

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

November 8, 2011
(Amended & Approved February 28, 2012)

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:

Steve Chartrand
Maureen Cole
Jane Gruner
Robin Hall-Walker
Edina Jambor
Jennifer S. Kane
Sheena Kaufman
Jack Mayes
Kate Osti
Kathy Treants
Scott Youngs

MEMBERS ABSENT:

Jimmy Begay
Kevin Hull
Brian Patchett
Chris Syverson

GUESTS:

Linda Lueck, Client Assistant Program

STAFF:

Robert Whitney, Deputy Attorney General
Frank Woodbeck, Director, DETR
Dennis Perea, Deputy Director, DETR
Janice John, Deputy Administrator, Programs Services
Mechelle Merrill, Rehabilitation Chief
Bill Boster, Rehabilitation Manager
Silvia Milburn, Rehabilitation Manager
Melissa Starr, Management Analyst I
Beth Talcott, Administrative Assistant

EXHIBITS:

- Nevada State Rehabilitation Council (NSRC) September 13, 2011 meeting minutes
- Nevada State Rehabilitation Council (NSRC) Annual Report draft
- Re-designation of the Client Assistant Program (CAP)
- Social Security Administration Ticket to Work Statistics
- Rehabilitation Performance Indicators
- NSRC SFY 2012 Budget

I. PUBLIC COMMENTS

Robin Hall-Walker called the meeting to order at 9:03 a.m. She stated public comments on some of the agenda items may be made, within reason during the course of the meeting.

II. **ROLL CALL AND CONFIRMATION OF QUORUM**

Melissa Starr called the roll and determined a quorum was present.

III. **VERIFICATION OF POSTING**

Melissa Starr verified that the posting was accomplished on time and per Open Meeting Law requirements.

IV. **WELCOME AND INTRODUCTIONS**

Robin thanked the Council members for being prepared by reading their packets. She commented that Public Comments would be taking place throughout the meeting.

V. **DISCUSSION/POSSIBLE ACTION APPROVAL OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC) MAY 10, 2011, MEETING MINUTES**

Robin Hall-Walker and other Council members found spelling and grammatical mistakes. These changes were noted and corrected
Jack Mayes moved to approve the May 10, 2011 meeting minutes as amended.
Scott Youngs seconded. Motion passed.

III. **DISCUSSION/POSSIBLE ACTION REGARDING THE 2011 ANNUAL REPORT OF THE NEVADA STATE REHABILITATION COUNCIL (NSRC)**

Melissa Starr explained the drafted copy of the NSRC's Annual Report is incomplete. The Council noted typographical errors and the need to re-word a passage of two.

Jack Mayes moved to approve the Nevada State Rehabilitation Council (NSRC) with the noted changes, and giving authorization to the Chairperson to approve the final two pages before printing.

Jennifer Kane asked for more information to be added to the Collaborations page. Melissa asked if Jennifer would be willing to send her the additions so she could add them to the Collaborations page. Jennifer said she would.

Jack Mayes revised his motion, he moved that the Council approve the Nevada State Rehabilitation Council annual report for 2011 with the proposed corrections, and to incorporate the collaboration pieces, and the Chairman have ultimate sign-off on the final pages of drafting of page 8 and 9.

Jane Gruner seconded. Motion passed.

IX. **DISCUSSION/POSSIBLE ACTION RE-DESIGNATION OF CLIENT ASSISTANT PROGRAM**

Robin stated for the record she is a professional staff assigned the Client Assistant Program (CAP). She said she had facts to enter into the record regarding the issue of redesignation and the Client Assistance Program.

Maureen Cole said as with the discussion during the last Nevada State Rehabilitation Council (NSRC) meeting, the re-designation of the Client Assistance Program is determined by the Governor. The Governor's office has reviewed the materials put together with the statutory references and the regulatory references, the Vocational Rehabilitation programs, and where other Client Assistance Programs are located. The Governor's office is willing to explore the possibility of re-designation, they want the process to be a transparent process, and the Division will be conducting a public competitive process to identify those entities that may be interested in the redesignation of the Client Assistant Program. Then the Governor's office would review those application including the Division's recommendations the Division feels would be the most appropriate for any re-designation.

Maureen continued; the decision to re-designate or not rests with the Governor's office, so once the competitive process is completed they would make a decision as to whether to go forward or not. The Governor would then issue the letter of intent to re-designate and call for public hearing on the question, that information taken into consideration in making a final decision. This process could stretch out up to 6 months. If the decision is to re-designate the Client Assistant Program, should start July 1, 2012 at their new location (in order to avoid beginning at a new location in the middle of the state fiscal year).

Scott Youngs asked who would be drafting the Request For Application (RFA).

Maureen responded, State Purchasing would review the work the department and Division does in regard to this situation.

Robin Hall-Walker, Chair yielded her Chair duties to Vice Chair Scott Youngs prior to beginning this discussion item. Scott accepted.

Robin Hall-Walker stated she was professional staff assigned to the Client Assistance Program (CAP), as a Nevada employee Robin continued she had a couple of documents that she would like to have read into the record. CAP staff was informed re-designation was proposed because CAP being located in the Rehabilitation Division was confusing some of the clients, and she did not know where that came from, and did not have documentation regarding that, and did not know how to address that.

Her only concern was in the final report, for the monitoring of the Rehabilitation Services Administration (RSA), that the Division had received the exit conference August 29th and it spoke of the findings that they have in place, and talked about the organizational structure of the CAP, the rehabilitation program, said there were no findings as far as this issue was concerned. As a matter of fact just for the record, the CAP has always been where it is, in the rehabilitation section, and as such, was considered to be grandfathered in.

Robin stated she has had several conversations with different entities, not mentioning any names unless they want to disclose themselves and their understanding, that either they were told by Rehabilitation Services Administration (RSA) they had to do this and what CAP staff found is the states can re-designate. They can do what they want, that is not the point. She would like to hear the individuals just say this is what we would like to do, as opposed to we were told to do this.

So as far as transparency, she believes the impetus of the change should be as transparent as the process. So instead of saying we have to do it we should hear we want to do it. There is a big difference there. Own that. That's fine, do what you need to do, but own it.

We do not want to have an air of things that do not have the ring of truth to them, it spoils our relationships amongst and between each other, and it makes it hard for us to function, we have enjoyed a very productive relationship for a while now, and I do not think we want to jeopardize that. No matter where the chips fall, I think, as long as we operate above board and with the truth, regardless of what you do, just own it.

Maybe that is not something that is known or something people do, but it is something that I am used to, and I encourage others to do. So let the chips fall where they may with that one.

The other thing is I just want to be able to be sure that those pieces of the documentation are in the record, so with that I do have some documents I would give supporting staff that talk about the grandfathering process and talk about the State's ability to do what they need to do. That is fine.

My thing is I want to make sure that as the requests go up, or the documentation goes up, it is built on a foundation that is firm and one of truth. That is very basic to me.

Maureen wished to dispel any misunderstanding if she misled the Council in any way, she apologized. She said the coincidence with the discussion of re-designation and the monitoring visit may have inadvertently gotten commingled. Robin is correct there is no mandate from Rehabilitation Service Administration to re-designate the Client Assistance Program. The amendments to the Rehabilitation Act some years back indicated the best practice is to separate the Client Assistance Program from the Service providers for Vocational Rehabilitation agencies or with Independent Living agencies or in some other way connected inappropriately with those agencies were in fact grandfathered in. The Division is looking at the best practices and what Rehabilitation Services Administration feels is the optimum situation when the Division has an opportunity to allow the Client Assistant Program to operate with not only independence but also with the perception of independence it is a preferable path to follow.

A member of the public and a 16 year employee of the State of Nevada, currently an employee of the Client Assistance Program, Linda Lueck came to the microphone to make public comments:

I'm here today with my concerns about the proposed re-designation. In that being here for such a long time I've seen a lot of history where Vocational Rehabilitation has been concerned and different agencies including the Client Assistance Program. I have been witness to many statements that would indicate that there might be some other reasons for the re-designation. And I am only suggesting to this council, and to other councils, that you are not being apprised of the entire situation.

We do not quite understand why there is this sudden reasoning for re-designation. We have been with Vocational Rehabilitation for at least 24 years, and suddenly the clients are confused. We do not have any documentation of anybody, from anybody, stating so--you

would think would have happened a long time ago. Instead of just being such a recent concern.

Most importantly, I think that there are some misnomers in the information that is being provided to executive staff that are making these decisions. The re-designation of the Client Assistance Program, we have researched other entities where we may be re-designated, and fairly, and without any conflict. We have located and confirmed an entity with the Health and Human Services division where we could be transferred or re-designated without any conflict and any problem. This has been confirmed by the rehabilitation service administration.

We have also confirmed with Rehabilitation Services Administration (RSA), who provides our grant, that there really is no conflict with our presence in Vocational Rehabilitation. As we have been grandfathered in, until now the mention of that grandfathering was completely the opposite that we were not grandfathered in. This has been verified and documented by the Rehabilitation Services Administration.

Now, I am suggesting to the Council that there has to be some ulterior motives here, and I do not quite know what they are, but the facts are this; the chairperson of this Council is Robin Hall-Walker, and there has in the past been an attempt to unseat her without reviewing the rehabilitation regulations from Rehabilitation Services Administration (RSA).

The governing regulations state that she can serve more than one term, and she currently is. If our grant is put out to bid, then Ms. Hall-Walker would not be eligible for the chair position again. While that might be fine, is that an underlying reason. Is there something else going on here? Why would that be important? Because then vocational rehabilitation can be more in control, and I say in quotations, "in control", of this council and other councils by lobbying the members and chairperson and influence the decisions and the processes that are created from this council.

Linda said to the Council you are so important. You have no idea how important you are. Your work is tremendous and very effective. The measure of your effectiveness is how long you work for that entity.

So those are my comments for this, with one side-note to this. As an employee of the state here, I have no intention of retiring anytime soon. I am very active, and I intend to keep active. I work in a lot of different areas with things that have to do with people with disabilities in recreational settings and so forth.

However, if this grant is put out to bid, and is awarded to one of the local organizations, whether it be here or in northern Nevada, I will not have a job. Now, I am not crying the blues, except that I have scoured the personnel for a position that I would be able to handle because of my blindness, handwritten things and so forth would not be accessible to me. Let us not forget about the state websites that are not accessible.

Now, I have managed for all of these years to hold my positions, and I have good standard performance indicators, I have not had any problems, except that there are certain duties that have to be revamped or rewritten as special accommodations where they may be allowable or accepted in other positions.

While that is a sad note, I think I have a lot of expertise to offer. I do not believe that the Client Assistance Program (CAP), an organization, or working with the State and working for people with disabilities, has ever had a problem where we have not worked cohesively with the Vocational Rehabilitation in regards to the outcomes of the clients' best interests. Removing the barriers to their employment, and assisting the counselors in achieving the things that they may not have notice of, or may not have been made aware of is our goal. I am not aware of any problems or confrontations where clients are not happy with the client assistance program.

With that, I would just like to say I hope that in the re-designation of this grant that a strong consideration be given to the Health and Human Services department here in the State of Nevada so that we may resume our dedicated work and our productivity, and that is going to reflect with Vocational Rehabilitation's efforts as well.

I can tell you this, I will state to this council, the Rehabilitation Services Administration, as well as the Department of Justice, will be watching. And with that, I thank you.

X. **OTHER REPORTS**

Kate Osti reported The Independent Living Council assisted Mary Evilsizer with the Southern Nevada Center for Independent Living to have the Disability Awareness Day back in October, it was very successful with 400 attendees.

The Independent Living Council is going through their three year state plan. We are happy to say that a good two-thirds of our goals and objectives have been met and we are now going to be focusing on the remaining goals. Some of them revolve around services for the deaf and the visually impaired.

Robin reported the National Council of Administrators Vocational Rehabilitation (CSAVR) conference that was attended by myself, Janice John, Melaine Mason, Maureen Cole, and we also had the Technical Assistance Continuing Education (TACE) vendors from San Diego State University, Chas Compton and Karen Sachs, that attended as well.

Robin shared information regarding Ernst and Young from whom the Council had received a letter earlier in 2011. She said at the CSAVR we became aware that Ernst and Young is actually a partner with some of the state agencies associated with CSAVR in funneling interested clients with disabilities into their hiring pool. And that is exactly what they are doing, and they are a major partner nationwide. So I would encourage the Division to re-contact them.

There are also new State Rehabilitation Council (SRC) training modules out and we would encourage everyone to add these modules to their training for the Nevada State Rehabilitation Council (NSRC) membership. These new modules are on advocacy and service provision, it is a different level than the basic information you obtained last year.

The National Council of Administrators Vocational Rehabilitation (CSAVR) approached us and asked us whether or not we would assist them on the planning committee, steering committee for region 9, and assist them with planning the next meetings. Those Sunday sessions that we attended that are just for the SRCs, to talk about what services we're looking at providing, in a cohesive nature nationwide, and how we're assisting our individual clients with disabilities in our state, and what message we are trying to send uniformly nationwide.

Robin said although I do not attend the spring session customarily because it is more of a legislative conference than anything else. The fall conference is more service provision and she usually attends only in the fall. She has accepted to assist with the planning and make sure the committee work is done for our partners here. That would be Hawaii, Guam, Arizona, Mariana Islands, California, and Nevada.

The other thing that has happened is they are talking about the CSAVR parent group, older umbrella group, has been paying the bill for these Saturday and Sunday meetings. What they found out is they customarily have a need for interpreters, and for IT, and has cost about a \$4,000. This year, two states, SRC got together and significantly underwrote the services. We did not have to pay anything, what would happen in the is future attendance after this coming January or February, each state that attended for the specific SRC grouping would pay about \$50 for registration for that day.

There are inputs that they're looking at how the National Council of Administrators of Vocational Rehabilitation (CSAVR) would be able to input into the rehabilitation act, and update the regulations, and part of that was whether or not our staff would be dedicated staff, whether the regulations need to be rewritten. As it stands now, there are staff, and they are asked that the staff that are assigned to do the work for the Council throughout their other duties.

Robin said I have a copy of the sessions and a list of some of the speakers that we can contact, she would like send some of the pertinent information around in an e-mail, and if there is something that really is of interest to the Council members, and she would try get a copy of that particular session's Power Point to them.

XI ADMINISTRATOR'S REPORT

Maureen introduced Mr. Frank Woodbeck who had recently been appointed by Governor Sandoval as the Director of the Department of Employment, Training and Rehabilitation (DETR). She said Mr. Woodbeck has an extensive background in economic development as well as many years in the private sector, so the perspective that he brings to DETR and to the rehab division is something that is very current, and will really help us and guide us as we try to integrate the VR programs with industry and work better with business.

Director Woodbeck in reply to Maureen's introduction said he looked forward to his role at DETR and working with the various departments within DETR, and particularly within the Rehabilitation Division. There are a lot of great things that have been done over the years, and he

hopes to be able to learn and assist with providing further support, for the division, and for greater successes. He continued, I know a couple members of the council, and am proud to be a part of this Division, and hopefully supportive to you also

Maureen continued; on the topic of the National Council of State Administrators Vocational Rehabilitation (CSAVR) the things that have become very current in the discussion at this and several CSAVR conferences that she has attended in the past year and a half the need to better coordinate with business, to speak the language of business, and to provide answers to businesses problems in a way that perhaps we have not really focused on as much in the past.

And to that end, the Division is developing some information sheets that they can provide to business that will talk about the return on investment in Vocational Rehabilitation (VR), the supports that are available through the VR program to businesses who choose to hire individuals with disabilities, as well as developing some fact sheets for legislators and highlighting success stories of VR clients in their particular districts.

Division personnel have been discussing this in the car as we've been driving around this week with Mr. Woodbeck, and he is very supportive of that. In fact he has set up an appointment with a PR person on Thursday that the Division can talk to and start to get some form to these ideas that we have had swirling around, and actually get some of those started and in circulation.

One of the things, too, that CSAVR does annually is their legislative updates and their trip to Capitol Hill in Washington, D.C. in the spring, and I would certainly encourage any Council members who are interested in participating in that activity to let me know, we'll certainly take a look at the budget and accommodate as many people as possible to attend the CSAVR conference. If you have not been to one she believes they would really enjoy it and come away with many new ideas and kind of a re-energizing feeling.

The Division will be contacting the Senators and the Congressional representatives offices and making specific appointments to meet with them or their staff members while we are at the CSAVR conference, and take them information, be prepared to answer any questions that they may have, and just establish that personal relationship that we hope will put VR in a positive light and put a face to that program for them.

XII. REPORT ON THE COUNCIL'S STATE FISCAL YEAR 2012 BUDGET AND SUGGESTED ADJUSTMENTS

Melissa Starr presented to the Council, the printed budget materials as of October 26, 2011.

Jack Mayes asked if any changes were anticipated from last year to this year. Melissa responded the Council does have an influx in the projected expenditures for contracts which would provide members of the public with special accommodations should a request for these services be submitted.

XIV. PUBLIC COMMENTS

Jack Mayes announced his agency had moved from Sparks, Nevada to 1865 Plumas, #2, Reno, NV. He said the new location is more accessible providing a better location for clients.

Robin commented the monitoring report that the Council has from the final monitoring of Rehabilitation Services Administration (RSA), she said I see that we are making strides, we are moving forward, and I understand that the 2008 monitoring report we were just putting together the data warehouse. Robin requested more information on the data warehouse functions for the benefit of the Councils understanding.

Melaine Mason responded, the data warehouse for the Rehabilitation Automated Information System of Nevada (RAISON) module is really the fiscal financial accounting picture of RAISON activity. So it is really used by financial management to pull reports and see information from a financial vantage point.

Robin thanked Melaine, continuing, with that in mind, we have a concern, and she just wanted to put it out, it is not an action item, it is just a statement. We have an overall pretty decent monitoring report, yet it concerned her that some of the 2008 issues that were findings are still the 2011 issues that are findings. With the data warehouse in place, she believe the Division should be able to find a way to meet some of those needs in a productive manner and hopefully not have the same findings in 2013.

She said it is just a concern of a fiscal nature, and why it concerns her is because when she met with the RSA, and they spoke about -- as the chair information, part of my Certified Public Manager (CPM) project. My CPM project was about informed choice of clients and return on investment so with that, we did get a lot of RAISON data and we do concur with some of the findings that were in the report:

- regarding the performance indicator and
- necessity for strict performance indicator measures
- meeting those measures
- having accountability and expectations for our vendors.

These things were in place as a need to fix, in 2008. In 2011 they are still in place as a need to fix. Robin expressed a concern for having the corrective action plan, and the technical assistance, and concern that the actions have not taken place. The Division has had ample time, she asked if the Division can add these things into the data warehouse. She said my concern as a Council member is when do we get away from the current findings, and get to something else. Because if we think about it, and there are concerns about the funds, and we do not have money for this or we do not have money for that, or whatever the case may be, if we are watching where the funding is going and we are able to do accountability, then those vendors that are not as accountable as others, even though we have had a conversation about a dearth of vendors. I would rather work with someone who is going to get the job done, than someone who is just there.

Maureen agreed with Robin. The need to monitor vendors and to evaluate monitored and report on vendor performance is a critical component to the success of any program. Maureen informed the data warehouse has nothing to do with that, the data warehouse is just a repository of information that you can bring up for any purpose. The real crux of the matter here is developing a program of vendor monitoring and contract compliance, and we are actively in pursuit of developing that program.

The Division already has two employees who, for about a year, are solely dedicated to monitoring and evaluating performance on the program side, they are routinely going through case files, noting positive trends, and reinforcing those on the part of the counselors and rehabilitation technicians. They are also noting areas where there may be some weaknesses and then providing training to shore up those weaknesses and get folks back on a consistent track. We will be doing the same kind of thing with regard to our vendor performance, and contract compliance.

The Division is in the process of hiring some individuals in our management analyst group, and they will take on that responsibility, and we will certainly be using CSAVR and the rehabilitation network to help us identify best practices across the nation that have been effective and that we can modify and utilize here in Nevada to strengthen those programs.

Maureen commented, that the RSA monitoring team said they would prefer to see nationwide Vocational Rehabilitation programs go to performance-based contracting and again we could not agree more. When you have contracts that have been written for four years, you are looking at a progression of those contracts expiring and then going back out to bid for them and rewriting the contracts so that they have clear, objective goals and performance criteria and pay for performance along the way. The Division will certainly be migrating to that. Again, our management analyst team will be responsible for rewriting those contracts, establishing criteria, and then implementing an aggressive monitoring project to ensure that we have the performance that we are paying for, to provide technical assistance to vendors who may just need a little assistance in identifying how to best to accomplish that.

The monitoring report, was really not bad at all, all things considered. The Technical Assistance Continuing Education (TACE) group is standing by ready to help us write the corrective action plan and then implement that in a timely fashion we will be working on that shortly. Once the corrective action plan is put together and submitted to RSA we will certainly inform the Council, and keep you apprised on the progress of that corrective action plan.

We do anticipate that we are going to take this to heart, and that we are going to make the needed corrections, strengthen the program in the areas in which findings were made, and follow up on the recommendations that RSA made because they are sensible, practical, and we believe them to be workable. So while I cannot guarantee that we will not have any findings the next time they come around, hopefully they will be different findings. At least we will see some considerable progress toward the goals that the council has established.

Robin expressed her thanks to Maureen for her explanation and said she did not mean to intimate that the data warehouse existed only for accountability. She said the data warehouse is an easy access to information regarding vendors, checks and balances. To make sure those funds are being utilized appropriately.

Maureen said the data warehouse is a wonderful source of historical data, although the real key is going to be performance-based contracting, where the responsibilities of the contractor are clearly state, and payment is made upon completion of those goals and objectives as they are state in their contracts.

Jack asked if the role of the Council to monitor the corrective action plan, or was this a Client Assistant Program issue. Robin responded the compliance plan is overseen by Rehabilitation Services Administration (RSA) however according to the RSA Commissioner the State Rehabilitation Council (SRC) are policy partners. To make sure that the policies are written are appropriate for the clients that the Division serves, to make the policies understandable and adhered to by staff once in place.

Jack asked for updates on these projects. Robin assured him there would be updates to the Council.

Maureen interjected the Division would certainly be happy to update the Council. She said the Council exists because of the expertise that each member brings with them, and the Division would be very much interested in any thoughts or ideas they might have for bettering the program. I think we talk about those routinely, but if there is anything specific to the monitoring report, just let me know and we would certainly be happy to incorporate that in our corrective action plan.

Robin moved onto the subject of membership to the Council, she said we did talk briefly about the membership during our last meeting. We mentioned the membership being a problem, having membership open to get people to join the council, and we definitely are in need of that. It is her understanding in doing the research that the legislative piece is something that the State preferred, but lately we have not had a legislator that wanted to take part.

The other piece, the Workforce Investment Board representative is a requirement of the federal regulations I am not making a recommendation, I am asking that we put this on the agenda for next meeting.

In the regulations it just states that a member has been on the council for a while, but doesn't say what awhile is, and it specifically speaks to the fact that it doesn't talk about what awhile is. Jean Peyton I understand was a part of us for a while. Jean was with the Workforce Investment Board and her absence, if staff, support staff would be able to document next meeting how long she has been off the council and then whether or not we can discuss at that point maybe asking her to rejoin.

Maureen replied it is true, we do have a number of vacancies on the council, and we're working with the governor's office to fill those. It takes a willing individual to serve on the council, and

thus far we haven't found anybody who is willing to do that. We are continuing to work on it. It is not something that has been dropped or forgotten or kind of shunted aside, but again, it is difficult to find individuals who are willing to provide the time and the effort that is involved in serving effectively on the council. So we're on the search. But we can certainly make recommendations to the governor's office, and if any of the council members know of individuals who might be interested, we can certainly provide them with the application, and put their name forward, and would be happy to do that.

Maureen continued, the legislative member is an optional member that Nevada utilized for some time. We have not, again, had a willing assemblyman or state senator for a couple of years, so that may be something that, while it's nice to have, if you cannot find someone who is interested in serving, we may want to not consider that as a vacancy.

Melaine Mason asked Robin if she would share information from her Certified Public Management project with the administration in reference to vendor ratings.

Robin responded the information is private, however a summary of some of the finding without mentioning names could be shared.

Kate Osti announced the passing of past Council member Jean Peyton's husband Bob, and his memorial service information.

XV. **ADJOURNMENT**

Robin entertained a motion to adjourn the meeting.

Scott Youngs moved to adjourn.

Kate Osti seconded. Motion passed.

Meeting adjourned at 10: 32 a.m.

Edited By:



Melissa Starr, MA II, NSRC Support Staff

Approved By:



Robin Hall-Walker, Chair