

**NEVADA STATE REHABILITATION COUNCIL (N.S.R.C.)  
MEETING MINUTES  
November 20, 2019**

Department of Employment Training & Rehabilitation  
500 E. Third Street, Carson City, NV 89713  
&  
Department of Employment Training & Rehabilitation  
2800 E. St. Louis Ave, Las Vegas, NV 89104

**COUNCIL MEMBERS PRESENT:**

Kacy Curry  
Julie Bowers  
Jean Peyton  
Shelley Hendren  
Rachel Jefferies  
David Nuestro  
Judith Swain

**COUNCIL MEMBERS ABSENT:**

None

**GUESTS/PUBLIC:**

Jack Mayes, Nevada Disability and Law Center  
Mary Chartrand, Goodwill

**STAFF:**

Justin Taruc, Deputy Attorney General  
Janice John, Rehab. Div. Deputy Administrator  
Javier Fernandez, VR Liaison to N.S.R.C.  
Kim Cantiero, VR District Manager  
Mechelle Merrill, VR Bureau Chief  
Rosa Mendez, Public Information Officer  
Christine Bonney, Administrative Assistant

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

Kacy Curry, Chair called the meeting to order at 9:03 a.m. Javier Fernandez NSRC Liaison called the role.

Mr. Fernandez determined a quorum was present and verified that the posting was completed on time in accordance with Open Meeting Law.

New council members were introduced. Rachel Jefferies, VR counselor and Judith Swain, from Opportunity Village.

2. **FIRST PUBLIC COMMENT**

None

3. **APPROVAL OF THE SEPTEMBER 25, 2019 MEETING MINUTES**

Ms. Curry began the discussion by asking if there were any corrections, modifications or changes to the September 25, 2019 meeting minutes. The only change made was a on page 4 under section 5, mid paragraph to correct the word "councilors" to "counselors". Jean Peyton moved to approve the minutes as written with the corrected change. David Nuestro seconded. All in favor, none opposed, none abstained, motion carried, minutes approved.

11. **UPDATE ON RECRUITMENTS FOR NSRC COUNCIL MEMBERSHIP**

Ms. Curry started this item by asking if there has been new information. Javier Fernandez informed the council that we had received information from the Board & Commissions office that three new appointments had been made. Dr. Tiffany Tyler-Garner, the DETR Director, will represent the Workforce Investment Board position, Joshua Baker will represent the Disability Advocate position. He was a previous member on the council. Rebecca Roberts will represent the Disability Advocate position. Mr. Fernandez has reached out to the Boards & Commissions office multiple times regarding the applications for Mary Chartrand, Jack Mayes, and Steven Cohen and there are no updates on their applications. Also, there was a lady by the name of Tammy Carrera she is the Social Services Director for the Battle Mountain Ban Council and she was going to apply for the Native American Section 121 VR program position. Shelley Hendren, Rehabilitation Division Administrator, stated that the council is lacking four positions for Business Representatives and recruitment is ongoing. Anything the council can do to help is appreciated. Ms. Curry asked if there is a new contact at the Boards and commissions office. Mr. Fernandez indicated yes, and her name is Kamber Davoren she is the Program Officer at the Boards and Commissions office.

4. **ELECTION OF VICE-CHAIR FOR REMAINDER OF TERM THROUGH JUNE 30, 2020**

Ms. Hendren indicated that in the meeting materials there is a copy of the Bylaws for the council. Within the Bylaws there is a section pertaining to the positions of Chair and Vice-Chair. Normally elections are done before the end of the state fiscal year term beginning in July but due to there being a vacancy in the position of Vice-Chair elections are being held today to complete this fiscal year's term. Whomever volunteers or is nominated will fill the Vice-Chair position until June 30<sup>th</sup> and then elections will be held again at the normal time. Ms. Hendren gave a summary of the duties of the Chair and Vice-Chair. Ms. Hendren asked for a volunteer. David Nuestro volunteered to be Vice-Chair. Ms. Hendren then asked if there were any other volunteers or nominations for the position, hearing none Ms. Hendren asked the council to vote. A vote was made, all were in favor, none opposed, none abstained, motion carried. Mr. Nuestro was elected as Vice-Chair.

Jean Peyton brought up that at the last council meeting it was ended mid-meeting due to the loss of quorum, but in the Bylaws Ms. Peyton states that the meeting could have continued as long as no action was taken. Justin Taruc, Deputy Attorney General indicated that yes it could have continued, but because quorum was lost the information given could not be a part of the meeting and would not be recorded in the minutes.

5. **NSRC ANNUAL REPORT FINAL DRAFT**

Rosa Mendez, Public Information officer presented an overview of the NSRC Annual Report and indicated that if the council wanted an updated council picture she was prepared to do so. Ms. Hendren indicated that there have been edits made to the success stories not reflected in the meeting materials. On page 27 the graph on Pre-Employment Transition Services is not accurate due to pending totals. Jean Peyton made some suggestions. Page 13, first paragraph the word "where" is duplicated. Page 15, add indentation to the 2<sup>nd</sup> portion of the sentence. Remove the word "Nevada" after Easterseals. At the bottom of the page, move the loving cup over to the left so not to cover the title of the report. Page 21 under "Sara Villanueva success stories", rephrase the first 2 lines of the last paragraph.

On page 13, Ms. Curry requested for the 700-hour program picture to reflect a current participate. Ms. Curry asked if the totals on the service map on page 31 were current? Ms. Hendren stated that totals listed are current. The totals reflect the number of individuals that achieved successful employment in each Nevada county. Lyon county was missing from the map and it will be added. Ms. Curry has asked for a motion. Ms. Peyton made a motion to approve the annual report with the correction discussed and with the Pre-Employment Transition Services information being sent to the council before printing. Mr. Nuestro seconded. A vote was made, all were in favor, none opposed, none abstained, motion carried. Ms. Hendren suggested to the council that if they have any additional feedback to advise Mr. Fernandez who will pass on the information to Ms. Mendez. All feedback should be submitted by November 29, 2019.

6. **OTHER REPORTS**

Jack Mayes, Executive Director of the Nevada Disability and Law Center provided a report on the Client Assistance Program (CAP). The CAP program participated in VR's Job Shadowing program in both Reno and Las Vegas to provide information on the available opportunities. Janice John, VR's Deputy Administrator of Programs made a presentation during their staff retreat in September. Currently CAP is working on their year-end performance report and it should be finished within the week. Mr. Mayes shared some of the totals from the report. This year they received 108 service requests, and as a reminder the CAP program advocates for individuals seeking services under the Rehabilitation Act which can cover Independent Living Programs and the Centers for Independent Living. CAP also provided information under Title I of the Americans with Disabilities Act (ADA) related to employment. The most common concern is a conflict of VR services to be provided. Often it comes down to educating the client and reestablishing communication with the client and counselor. The CAP has not had any to Due Process Hearings so far. CAP received a copy of the fiscal year 2018 Nevada BVR Monitoring Report. VR had a site review monitoring that came out in October and some of the findings will be followed up on.

Ms. Curry reported that the Statewide Independent Living Council (SILC) is currently working with the Center for Independent Living with new programs in the Pre-ETS and with membership outreach. Progressing with the State Plan. Ms. Hendren asked if SILC will be posting their state plan publicly, and if so, where can it be found? Ms. Curry stated she would get that information to the council. Ms. Hendren asked if she could provide a list of the members on the SILC. Ms. Curry will provide that information to the council by the next meeting.

7. **VR PROCESS FLOW CHART REVIEW**

Janice John, Division Deputy Administrator presented an overview of the VR process with the changes suggested from the last NSRC meeting.

One of the changes that Ms. John has addressed was on the second arrow of the flow chart with word "Intake" instead of the words "Initial Interview". The third arrow has been changed to "Eligibility Determined" instead of "Eligibility". The fourth arrow has been changed to "Planning" instead of "Activation". Under "Planning" we added: "such as, Aptitude/Interest tests etc.". Under "Employment" added "Follow along and support for at least 90 days of stable employment". Under "Closure" we added: (Rehabilitation or Other Reasons). We removed the bullet indicating: 10-day closure letter (working or not – due to lack of follow through).

Mechelle Merrill, Division Bureau Chief indicated that the policy has always been to follow up with clients 90 days after successful employment, but since the Workforce Innovation Opportunity Act (WIOA) it stressed that VR follow up with them for 90 days after they are determined stable in the position. Ms. Merrill would like the council's support to change the wording in the employment portion from the current wording of "first 90 days of employment" to "90 days of stable employment".

(Changes are designated in red ink)

**Orientation**

- Call reception desk to schedule orientation or view on-line. (request accommodations if necessary)
- After orientation, pick up application packet
- Call reception desk to schedule an intake appointment

**Intake (instead of initial interview)**

- Bring completed application on day of interview
- Meet with assigned counselor

**Eligibility Determined (instead of eligibility)**

- 60 days to collect documentation of disability
- (In) Eligibility letter – “yes” or “no”

**Planning (instead of activation)**

- Meet with counselor to begin planning
- Fill out Financial Participation Assessment (FPA)
- Assessments as needed; **such as, Aptitude/Interest tests etc. (was added)**
- Labor market research

**Services**

- 90 days to establish vocational goal for Individualized Plan for Employment (IPE)
- Restoration and stabilization of disability (as applicable)
- Job fining or training (as needed)

**Employment**

- Working in agreed upon field (vocational goal)
- **Follow along and support for at least 90 days of stable employment (instead of beginning of closure process was added)**

**Closure**

- 90-day closure letter **(Rehabilitation or Other Reasons) (instead of if working)**
- **10-day closure letter (working or not – due to lack of follow through) (removed)**
- Right to appeal closure process – Client Assistance Program (CAP)
- Independently covering needs/responsibilities for stability after case closure

**Post-Employment Services**

- For clients closed from Employment status, if circumstances on the job come up that require additional supports or assistance, Post Employment Services (PES) may be provided.
- Clients contact their previous counselor to discuss the possibility of PES

8. **OVERVIEW OF THE SCOPE OF WORK ON AN EMBEDDED TRANSITION COORDINATOR**

Ms. John began the overview by sharing details of the contract with Lyon County School District. The Transition Coordinator is an employee of Lyon County School District the salary for the position is split into 1/3 increments VR, Lyon County and the Department of Education all share in this cost. The main duties comprise of ensuring Pre-Employment Transition Services are being offered by the school district staff to all students with disabilities through professional development activities and monitoring. Develop employment opportunities for students with disabilities through job coaching and professional development. Develop school-based learning projects. Co-collaborate with VR to develop summer work camps and work-based learning opportunities. Perform outreach to local businesses. Create and implement a data collection system for transition age students that accurately represents the transferrable skills and work habits. Douglas County is very interested in the program and their contract will start on July 1, 2020 and Washoe County is just waiting for final approval. This program is a great collaboration for all.

9. **REVIEW OF THE VOCATIONAL REHABILITATION SERVICES PORTION OF THE UNIFIED STATE PLAN**

Ms. Hendren began by stating that what is being presented to the council is the VR services portion of the Unified State Plan. The entire state plan is 125 pages that talks collectively about the workforce efforts in

Nevada and it details the Governor's vision and goals it also holds data on industries. The full document will be posted on the DETR website. In addition to the unified portion each of the core programs has a section as well. Title one is your local Workforce Development Boards. There is an office in the North and one in the South these offices are referred to One-Stops. Title two is Adult Education and Literacy Act. Title three is our partners in DETR, the Employment Security Division and would encompass the JobConnect system. Title four is Vocational Rehabilitation. A draft of this plan will be submitted into the Federal Portal, which will go to the Federal Department of Labor and the Federal Department of Education sometime in March of 2020. The state plan is a function of the Workforce Innovation and Opportunity Act (WIOA) that required these core workforce programs to work together to create a plan on how to better serve Nevada employers and those looking for work. The first four-year unified state plan was submitted three and a half years ago. At the two-year period a modification was done on the plan and now is the time to submit a new four-year state plan. The sections are very detailed, and VR must provide thorough information on each section's questions.

Ms. Hendren created an executive summary which highlights the changes so far. The council asked for an overview of the summary. Ms. Hendren indicated the following changes:

1. Page 3-6 Section b. I. **Request for Waiver for State wideness**

Removed the Third-Party Cooperative Arrangement (TPCA) with UNLV. This pertains to programs in a specific area and the requirement is to be statewide and if they can't be VR must request a waiver. VR has a cooperative arrangement with Washoe County School District, Clark County School District, Western Nevada College and Truckee Meadows Community College. The biggest change from two years ago is University of Nevada Las Vegas (UNLV) canceled their contract with VR.

2. Page 6-8 Section c.1. **Cooperative agreements with agencies not carrying out activities under the Statewide Workforce Development System.**

Indicates VR's efforts to collaborate with Tribal VR programs. VR has interlocal contracts with WIOA sec. 121 Native American agencies, known as the Moapa Band of Paiutes, Fort Mojave Indian Tribe and Shoshone Paiute Tribe of the Duck Valley and a working agreement with the Fallon Paiute Shoshone Tribe. VR's Rehabilitation Counselor in Winnemucca has collaborated with the Battle Mountain Band of the Te-Moak Tribe of Western Shoshone to be a work/training site, and VR has also presented the Tribe with an interlocal contract for consideration. VR has reached out to the Fort McDermitt Paiute & Shoshone Tribe.

Staff members from VR participated in the Elko County Transition Summit in April of 2019, and participated in the Transition Career Fair in October of 2019. VR staff participate in Transition Fairs across the State, attend Chamber of commerce events, and provide outreach in the community. Outreach included: state mental health agencies, Veterans' Administration, WellCare and Northern Nevada Behavioral Health Systems (which increased participation and services by VR with veterans, the homeless and those with mental health disabilities), VR's Counselor in Elko sits on the State Library and Literacy Council representing disability, National Federation of the Blind, Disability Awareness Fair coordinated by Southern Nevada Center for Independent Living held each October in Las Vegas, VR staff presented at the Advocating Change Together: 2019 Self-Advocacy Conference in Las Vegas, and the business services staff teamed up with ESD Business Services staff and shared a booth at the Nevada Governor's Conference on Business on October 18, 2018 in Las Vegas.

3. Page 9-10 Section d.1. **Coordination with Education Officials**

New in 2019, VR was invited to participate with the Nevada Department of Education and Regional Center on the Nevada Transition Leadership Team. The focus is to come together to talk about statewide and regional issues. Members represent all parts of the State, and some activities include cross training, a universal release of information document, resource guide/information and increased collaboration.

4. Page 15-18 Section f. **Arrangements and Cooperative Agreements for the Provision of Supported Employment Services.**

VR has a vendor that provides extended services for individuals who may not have regional center follow-along services but have Social Security benefits. In southern Nevada, VR collaborates with the Desert Regional Center, Opportunity Village and community business partners to provide The Pathway to Work Program. This program is designed to help individuals with disabilities move from center-based employment services to full-time or part-time community-based jobs at or above minimum wage. It is a community, integrated "on-the-job" training program that is conducted at a business partner's job site with additional classroom instruction at an Opportunity Village campus.

The Sierra Regional Center provides ongoing (i.e., post-90 days) follow-along supports using jobs and day training (IDT) Medicaid waiver funds. This collaboration has been very successful, with an average 85 percent placement rate.

Currently, Griffin Hammond has been mentoring vendors and VR staff statewide as they continue to move clients through the customized employment process. In addition, staff have been taking part in the Customized Employment Community of Practice meetings hosted by our Workforce Innovation Technical Assistance Center (WINTAC), which has been valuable as we seek to develop a strong customized employment program.

5. Page 25 i.1.B.i. **Personnel Development**

With the implementation of WIOA, and the previous changes to the Rehabilitation Counselor class specifications in April 2017, recruiting has been less of a challenge. VR now typically hires counselors at the RC II, Bachelor's Degree level, both from inside and outside Nevada. In addition, the new specifications expanded the series to allow the hire of seasoned Rehabilitation technicians as RC is, thereby creating a career ladder for Rehabilitation staff and ensuring consistent staffing levels for the program.

6. Page 25-30 i.2. **Plan for Recruitment, Preparation and Retention of Qualified Personnel**

Update on training provided by VR's training officer, initially hired in late 2017, including the following: Effective Communication, Responsibilities under ADA and Section 504 provided annually to staff and to the members of the Nevada State Rehabilitation Council. Annual training is also offered to staff regarding changes made to the agency's Participant Services Policy and Procedures Manual. Finally, a 2- day In-Service training was provided to all Rehabilitation staff in June 2019 on disability-related topics such as Compassion Fatigue, Autism Spectrum issues/awareness, and Pre-Employment Transition Services (Pre-ETS).

7. Page 31-33 i.4.A. **Staff Development**

Updated all training provided to staff by the training officer and Quality Assurance Team. This extensive list includes such topics as: Resolving Single Audit Exceptions; Stress Management; Diversity; Client Financial Participation; and Benefits Planning.

Trainings provided by outside entities include:

- Customized Employment: Mentoring for those vendors and staff who have received the Association of Community Rehabilitation Educators (ACRE) certification, ongoing Community of Practice meetings, and consultation as needed.
- Transition: Assisted in sharing information regarding transition with our local Department of Education and local regional centers.
- Received technical assistance from Mississippi State University's National Research and Training Center on Blindness and Low Vision (NTAC-BVI) specific to VR's Older Individuals Who Are Blind

program.

8. Page 36 **i.6. Coordination of Personnel Development Under the Individuals with Disabilities Act**

Updated this section. In May 2019, Nevada sent a team consisting of Nevada Dept. of Education staff and VR's Deputy Administrator and Statewide Transition Coordinator to the National Technical Assistance Center on Transition's Capacity Building Institute. They participated in multiple seminars and were presenters on best practices in transition in Nevada.

The DSU also attends the quarterly Special Education Director's Meetings to provide updates, expand collaboration, create new programs, share success stories and support the linkage between schools and VR's transition staff and coordinators.

Ms. Hendren is moving to another section but explains the section she is skipping has missing data. VR must wait until the end of October to gather the Federal Fiscal year totals.

9. Page 55-56 **o.8.B. support innovation and expansion activities programs that were implemented**

Updated VR's Innovation and Expansion Activities: VR is partnering with Sephora in Southern Nevada, a global leader in retail, and Easterseals to provide an on-the-job training program that leads to full-time placement upon successful completion for VR clients. This model has proven success in another Sephora distribution center, as well as many other large distribution companies throughout the US. Sephora's goal is to hire 50 individuals with disabilities within the first year of operation to fill full-time positions on first and second shifts, with the goal of 100 long term positions for people with disabilities.

The Starbucks Corporation remains a strong partner of the VR program. In addition to the ongoing program for warehousing and distribution, this partnership now offers a pre-training program for baristas to work in Starbucks retail stores.

VR partnered with the University of Nevada, Reno to offer an on-campus summer camp experience for juniors and seniors with disabilities from Northern and Rural Nevada. This expansion program was fashioned after the long-term and successful CRAVE Camp in Southern Nevada, based out of UNLV. Going forward, the DSU is working to expand into more disability-specific summer camp opportunities such as a Deaf camp and STEM learning camps.

The Workforce Services Team continues to grow to meet the needs of VR clients. After expanding in 2016, VR repurposed a vacant position to be a supervisor on this team. Going forward, the team will be adding to their emphasis to include in-house job development services, thereby better controlling the referrals to outside vendors and handling more of the job development duties in-house. Services will include job clubs, job seeking skills classes, and work search skills development. This team is also increasing its outreach to businesses.

With the guidance of the National Technical Assistance Center on Transition (NTACT) VR and NDOE are working to provide technical assistance to expand outreach to one additional urban high school. This will become the model for how transition activities, including Pre-ETS and collaboration with NDOE's Career and Technical Education (CTE) will be handled across the state.

In recognition of the lack of choices for individuals with developmental and intellectual disabilities (DD/ID), not wanting to be in day habilitation or sheltered settings, VR is working with TransCen Inc. to bring the Meaningful Day program to Nevada. VR will partner with the Aging and Disability Services Division (ADSD) for cross training of VR and ADSD/Regional Center staff to learn this innovative approach to braiding

funding in an effort for a more meaningful day for clients.

10. Page 56 o.8.C. **Equitable access for individuals with disabilities to receive services**  
Updated overcoming barriers to access including providing Disability Awareness Training as well as training in Assistive Technology to the staff of our American Job Center locations and One-Stops locations. VR's Rehabilitation Instructor, who specializes in Assistive Technology, has assisted in determining the accessibility of agency internal documents, as well as websites. She also checks for screen reader accessibility on documents/flyers we receive from our community partners prior to use sending these to our clients.

11. Page 60-61 p.4. **How the funds reserved for innovation and expansion activities were utilized**

Added new items related to how funds were spent for innovation and expansion activities that were identified in the previous state plan, including:

- VR paid vendors to operate topic-specific summer camps for transition students with disabilities. All camps met the Pre-ETS requirements and met Pre-ETS standards for instruction.
- The Nevada Technical Assistance Center for Transition (NTACT) was extended another year to continue working with Nevada on specific technical assistance.
  - The DSU braided funding with the Washoe County School District (WCSD) for the purchase of 3 PAES Labs for hands-on practical work skills instruction. Topics such as carpentry, electrical, data entry, sewing and plumbing are included in the instruction. WCSD values this instruction so much, they have added 3 more labs at their own cost. VR intends to expand these labs to Southern Nevada.
  - The DSU continues to braid funding with Lyon County School District for a regional Transition Coordinator.
- To better meet WIOA reporting requirements, and create efficiencies for staff, VR purchased a new case management system from Alliance Enterprises called "AWARE VR," live since April 2019. This streamlines data collection, case records, financial management and common performance measures data collection and reporting.
- To save funds through increased efficiency, the DSU is working to bring DocuSign into field work, saving time for counselors and clients alike.
- To meet the needs of clients in Southern Nevada, VR is expanding its facility at its main office in Las Vegas. This will make room for new staff allocated in the 2019 Legislative Session and better meet the needs of VR clients.

Ms. Hendren asked for feedback to be emailed to her or Mr. Fernandez.

10. **ADMINISTRATORS REPORT**

Ms. Hendren began her report with staff vacancies. VR has 18 vacancies total. 1 counselor vacancy in the North and 4 counselor vacancies in the South and 2 vacant Technician positions in the south.

The next report outlines bills passed in the last legislative session related to the council or those with disabilities:

**AB70 (open meeting law)** had changes to open meeting law and for a future council meeting there should be training provided. The new law indicates that if a teleconference meeting takes place and there is a Quorum a physical location must exist that any public member can attend. The public must be able to hear, observe and participate. Another point is that a subcommittee or work group must conduct themselves under open meeting law if there is at least two people from the public body and if the committee or workgroup are going to report back or make recommendation to the public body.



**AB91 (Guardianship/sterilization)** The bill has protections built in to protect persons with disabilities. The court will appoint an attorney or guardian during this legal process and that they will conduct a full evidentiary hearing before they ever authorize a guardian to allow sterilization of the person they are guarding. It will only be permitted if the court finds clear and convincing evidence that sterilization is in the best interest of the protected person.

**SB31 (Appointment of State Employees with Disabilities)** more progress with employment within the state. The State can fill positions with people who have disabilities which is our 700-hour program. This bill removes the requirement that the appointing authority would have to approve. It can be considered an accommodation and the EEO officer can move them without approval. The bill also removes the requirement that the employee must have successfully completed a probationary period before they can be transferred into another position. If their disability is preventing them from performing the duties and there is a position that they can transfer to that they are able to perform at the same level or lower they can be transferred into that position.

**SB 50 (700-Hour Program)** There were only two minor changes that were agreed upon. One was to add reasonable to accommodation so it mirrors the language in Americans with Disabilities Act (ADA). The other was in the prior legislative session when the bill was brought forward there was a lot of language added that said basically if the individual was receiving a benefit from your agency then you could not use the 700-hour list. That language was removed to eliminate the conflict of interest.

**SB 93 (Nevada Commission for Persons Who are Deaf, Hard of Hearing or Speech Impaired)** made some changes including shortening the name. It made changes to the members adding members and added an executive director which is a paid position.

**SB 202 (Reporting of students with disabilities in schools)** Schools must report on July 1<sup>st</sup> the number of students in their district on an Individualized Employment Plan (IEP) or a 504 Plan. They must also report the diagnosed disability. No names will be listed to the disability. Ms. Merrill asked if in the report will it indicate the grade of the individual or is it just aggregate in a school. Ms. Hendren stated that at this time she does not know if it has that language in the bill, but she will review the bill's details.

**SB216 (Commission on Autism Spectrum Disorder)** established in 2007. It also set terms limits for its members and duties. The Autism Treatment Assistance Program (ATAP) is the primary autism program in the department and all services must be coordinated with the commission. Policies related to this program must be coordinated with the commission as it related to Autism Spectrum.

The next section Ms. Hendren reported the Fourth Quarter Performance Measures.

The next report is for average caseload size, how long a case is kept open. Ms. Hendren explained that the average caseload size has decreased from FY18. In FY19 the average caseload size is 76. Over time with the passage of WIOA, VR's caseloads have increased, but not to a point where it's not manageable. Looking at the data of people served in FY19 it was almost 4600 which is about 500 lower the previous years. Ms. Hendren feels this is a sign of a good economy though whenever there is a good economy there are fewer people seeking services from VR. Cases are being kept open longer which could be due to WIOA now that it is fully implemented. The cases of individuals with the most significant disabilities are open longer due to multiple barriers that require multiple services over an extended period of time. Students with disabilities had a drop from FY18 to FY19. VR is doing more education and training now with that client base then in years passed so the case open time is an odd occurrence. General populations cases are being kept open longer with a dramatic increase. FY17 to FY18 they increased by 6% and FY18 to FY19 increased by 12%. We are not sure if this is the norm due to WIOA. Because the mandates in WIOA are very different and they talk about helping individuals into careers not just entry level jobs so there are likely more services. There is an emphasize on work experience which also adds time to cases. There is an

emphasis on industry recognized credentials including education. While the increase can seem alarming it will need to be seen if this trend is the new norm with the changes under WIOA.

**Goal # 1 Increase Number of Successful Employment Outcomes.** The first measure is for the outcome of individuals with the most significant disabilities what you will see is all totals are down. Overall totals if you look at how many people came to the program is 1729 which is consistent, but the outcome clients are dipping about 80 cases lower than previous years. That decrease could be related to section 511 and WIOA due to the changes that have been made.

**Goal #1: Increase Number of Successful Employment Outcomes**

Federal Fiscal Year	(A) Clients Closed After Service With No Employment	(B) Clients Closed With An Employment Outcome	Total	Goal
2017	866	746	1,612	
2018	1,018	765	1,783	
2019	1,048	681	1,729	822

A Clients that closed unsuccessfully after receiving services in the report timeframe.

B Clients that closed successfully (90 days of employment) in the report timeframe.

Measures: The FFY17 total was 746 and projected FFY18 was 768. Goal increased 7% (FFY19 = 822).

**Goal # 2a Increase Participation and Increase Successful Outcomes in VR Transition Services and Ensure Participants Receive as Appropriate Pre-Employment Transition Services (Pre-ETS) – Participation.** For the amount of new applications coming to services there is a decrease in these clients. This figure is unusual due to the amount of outreach VR is performing in this area.

**Goal #2a: Increase Participation and Increase Successful Outcomes in VR Transition Services and Ensure Participants Receive as Appropriate Pre-Employment Transition Services (Pre-ETS) - Participation**

Federal Fiscal Year	Total Transition Student Applications	Goal
2017	749	
2018	772	
2019	495	1,014

Transition Students with an Application Date in the report timeframe.

Measures: The FFY17 total was 749 and projected FFY18 was 874. Goal increased 16% (FFY19 = 1,014).

**Goal # 2b Increase Participation and Increase Successful Outcomes in VR Transition Services and Ensure Participants Receive as Appropriate Pre-Employment Transition Services (Pre-ETS) – Outcomes.**

The next portion of this measure shows the amount of client outcomes that have been enrolled in post-secondary education or clients out of high school transitioning to employment the total goal was 400 students and we are at half our goal.

**Goal #2b: Increase Participation and Increase Successful Outcomes in VR Transition Services and Ensure Participants Receive as Appropriate Pre-Employment Transition Services (Pre-ETS) - Outcomes**

Federal Fiscal Year	(A) Transition Students Closed With an Employment Outcome	(B) Transition Students With PostSecondary Education	Total	Goal
2017	148	156	304	
2018	175	136	311	
2019	86	71	157	400

A Transition Students that closed successfully (90 days of employment) in the report timeframe (60% of Total).

B Transition students with an authorization in occupational, vocational and/or university training and/or documented measurable skill gains with a service begin date in the report timeframe (40% of Total).

Measures: (A) and (B) the FFY17 total was 148 Employed and 156 in PostSecondary Education, totaling 304. The FFY18 total was projected at 180 Employed and 104 in PostSecondary Education, totaling 284. Goal of 400 (combined total).

**Goal #2c Increase Participation and Increase Successful Outcomes in VR Transition Services and Ensure Participants Receive as Appropriate Pre-Employment Transition Services (Pre-ETS) – Services.**

The totals are the same as the annual report totals. The low totals could be related to the conversion of our new AWARE case management system.

**Goal #2c: Increase Participation and Increase Successful Outcomes in VR Transition Services and Ensure Participants Receive as Appropriate Pre-Employment Transition Services (Pre-ETS) - Services**

Federal Fiscal Year	(A) Potentially Eligible Transition Students That Received Pre-ETS Service	(B) Transition Students With A VR Case That Received Pre-ETS Service	Total	Goal
2017 *	1,061	191	1,252	
2018 *	1,173	330	1,503	
2019 *	576	279	855	1,898

Transition students with an authorization in any of the five Pre-ETS categories: Counseling on Post-Secondary Education, Instruction in Self Advocacy, Job Exploration Counseling, Work Based Learning Experiences and Workplace Readiness Training with a service begin date in the report timeframe.

Measures: For FFY17, 1,065 transition students received Pre-ETS services and in FFY18, the total was 1,725. Goal increased 10% (FFY19 = 1,898).

(These figures were based on SFY data, not FFY, as mistakenly thought at the time. The data in the chart above has been updated to reflect the FFY time period).

**Goal # 3a Increase Participation and Successful Outcomes of Supported Employment Consumers in a Competitive, Integrated Setting – Participation**

Which is constant over the past few years.

**Goal #3a: Increase Participation and Successful Outcomes of Supported Employment Consumers in a Competitive, Integrated Setting - Participation**

Federal Fiscal Year	Total Open Supported Employment Consumers	Goal
2017	503	
2018	523	
2019	511	786

Supported Employment Consumers with an Application, Eligibility, Service and/or Employment Date in the report timeframe and Closure Date is NULL or ≥ 10/01/2018.

Measures: The FFY17 total was 503 and FFY18 was 523. With three quarters reporting in FFY19, the total was 684. Goal increased 15% (FFY19 = 786).

**Goal # 3b Increase Participation and Successful Outcomes of Supported Employment Consumers in a Competitive, Integrated Setting – Outcomes.**

Outcomes have a decreased.

**Goal #3b: Increase Participation and Successful Outcomes of Supported Employment Consumers in a Competitive, Integrated Setting - Outcomes**

Federal Fiscal Year	Supported Employment Consumers Closed With an Employment Outcome	Goal
2017	126	
2018	132	
2019	106	166

Supported Employment Consumers that closed successfully (90 days of employment) in the report timeframe.

Measures: The FFY17 total was 126 and projected FFY18 was 146. Goal increased by 20 (FFY19 = 166).

**Goal # 4 Collaborate with other Resources to Support Participants with Mental Health Disabilities to Obtain and Maintain Successful Employment.**

The totals really haven't moved very much.

**Goal #4: Collaborate With Other Resources to Support Participants with Mental Health Disabilities to Obtain and Maintain Successful Employment**

Federal Fiscal Year	(A) Clients Closed After Service With No Employment and a Mental Health Disability *	(B) Clients Closed With An Employment Outcome and a Mental Health Disability *	A + B = C	B - C = %	Goal
2017	411	245	656	37%	
2018	370	219	589	37%	
2019	378	203	581	35%	330

- A Clients that closed unsuccessfully after receiving services in the report timeframe and have a mental health disability.
- B Clients that closed successfully (90 days of employment) in the report timeframe and have a mental health disability.

\* Mental Health Disabilities include depression and other mood disorders, alcohol abuse or dependence, anxiety disorders, eating disorders, drug abuse or dependence, mental illness not listed elsewhere, personality disorders, schizophrenia and other psychotic disorders.

Measures: (B) Goal increased by 10% of FFY18 Projection (FFY19 = 330).

Measures: Goal is that individuals with mental health disabilities will have a successful case closure rate similar to other disability groups by FFY23. Current successful closure rate is 37% and a similar rate would be 41%.

**Goal # 5 Work with Eligible Government and Community Partners to Maximize Utilization of Resources and Federal Funds.**

VR have fewer third party cooperative arrangements that's why we have a decrease in this measure. VR brought in 1.8 million in FY19 so we drew down 6.8 million in federal funds. VR brought in more from other sources of funding and we have spent more than we ever have we spent. Of the grant VR returned 7.5 million unmatched federal funds.

**Goal #5: Work With Eligible Government and Community Partners to Maximize Utilization of Resources and Federal Funds**

Federal Fiscal Year	Non-General Fund Match (Expended)	Federal Section 110 Generated From Additional Match
2017	\$1,907,610	\$7,048,305
2018	\$2,279,532	\$8,422,496
2019	\$1,859,084	\$6,869,010

The last item to report is on Fair hearings and it has been low. In the last quarter there was only one Fair Hearing due to the disagreement of the Individual Plan of Employment.

12. **COMMENTS BY THE COUNCIL**

The next NSRC meeting is scheduled for February 11, 2020 at 9a.m. RSA monitoring report to be added on the February 2020 agenda.

13. **PUBLIC COMMENT**

Mr. Fernandez stated he will send an updated council roster after he receives the new appointments confirmations.

14. **ADJOURNMENT**

Meeting adjourned at 11:23 a.m.

N.S.R.C. Meeting Minutes  
November 20, 2019

**Edited By:**

*Javier Fernandez*

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Javier Fernandez, N.S.R.C. Liaison

**Approved By:**



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Kacy Curry, Chair