

**NEVADA STATE REHABILITATION COUNCIL (N.S.R.C.)
MEETING MINUTES**

Tuesday, May 16, 2017 at 9 a.m.

Department of Employment Training & Rehabilitation
500 E. Third Street, Carson City, NV 89713
&
Vocational Rehabilitation
3016 W. Charleston Blvd. Suite 200, Las Vegas, NV 89102

COUNCIL MEMBERS PRESENT:

Ernest Hall (Chair)
Bill Heavilin (Vice-Chair)
Kacy Curry
Shelley Hendren
Robin Kincaid
Jean Peyton
Faith Wilson
Todd McCullough

COUNCIL MEMBERS ABSENT:

Josh Baker
Matthew Cox
Maxie Miller Hooks

GUESTS/PUBLIC:

Caroline Bass, Certified Hearing Interpreter (CHI)
Stephanie Gardner, (CHI)
Delores Parrish, (CHI)
Linda Bove, Certified Deaf Interpreter (CDI)
John Maucere, (CDI)
Deborah Gonzalez – Public
Pedro Gonzalez – Public
Yvonne Penkalski - NVPEP
Jack Mayes (phone) - NDALC

STAFF:

Rosalie Bordelove, Deputy Attorney General
Mechelle Merrill, Rehabilitation Chief
Kim Cantiero, District Manager
Kara Lang, Quality Control Specialist
Benjamin West, Management Analyst
Walter Cuneo, Management Analyst
Javier Fernandez, NSRC Liaison

1. **CALL TO ORDER, INTRODUCTIONS, AND VERIFY TIMELY POSTING OF AGENDA**

Mr. Hall called the meeting to order at 9:24a.m. Javier Fernandez NSRC Liaison verified that the posting was accomplished on time and per Open Meeting Law requirements. Quorum was established.

Mr. Hall called for introductions of those present.

2. **FIRST PUBLIC COMMENT SESSION**

Jean Peyton said she had a current client that became a client with VR and who was ready for school but she did not receive financial help from VR. This individual completed her first semester by taking out student loans and was concerned that she would not be receiving funds from the Bureau of Services to the Blind and Visually Impaired (BSBVI) in order to pay back her student loans. This VR client was hoping she would not have to go through this every semester as she needs to attend college to become a paralegal.

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Deborah Gonzalez stated:

- o Any client has the right to file a complaint, some people have a disability where certain special accommodations are needed so they can file a complaint.
- o Some deaf people cannot because the system does not have access to interpreters. They do not have access for people with communication disabilities or cannot use a phone, video. Where is the equal access for fair hearing complaints? She has asked for a fair hearing, when she is on the phone she feels she is being rushed. She has not felt she has had enough time to explain what her issues are.
- o She has been a relay video phone interpreter for 5 years and those who call need to slow down their speaking so she can interpret appropriately.
- o She needs to have access to file a complaint and if given access then she needs an interpreter.
- o When attending the fair hearings interpreters were not present, then her 504 rights were not provided. The fair hearing law system does not exist for individuals with hearing disabilities. It is a violation of section 504.

Pedro Gonzalez through an interpreter said a few months ago when NSRC met he was not provide access with an interpreter. He wanted to be able to participate. An interpreter should have been provided. He played on his cell phone a specific recording regarding governmental appointments. Mr. Gonzalez accused the council members of looking at him with uneasiness.

Todd McCullough said the Starbucks Company had completed their 8th Inclusion Academy class. This was the 1st class they had partnered with their local retail stores in Northern Nevada. He said it was such a great success and 4 citizens graduated from the program who will be applying for positions with the distribution centers and their retail group.

Mr. Gonzalez through interpreters cut into Mr. McCullough's announcement wanting the camera to zoom into him so Mr. Gonzalez could see Mr. McCullough's face and to raise his hand.

Mr. Hall stated his name asking who was speaking, then said the video conference is for the council to have their meeting in two locations and for those who can call in will not be able to see who is speaking either. Mrs. Gonzalez began shouting at Mr. Hall saying his logic was not valid and not allowing accommodations for the deaf public to access the full meeting. In her fury she threatened Mr. Hall with a lawsuit.

Mr. Hall called for a 5 minute break.

During the break Jack Mayes joined the meeting via telephone.

Meeting was called to order at 11:02 am. Mr. Hall said would you pan the camera when you can so whoever is speaking can be seen? Saying he knows technology cannot always keep up with who is speaking, we will do our best with the technology we have. Mrs. Gonzalez quite loudly stated her suggestion of everyone slowing down their speech, as it is an access issue. Mr. Hall added that the council would slow down to assist the interpreters in being able to do their jobs. He reminded her the public comments session had ended. Mrs. Gonzalez continued to shout and tell the counsel the camera can provide the access as well.

Mr. Hall announced a change in the order of the agenda saying agenda item number seven would come after the March 14, 2017 meeting minutes approval as there were Vocational Rehabilitation staff on the phone to present information on the Request For Proposal (RFP) process. He also asked Mr. Heavilin to take over chairing the meeting at 12:30pm as Mr. Hall had an appointment. Mr. Heavilin agreed.

3. **APPROVAL OF THE MARCH 14, 2017 MEETING MINUTES**

Mr. Hall asked the council for any comments or changes to the March meeting minutes.

Jean Peyton noted her last name was spelled incorrectly.

Kacy Curry moved to approve the amended minutes.

Todd McCullough seconded the motion. Mrs. Gonzalez interrupted the proceedings saying they couldn't see Todd. Mr. Hall asked for council members to raise their hands in approval of the minutes. Motion passed.

4. **NSRC SUB-COMMITTEE RECOMMENDATIONS ON THE CONSUMER SATISFACTION SURVEYS REQUEST FOR PROPOSALS (RFP)**

Mr. Heavilin began saying the survey committee met in April to go over the options between the internal contracting system and the State Purchasing Department, including: the time frames and the internal network versus the open bidding process that would be handled by the State Purchasing Department

With the internal system the Vocational Rehabilitation Division would be able to determine, with the help of a review board, to accept solicitations and make a selection. Rather, going through the Purchasing Division's Requests For Proposal (RFP) process would be lengthy.

The committee looked at taking surveys at different milestones during a client's progress. Not as closed cases only.

Mr. Hall added the RFP would include the composition of the surveys that would take place as each milestone is accomplished. With the full composition of surveys to be reported on every six months. The survey would be given to a reasonable sample of all consumers, not everyone in the system.

Ms. Peyton asked if reports would be available at each milestone. Mr. Hall replied the written reports would be printed and distribute to council members perhaps every six months on milestone and trends. The main report would be annual.

Ms. Hendren added the current surveys takes place after closure of cases. The new RFP would include also surveying consumers who are active in the VR system.

Robin Kincaid asked Ms. Hendren what the Workforce Innovative and Opportunity Act (WIOA) requires. Ms. Hendren responded saying WIOA does not fund the surveys, yet has requirements for them. They require the surveys to take place. It is funded under the Section 110 grant funds as is the Rehabilitation Council. The federal government does set the parameters but does not specifically say what does and does not need to be reviewed.

Mr. Hall reminded the council that the more we would like the more it will cost. The cost will help to determine if the RFP and scope of work are truly in sync with what is financially feasible and/or necessary.

Walter Cuneo explained that he handles the rehabilitation contracts. He said he would create the Scope of Work (SOW) with the information from this meeting for presentation and review at the full council meeting in September. After council approval, the contracts unit would be able to do a solicitation or RFP.

There are institutions both in and out of state that can be contacted for their solicitations for proposals that would meet our needs. A solicitation committee would review and rate each proposal. The lowest cost of acceptable proposals would be selected. Then he would contact the institution to solicit the contract.

Mr. Cuneo continued saying if the council were to choose to announce the contract opportunity to any and all companies or institutions unknown to the Rehabilitation Division then State Purchasing would be in charge and that process can take up to 8 months.

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Mr. Hall motioned to have another sub-committee meeting to decide upon the RFP or the solicitation of the Consumer Satisfaction Survey and approve it; with staff meeting at everyone's earliest convenience.

Kacy Curry moved to direct the council to allow the sub-committee to meet to discuss and approve a full RFP at their earliest convenience.

Todd McCullough seconded.

Ms. Kincaid requested to be a member of this next sub-committee meeting as she was not available to attend the meeting held in April.

Motion carried.

5. **PROPOSED MEETING SCHEDULED FOR STATE FISCAL YEAR 2018**

Mr. Hall explained the full Council has to meet four times per year, once per quarter, sub-committee meetings may be scheduled during that same 12 month time frame to act upon NSRC business.

Ms. Curry asked if there are any annual meetings. Both Mr. Hall and Ms. Hendren said the May meeting as stated in the bylaws is the time for Council elections. There is also always an annual State Plan committee meeting but the date or quarter may vary.

Ms. Kincaid noticed one of the dates is on a Monday, so the proposed date will take place on the 15th of May instead. She suggested that one meeting date be face to face.

Ms. Peyton moved to approve.
Ms. Curry seconded. Motion passed.

Ms. Hendren suggested February or September meeting as a possible face-to-face.
Mr. Hall suggested September being the beginning of the Council year. Ms. Kincaid asked if this face-to-face meeting was to begin in 2017 or 2018. Ms. Hendren responded 2018, however the budget would be checked to see if travel were possible this coming September.

After a 5-minute break Mr. Hall asked Mr. Fernandez to call the roll to make sure they had a quorum. Council Liaison Mr. Fernandez called the roll; a quorum was present.

6. **CHAIR AND VICE-CHAIR ELECTIONS**

Mr. Hall asked Ms. Hendren as a non-voting member to officiate on this agenda item. She began by reading the election information in the by-laws, Article II, Sections 3 & 4.

Section 3. "Elections. Elections shall be held at the last regularly scheduled meeting of the State fiscal year. Council members will nominate and elect officers to the offices of Chair and Vice-Chair from its members eligible to vote. Voting members of the Council may serve as Chair or Vice-Chair. If Co-Chairs are elected, the Council will define and publish in its minutes the duties of each of the officers as are differentiated from Chair and Vice-Chair. The new officers shall take office on the first day of the succeeding State fiscal year. New members shall be required to attend and participate in the Council, New Member Orientation and Training.

Section 4. Duties of Officers. The Chair shall direct all Council business. In addition, the Chair shall be responsible for communication with Division Liaison regarding Agendas, Training and Meeting minutes. The Vice-Chair shall act in the stead of the Chair when the Chairman is not available to fulfill his/her duties. The Vice-Chair shall Chair the State Plan/Needs Assessment Committee.

Ms. Peyton nominated and moved to approve Ernest Hall as Chair and Bill Heavilin as Vice-Chair.

Ms. Hendren asked Mr. Hall if he would accept, he said yes unless someone else would like to take a turn at being Chair. Mr. Hall asked Mr. Heavilin if he would like to stay as Vice-Chair. Mr. Heavilin said being Vice-Chair with Mr. Hall as Chair is quite easy.

Ms. Curry asked for clarification of co-chairs versus Chair and Vice-Chair. Ms. Hendren responded it was an option in the by-laws but had not been voted upon by the members in a very long time.

Mrs. Gonzalez interjected via an interpreter she said Mrs. Gonzalez was hearing people talking over each other and it is hard to hear what is being said as her hearing goes off and on; this stems from her disability and she watches the interpreters to see if she has missed anything. She asked if a pause could be taken between north and south, so the interpreters can keep up.

Ms. Hendren asked Ms. Curry if she had answered her question about the co-chair and Ms. Curry affirmed Ms. Hendren had answered her question.

Ms. Gonzalez again interrupted the proceedings via interpreter saying she did not understand what Ms. Hendren had said about the co-chair and the vice chair. She asked Ms. Curry to repeat and expand upon the question. Ms. Curry responded saying her question was minimal.

Both Ms. Hendren and Mr. Heavilin asked for legal assistance from the Deputy Attorney General who said it would be okay to go over the basics of what had been said between Ms. Curry and Ms. Hendren and try not to speak over one another, and that would be sufficient.

Mr. Hall summarized the bylaws indicating to the council an option of having a Chair and Vice-Chair versus Co-Chairs and their duties. He said that the Council has always chosen to elect Chairs and Vice-Chairs which is what was to take place. When Co-Chairs are elected, then their specific duties would have to be written in those meeting minutes as they are not specified in the by-laws.

Mrs. Gonzalez again asked what Ms. Hendren had said. Mr. Hall replied saying he had just summarized what Ms. Hendren had said saying the council has the right to elect co-chairs but have not done so thereby sticking with Chair and Vice-Chair.

Ms. Hendren opened the floor to nominations.

Jean Peyton nominated both Ernie Hall as Chair and Bill Heavilin as Vice-Chair.

Kacy Curry seconded Bill Heavilin to remain Vice-Chair and Ernie Hall to remain Chair for the next fiscal year.

Motion carried.

7. **DISCUSSION/REPORT ON PROPOSED CHANGES TO THE DIVISION'S PARTICIPANT SERVICES POLICY AND PROCEDURES MANUAL**

Kara Lang, Quality Control Specialist brought forth the changes to the Division's Participants Policy and Procedures Manual (P&P). However, this year due to the current legislative session and changes to the regulations for the federal Workforce Innovation and Opportunity Act (WIOA), policy changes are still being made and will be brought forth in the fall. Ms. Lang read through the P&P changes exhibit.

The Division has been collaborating with several technical assistance programs. Currently there are two policy sections to be discussed with the Council.

Section 4 Title: Referral of Participants
Referral of Participants

- Addition of a process, timelines and documentation requirements to provide career counseling, information and referral services to individuals referred to VR who are currently participating in subminimum wage employment with an entity holding a special wage certificate under Section 14(c) of the Fair Labor Standards Act.

The Division has put together a two-hour Power Point presentation to be given to small groups of individuals who may wish to compare the options of competitive employment and sub-minimum wage employment.

Ms. Kincaid asked to see the Power Point presentation packet and process. She also asked if others from the meeting location such as the Director or Administrator or supervisor be present for the presentation. Ms. Lang answered in the affirmative. Ms. Kincaid asked if their supervisor may be present. She voiced concerns about their being present.

Mrs. Gonzalez interrupted asking about section 14(c). Mr. Hall responded that information was not included in the meeting materials. Being a member of the public she is not allowed to ask questions or make comments during the meeting. He continued regarding the Fair Labor Standards Act and if the council members had wanted that information it would have been given to them.

Mrs. Gonzalez quite loudly spoke her thanks to Mr. Hall for saying section 14 (c) was of the Fair Labor Standards Act as that in itself answered her question.

Ms. Hendren asked why members of the public were being allowed to shout out during a public meeting. Can we please direct members of the public that they do not have the ability to shout in these meetings?

Mrs. Gonzalez said in a calm tone she was offended that her shouting is her disability she was offended by Ms. Hendren. Mrs. Gonzalez in a more contemptuous tone said let me be clear she just asked what was section 14 (c) as the interpreters did not have anything to reference it to help her understand what was being explained by Ms. Lang.

Ms. Hendren replied that no one has the right to vocalize like that in a public meeting and please refrain from doing so.

Both Mr. Hall and Mr. Heavilin said the meeting was to move on.

Mechelle Merrill said the Division has been able to deliver 10's of these presentations throughout the state. She said the group's supervisors or staff personnel may have been present but not sitting down next to anyone but in an observance and instructional manner only. Ms. Merrill said at times parents or guardians have been present; all parties are welcome to attend.

Ms. Lang added that a letter is sent out before the presentation so the guardians, public guardians and/or parents are aware of what their loved ones will be participating in.

Mr. Heavilin asked what the actual change was to the policy. Ms. Lang said they follow the federal guidelines in doing this twice a year so that an individual has an informed choice. It facilitates individual decision making, referral for benefits planning, then the division can contract with other entities who will pay providers to handle the day-to-day, in-person on-the-job assistance until the individual is able to handle work they are hired to do.

Mrs. Gonzalez interrupted the proceedings via interpreter asking Ms. Lang to repeat what she was explaining in regards to the presentations. Ms. Lang repeated the presentations are given on an annual basis to provide informed choices. Ms. Lang said these items of business fall under the WIOA.

Mr. Heavilin thanked the Rehabilitation Division for having these presentations and including the Nevada Disability and Advocacy and Law Center's information, including benefits planning. He said it might be nice in the future to have a presentation to the Council reporting on how many presentations have been given, where they were given and how many attended at locations with sub-minimum wage certificates to get more individuals into competitive employment.

Ms. Lang then gave a brief summary saying: we have approximately 1200 individuals, there are 10 facilities, the two largest are in Southern Nevada (Opportunity Village and Transition Services) the first round has been completed, most of the other providers are 100 individuals or less and they will be completed within their required timeframe.

Ms. Merrill added that as of that morning 836 individuals have received the presentation. At the end of each presentation there is a survey given to the participants and we have received overwhelming approval of the information being shared.

Ms. Kincaid asked if there was any data on the 836 who made the decision to move into competitive employment by becoming a Vocational Rehabilitation client. She added she was a little concerned that the presentations are a bit abstract. Abstract in the individual not being able to picture themselves doing something different from what they are used to. She asked if there were any pictures of examples showing different employment options.

Ms. Merrill indicated that the existing presentation was worked on with a partner state, Hawaii and it's been used and modified from other states and it has been modified to be Nevada-specific. Ms. Merrill invited Ms. Kincaid to see the presentation first-hand to see the interactive experience with the leader and the participants.

Section 13: Supported Employment (SE)

- Reformatting of section—deletion of some narrative in favor of a checklist to provide clarity, and addition of other narrative, within the checklist, to more closely align with requirements in the Federal Regulations
- Major deletions include:
 - Some wording regarding assessment of vocational needs (assessments of vocational needs is covered in another section)
 - The requirement that customized employment is limited to supported employment cases
- Major additions include:
 - Allowance of and policies regarding a "short term basis" in which an individual working in integrated employment can work on a short term basis toward competitive wages and still achieve an employment outcome.
 - (Currently not applicable in Nevada)
 - The Individualized Plan for Employment must include a weekly work requirement (goal for the number of hours an individual will work before transitioning to extended services)
 - Supported Employment funds cannot be utilized prior to a job placement; S.E. funds must be used to support and maintain the individual on the job.
 - Policies regarding extending supported employment services beyond 24 months prior to the transition to extended services
 - Requirement that the case is not moved to employed status until the case has transitioned to extended services and VR is no longer providing S.E. services

8. OTHER REPORTS

Bill Heavilin to report on statistical information from Nevada Disability Advocacy and Law Center, Client Assistance Program.

Mr. Heavilin had nothing to report.

9. **ADMINISTRATOR'S REPORT**

Ms. Hendren provided a legislative update on the bills the Rehabilitation Division was tracking.

- AB20 - VR bill includes changes to statutes that dictate services to the Vocational Rehabilitation program as well as for the Blind and Visually impaired program under NRS 615 and 426. This bill has been through all its hearings, has to go to the full floor for the vote, then onto the Governor's office for his signature to become law.
- AB64 - The Division was tracking this bill on education. The original bill said students with disabilities could graduate with a diploma if they could *demonstrate* a proficiency rather than taking the year end tests other students have to take. There was an amendment added to the bill for certain students with disabilities to receive an *alternative* diploma. The bill also broadens the scope of who can graduate with a standard diploma by allowing some students to do an end of year portfolio and the school will be able to judge on the portfolio if that student will graduate with a standard or alternative diploma.
- AB192 - Pertains to the 700-Hour program. This bill would make the 700-Hour program's certified participants list a required first option for consideration before obtaining recruitment lists for all open state positions.

The 700-Hour program provides for temporary limited appointment of individuals with disabilities, not to exceed 700 hours. An individual is placed on a 700-Hour list if certified by a counselor in the Rehabilitation Division of the Department of Employment, Training & Rehabilitation and if he or she meets the minimum qualifications for a position.

A 700-Hour appointment may be converted to a regular appointment before the end of the 700 hours, subject to a trial or probationary period. If an employee is converted to a regular appointment, the employee's hours in the position as a 700-hour appointment are counted towards his or her completion of a trial or probationary period.

- AB362 - This is an education bill that the Vocational Rehabilitation Division had removed the fiscal note due to approved amendments. The VR program currently has 172 active provider agreements with an unknown total number of employees within each of those service providers. The Division estimates one Program Officer I could perform these duties, as outlined in AB362, in about 20 hours per week.
This Bill is still in the Ways and Means committee.
- AB483 - Has to do with the Preferred Purchase program. The Rehabilitation Division was established as the oversight agency for the Preferred Purchase Program within Nevada Revised Statutes. However, the statutes dictating the program requirements are all within Purchasing Division statutes within NRS 332, 333 and 334. Furthermore, the Rehabilitation Division does not place consumers from its vocational rehabilitation programs into employment with these non-profit entities for Preferred Purchase contracts, as it would be contrary to federal laws governing the vocational rehabilitation program. Title IV of the Workforce Innovation and Opportunity Act (WIOA) requires the vocational rehabilitation program to only place consumers into "competitive, integrated employment." Most of the work performed by people with disabilities within the Preferred Purchase Program does not meet the federal definition of "competitive, integrated employment."

Ms. Hendren reported the Vocational Rehabilitation budget went through the legislature with little or no changes. The funding for new equipment for the Blind Business Enterprise of Nevada (BEN) program owner/operators was approved and they approved emergency training to those operators as well.

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For the Bureau of Services to the Blind and Visually Impaired (BSBVI), the Division had asked to move 12 full time equivalent (FTE) positions to the Bureau of Vocational Rehabilitation since there has been a significant drop in the number of consumers in BSBVI over the past five years and it was approved. Also these positions were working on VR cases already as there were not enough consumers in BSBVI to sustain full caseloads for all counselors. This change was for transparency. Also the federal grant allows counselors to work in either Bureau, serving all people with disabilities rather than just those with visual impairments.

Items Approved in the VR budget:

- In the VR budget a new vehicle was requested to be shared between the Carson City's Administration office and the Carson City JobConnect office personnel.
- A new statewide Training Officer for staff. For the past two years, training has been contracted out. This position will be able to work with the Quality Assurance Team and provide Technical Assistance to staff.
- We asked for a statewide Program Officer III; this would be our Transition Coordinator This position is discussed and encouraged in WIOA, and because of the increase in the number of students the Division is serving and expected to serve this individual will be able to liaison between the schools and VR staff. The population of students at VR has increased more than 25%, to over 800 students. The Division expects to continue to use contractors as well, in the effort of meeting all these students' needs.

There are 16,888 students between grades 9-12 that have an IEP or 504 plan statewide. We have serviced 841 students this year as opposed to the 136 served last year when the program was launched. 258 of the 841 students are not VR clients. These services will be delivered to all students whether or not they choose to be VR consumer. These students are a "ghost" caseload as they are not reported to the Council in its performance measures since these students do not have open cases with VR. So the 31% that have been served do not have open cases with VR.

- The Division asked for a vacant Administrative Assistant position to be converted into a Rehabilitation Counselor III to serve TMCC and the Third Party Cooperative Arrangements called "CareerConnect," allowing the counselor to carry a case load up to 100 students.
- The Preferred Purchase program was not only a bill but also a budget item. It was approved for removal from VR's jurisdiction.
- There was a DETR wide initiative to make the two Deputy Administrator positions unclassified. That issue was tabled and will be discussed by the whole floor of the legislature.

Ms. Hendren asked if anyone needed her to read through the performance measure packet documents. Being none, Mr. Hall said should any of the council members have questions they could contact Ms. Hendren and the information could be presented at the next meeting.

Ms. Hendren continued saying we have been asked to create career ladders within the Department of Employment, Training and Rehabilitation (DETR) because we have lost a lot of employees to other agencies where they get to a certain point and they cannot advance. The Vocational Rehabilitation Counselor series is very hard to recruit for because there is no Master's degree for this in Nevada. The Division has to recruit from out-of-state to find counselors. It takes a long time to fill the vacancies, which in turn prolongs when a consumer can be helped. In the past, a counselor had to have a Master's degree and Certified Rehabilitation Counselor (CRC) certification or eligibility to sit for the CRC, which made it hard to find qualified counselors to work for the Division.

Now in order to be a Rehabilitation Counselor I, the qualifications include someone with a Master's Degree or Bachelor's degree with 1 year of serving individuals with disabilities or 2 years as a Rehabilitation Technician or some combination thereof.

For the Rehab. Counselor II, the qualifications include: Master's Degree in Rehab. Counseling or 1 year experience in a similar occupation or 2 years' experience as a Rehabilitation Counselor I or a combination of education above a Bachelor's degree and with two years' experience.

The requirements for both Rehabilitation Counselor III and supervisor positions include the Master's degree that expertise is still going to be needed in working with a lot of their consumers. This is the advanced journey level in the series. Work is assigned through agency goals and objectives and goal attainment is monitored through informational reports, formal discussions and casework review. This class is distinguished from the lower level by greater signature authority for expenditure of funds and satellite office management, or supervisory and lead worker responsibility for subordinate professional staff. These duties result in a greater variety and complexity of work and higher levels of independence and decision-making.

The VR supervisor also needs the Master's degree and one year of advanced journey level experience as a Rehabilitation Counselor III which included supervising one or more professional rehabilitation staff; interpreting and applying established laws, regulations, policies and procedures related to the assigned program; and identifying problems, evaluating solutions and recommending action plans for improvement; or a Master's degree and one year of experience as a Rehabilitation Counselor III in Nevada State service.

Some minor changes were made as well, knowing the Workforce Innovation and Opportunity Act (WIOA).

10. **SECOND PUBLIC COMMENT**

Mr. Hall said for those attending who did not know how he runs the public comments, he may cut individuals off at the 3-minute mark. For those using interpreters the time will be extended by 5 minutes.

Mrs. Gonzalez through an interpreter said the point that Shelley made regarding Mrs. Gonzalez's communication. Mrs. Gonzalez has difficulty. Shelley may think that she can push me down, tell me not to yell and interrupt me during my communications, put me down, tell me not to scream—she feels oppressed. Both 504 and ADA allow her to have full access to the meeting. She said she was sorry Shelley did not understand this. Her issue and needs, her way her methods she (Shelley) is not aware of, plus she had additional disabilities included. How my disabilities affect her communications are critical. Again she wanted to let Shelley know Mrs. Gonzalez has a communication disability, do not tell her how she can communicate, because she is doing the best that she can, you have not allowed her to fully participate by saying to Mrs. Gonzalez to stop yelling. She asked Shelley to keep in the back of her mind the idea that everyone has all different perspectives. Mrs. Gonzalez continued through the interpreter how sorry she was that Shelley's perspective was more important and could exclude her, however it is not only Shelley's perspective that is critical here. By the way, your perspective may be illegal. The last thing she wanted to say was over time she has been looking at everyone at the meeting and she sees and feels that some of the attendants have feelings for only certain disabilities and they do not understand how a Deaf person feels. So she feels she can connect with Robin in relation to the Supported Employment presentation that some attendees may not understand it.

Mrs. Gonzalez continued via an interpreter, submitted to everyone using Robin Kincaid as an example saying she understands disability as she has a family member with disabilities. She said to Ms. Hendren the Gonzalez's needs have not been met due to her attitude. She berated Ms. Hendren for her attitude towards her.

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Mr. Pedro Gonzalez said through an interpreter that his case has been closed without any type of communication. He said that Ms. Hendren has not been listening to his communication issues, the video phone has poor reception and is not a way to communicate with him. He said he still has hopes that Ms. Hendren will change by taking a good look at herself in understanding how a Deaf person's specific troubles and what their needs are. He said he has started a Deaf advocate business. It is operating and doing well. I contract for authorization and those services I can no longer access which is not appropriate and that is what ethics say. I ask you to take a look at how you are doing case management, take a look at yourself and consider change.


He continued saying fair hearings were blocked to him as well. His case was not heard. He has asked for CDI and CHI services and has not received them. Mr. Gonzalez said he needs these services wherever he goes and the Rehabilitation Division should be providing those. Equal access should be available at all times. He suggested with their fears and anger aside take a good hard look at the issues, yourself and what is happening here. Sending him a formal letter is not effective communication, for him having a CDI and CHI is effective communication in all areas. He thanked everyone for listening.

Mr. Gonzalez added regarding correspondence, the court sending documents they do not understand he needs a CDI and CHI to interpret the documents to him and that is the Division's responsibility.

11. **ADJOURNMENT**

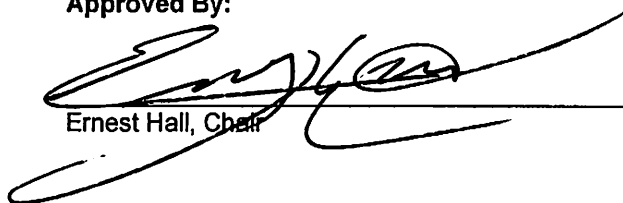
Mr. Hall thanked everyone for their participation and patience.
He adjourned the meeting at 12:34pm.

Edited By:



Javier Fernandez, Council Liaison

Approved By:



Ernest Hall, Chair