are outlined here. I do have the regions listed, but these are listed in order of frequency. One we heard most frequently is, how do we build more liaisons with employers? The next one down, consistent delivery of VR services, that has to do with the frequency from a clients standpoint, thinking about how come I am getting different services than somebody else. There are certainly reasons why people get different services, but there is also, that balance of individualized services versus consistent services, it was an issue that came up.

>> Reliability of transportation. That's similar to the needs, you may say, well, this is something that's really beyond the scope of VR. We don't really do this, or this is not our major emphasis. There may be ways to partner with other agencies or establish liaison situations, with the opportunity to advocate for improvements that will make a difference.

>> Interviewing skills, as Vanessa mentioned earlier, was another need that came up fairly frequently. One thing people did talk about was their impression that state-wide, that the network of social services isn't necessarily quite as developed as it may be in other places. People expressed this in a variety of ways; mostly with respect to the idea of we need more.

>> Back to employers again. How can we find and cultivate employers that are willing, open to, enlightened about, hiring folks with disabilities.

>> CHARLES: What do you do with all this information? One way is to start with the census data, case service data, those are the outcomes. The reasons for those outcomes really aren't known.

>> You may want examine the reasons for the changes demographically, outcomes for different types of consumers, how the consumers get to the Division, and create planning approaches around that.

>> In the previous report one of the key findings was a lack of students in high school to work transition, taking part in Division services. With the current report we saw a big increase in the number of students who were taking part in transition services.

>> That's one example where you can effectively use this information to really create, new goals for the next three years.

>> Look at the focus groups and interview data. I would suggest focusing on the quotes that are in the full report. You get a sense of what was talked about in those groups by reading through those quotes.

Many of those quotes are very powerful, they're very poignant, and they give a voice to what people with disabilities in Nevada are experiencing. Look at the different themes that we described. This information can serve as a good foundation for the next three years in terms of planning.

>> We are available for questions as you go through the report, and in your future planning. If there's something that doesn't make sense, we're always an e-mail, or a phone call away. We'd be happy to consult with you about any questions that you might have.

>> CHAIR ROBIN HALL-WALKER: Thank you for that. Go ahead.

>> MARK: We're happy to answer questions.

>> CHAIR ROBIN HALL-WALKER: Okay, we'll open the floor for questions now. In the North, Rural, do you have questions? South, do we have questions, comment? Pamela, go ahead.

>> PAMELA JUNE: For the record, this is Pamela June. I just wanted to make a comment both for the Council members, that may be unaware, and also for San Diego State Interwork Institute, recently the Rehabilitation Division as well as many of our

rehabilitation partnering agencies, participated in three employment summits held in the North, South and Rural areas. The outcomes from the employment summit was collaborating, blending resources, and working more fully and cooperative agreements. Since then the Division/DETR has applied for a grant with that very theme.

>> So it will be interesting in the future if we do get the grant, its very purpose is for not only keeping the disability navigators in the area, and to try to pull all of the agencies together around people with disabilities and getting them employed. But also, the grant specifically talks about blending and braiding of funds and cooperative agreements, and seeing a further melding of that.

>> It will be really interesting, during the next Needs Assessment, whether we'll be able to see any significant difference as to the outcome of the employment summits or perhaps that grant.

>> VANESSA: Mark and I believe, some of the community partners in one of the focus groups in the north had just come away from the Summit when we spoke with them.

>> MARK: Yes.

>> VANESSA: They felt they definitely had a renewed sense of commitment doing whatever it takes to help serve individuals with disabilities. So I agree, it will be interesting to see.

>> MARK: In fact, a lot of the questions we asked they felt particularly prepared to answer because they had been mulling over similar issues at the Summit.

>> CHAIR ROBIN HALL-WALKER: Do we have any other comments, any other questions?

>> JACK MAYES: This is Jack in the North.

>> CHAIR ROBIN HALL-WALKER: Go ahead, Jack.

>> JACK MAYES: I guess just a thought for staff to consider, I don't know if we want to discuss this at this time, but one of the points that's brought up, it's not necessarily in our priorities in the future, is to educate employers. I don't know if we have plans to address this area, but I would just ask Maureen to consider that in setting her own areas of emphasis in the coming years.

>> Since that is something we have listed in our priorities in our Annual Report, and I know that because of the Summits we have engaged the collaborative discussions, but the

actual education of employers I do not know that we have anything listed in that area. Something for the Council to consider, or the Vocational Rehabilitation (VR) agency. I just want to make that point.

>> CHAIR ROBIN HALL-WALKER: Thank you, Jack. Anyone else have any comments or questions of the panel? Any comments or questions regarding the presentation? Okay. Thank you very much for your time.

**XI. REPORT ON THE COUNCIL'S STATE FISCAL YEAR 2010 BUDGET AND SUGGESTED ADJUSTMENTS**

Melissa Starr reported the Budget spreadsheet in your packets is correct and current for the new fiscal year. She offered to answer any questions. No inquiries were posed by the Council.

**XII. PUBLIC COMMENTS**

Jennifer Kane said, I was unable to attend the last NSRC meeting and I know that Kathy Treants from NV PEP shared with you a lot of what happened at the April 29, 2010 Nevada Student Leadership Transition Summit, so I just wanted to share very briefly a couple of things that have happened since you met last:

- For the first time ever we have been able to do what we really wanted to do from the first year (2008) forward – move the event from the Spring to the Fall. The 4<sup>th</sup> Annual Nevada Student Leadership Transition Summit (NSLTS) will take place on November 9<sup>th</sup>, 2010. And our hope is to keep it in the Fall from this point forward.
- The first two years we were collecting data as much as we were providing information at the event. We believed it would be difficult to move forward to improve Transition services across Nevada if we didn't know what was already happening at present in classrooms, schools and districts. After two years of collecting this information from NSLTS participants (students, teachers & counselors) we felt like we had a pretty solid understanding of where we were as a state in terms of Transition, where the gaps are and what we could do to further support schools across the state moving forward to improve Transition services.
- This year we really moved beyond that. The 3<sup>rd</sup> Annual NSLTS theme was "From Inspiration to Action." We helped NSLTS teams take the things they learned at the event and create Transition Action Plans to implement upon return to their school sites.
- I believe there was some discussion at the last meeting about maybe sharing some of the Transition Action Plans with this group to see if there were any places where we could partner in supporting NSLTS teams with this work. One of the most obvious places we could partner would be during the Vendor Fair portion of the NSLTS. In the last three years, we've been limited to how many vendors we could have simply because of the layout of the building and fire code. Based on feedback from the Planning Committee and also the students and adults who attended the previous events, we are reformatting the Vendor Fair this year to open it to

additional vendors. If your organization is interested in becoming a vendor, please contact me by email at [jskane@doe.nv.gov](mailto:jskane@doe.nv.gov) or by phone at (702) 486-6622.

- I'll officially put out a request to you today as I have previously done with the Interagency Transition Advisory Board, previous NSLTS participants and the NSLTS Planning Committee, to share with me more ideas of other vendors that would be beneficial working in with Transition Students and helping them move successfully to the world beyond high school. For example, we have extended invitations to the Centers for Independent Living and Rebuilding All Goals Efficiently (RAGE) for the first time this year, and some other. We have also extended invitations to the original 12 vendors that have consistently been there the last couple years. So if anybody has more recommendations they would like to share, I'd be happy to talk with you after the meeting.

Brian Patchett mentioned the possibility of an Employment Summit meeting on September 27, 2010, the day before the upcoming VR In-Service.

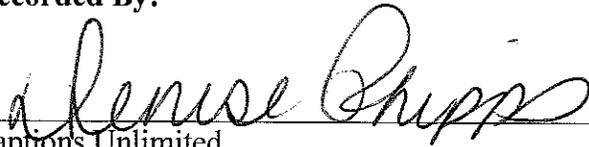
### **XIII. ADJOURNMENT**

Brian Patchett moved to adjourn the meeting.

Jack Mayes seconded. Motion passed.

Meeting was adjourned at 11:40 a.m.

#### **Recorded By:**



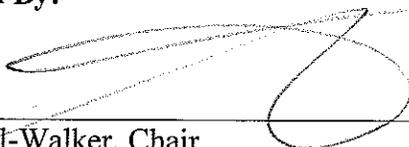
Captions Unlimited

#### **Edited By:**



Pamela June, Chief, ODEP

#### **Approved By:**



Robin Hall-Walker, Chair