

NEVADA STATE REHABILITATION COUNCIL (N.S.R.C.)
MEETING MINUTES
May 22, 2019

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:

Julie Bowers
Kacy Curry
Jean Peyton
Shelley Hendren
Faith Wilson
Mary Chartrand
David Nuestro

COUNCIL MEMBERS ABSENT:

Bob Brown

GUESTS/PUBLIC:

Jack Mayes
Mark Noyes, Market Decisions Research
Steven Cohen

STAFF:

Rosalie Bordelove, Deputy Attorney General
Janice John, Rehab. Div. Deputy Administrator
Javier Fernandez, VR Liaison to N.S.R.C.
Mechelle Merrill, Div. Bureau Chief
Kim Cantiero, VR District Manager
Melissa Castro, Administrative Assistant
Drazen Elez, Div. Deputy Administrator

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

Kacy Curry vice-chair called the meeting to order at 9:07a.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.

2. **FIRST PUBLIC COMMENT**

Ms. Curry asked for any public comment. Jack Mayes, Executive Director of the Nevada Disability and Law Center stated he has been trying to get on the council as a member for the Client Assistance Program and is still awaiting the appointment from the Governor's office.

3. **APPROVAL OF THE FEBRUARY 13, 2019 MEETING MINUTES**

Ms. Curry asked if there were any corrections, changes or additions to the February 13, 2019 meeting minutes. Jean Peyton moved to approve as written. Mary Chartrand seconded. All council members indicated they were in favor, none opposed, none abstained, motion carried, minutes approved.

4. **ELECTION OF THE NSRC COUNCIL CHAIR AND VICE-CHAIR FOR TERM JULY 1, 2019 THROUGH JUNE 30, 2020.**

Shelley Hendren, Rehabilitation Division Administrator began the discussion by referring to the council Bylaws. Elections are held annually for the upcoming term based on the State fiscal year beginning July 1st. Voting members can serve as chair or vice-chair and non-voting members cannot serve. There is an ability of selecting co-chairs if the council wishes. The duties of the chair are to direct the meetings and all council business. The chair is also responsible to communicate with the Liaison or to staff directly on all issues raised and on behalf of the council. They also approve a draft of the meeting minutes. The vice-chair duties are to stand in for the chair, if the chair is unable to attend the meetings and is the chair for the state plan subcommittee meeting. Ms. Hendren asked if there are any volunteers or nominees for the position of chair or to make a recommendation. No volunteers currently. Jean Peyton nominated Kacy Curry for the position of chair. In turn, Ms. Curry nominated Jean Peyton for vice-chair. Ms. Peyton voiced her concern about not being able to chair the State Plan subcommittee and declined the nomination. Ms. Peyton nominated Bob Brown as vice chair. Ms. Peyton moved that Ms. Curry be elected chair of the council. Ms. Curry was elected as chair. Ms. Bowers seconded the motion. Ms. Peyton moved that Bob Brown be elected vice chair. A vote was made by all council members present, all in favor, none opposed, none abstained, motion carried. Mr. Brown was elected as vice-chair.

5. **VOLUNTEERS FOR THE STATE PLAN SUBCOMMITTEE MEETING SCHEDULED FOR WEDNESDAY, AUGUST 14, 2019 AT 10AM IN PERSON IN LAS VEGAS**

Ms. Hendren stated that the subcommittee can be composed of NSRC members and non NSRC members. Jack Mayes from Nevada Disability and Law center volunteered, Ms. Bowers volunteered, Ms. Hendren volunteered, and David Nuestro volunteered, Ms. Curry volunteered as well. Bob Brown if he accepts the vice-chair position will lead the meeting. John Rosenlund from Aging and Disability Services will be asked if he would like to volunteer for the subcommittee.

6. **CONSUMER SATISFACTION QUARTERLY RESULTS FROM MARKET DECISIONS RESEARCH (MDR)**

Ms. Hendren indicated that at the last NSRC meeting there was a presentation done on the summary of the annual survey and the council requested quarterly reports to be able to track trends. There was a technical problem with this quarter's data collection, but the next quarters reports will make up for the missed responses in this quarter. This quarters reporting period was January 1, 2019 through April 30, 2019, or with cases closed within the previous four months (September to December 2018). The overall response rate was 28%. There were 366 surveys completed. Not all 475 surveys we able to be completed as planned.

Domain Scores Trending (General VR) compares the data presented by year end data from previous year 2018 to the current year so you can see the changes being made.

Domain Scores Trending (General VR)

Domain	Sept - Dec 2018	Jan - April 2019
Overall Satisfaction and Expectations	75	75
Experience with Services Provided by VR	77	77
Experience with Staff and Counselors	87	87
Communications with Staff	75	75
Customer Control and Involvement	79	79
Outcomes and Meeting Goals	81	80
Ease of the application process for VR services	77	77
Accessibility of the VR office for someone with your type of disability	92	91
Satisfaction with current employment	79	81
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	94%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	71%

Totals stayed consistent as far as the ratings except for the two bottom questions. The first being “Would you tell your friends with disabilities to go to VR for help”? That percentage of yes went up. The second being “Did you experience any problems with VR or the services that they provided”? The percent of those that indicated no went up on this question. Both are slight improvements.

Domain Scores Trending (Youth in Transition) focuses on youth population students and youths up to age 24 and you can see the difference from last year’s totals vs. the first quarter of this year.

Domain Scores Trending (Youth in Transition)

Domain	Sept - Dec 2018	Jan - April 2019
Overall Satisfaction and Expectations	81	77
Experience with Services Provided by VR	80	79
Experience with Staff and Counselors	94	90
Communications with Staff	77	75
Customer Control and Involvement	84	82
Outcomes and Meeting Goals	88	89
Ease of the application process for VR services	78	73
Accessibility of the VR office for someone with your type of disability	88	88
Satisfaction with current employment	75	80
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	98%	97%
Did you experience any problems with VR or the services they have provided to you? (% no)	78%	83%

There are a lot of fluctuations in this area and unfortunately most of them have gone down. Overall satisfaction went down, experience with staff went down, communication went down, customer-controlled involvement went down. They were not dramatic decreases, but with it only being the first quarter we should caution on this small sample and follow the trend, if it continues then maybe VR have some concern. Mainly with the youth population we see this decrease. Now while we see it fluctuate down on overall the bottom three questions had varied changes, so we may need to wait another quarter to see if this trend continues.

Domain Scores Trending (Older Individuals who are Blind) for our population of older individuals who are blind who are 55 and older in VR’s Independent Living Program.

Domain Scores Trending (Older Individuals who are Blind)

Domain	Sept – Dec 2018	Jan - April 2019
Overall Satisfaction and Expectations	87	85
Experience with Services Provided by VR	88	90
Experience with Staff and Counselors	95	96
Communications with Staff	87	89
Customer Control and Involvement	86	88
Outcomes and Meeting Goals	85	85
Ease of the application process for VR services	83	67
Accessibility of the VR office for someone with your type of disability	90	86
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	99%	100%
Did you experience any problems with VR or the services they have provided to you? (% no)	96%	75%

There are two metrics that went down and the rest we saw an increase. One that went down was the ease of the application process and that was a dramatic downward spike. The application has been streamlined more with the order on the form, but we may need to ensure our clients that we can help them fill out the application process, so they don’t feel like they are on their own. The second one was “Did you experience any problems with VR and the services they provided you”? The percent of “no’s” on this question has fallen dramatically. Next quarter we will have to see if this is due to vender service provider issues.

Domain Scores by District (General VR) January – April 2019. This data shows the scores of general VR by region.

Domain Scores by District (General VR) January – April 2019

Domain	General VR Overall	North	South	Rural
Overall Satisfaction and Expectations	75	77	73	87
Experience with Services Provided by VR	77	78	75	87
Experience with Staff and Counselors	87	87	86	95
Communications with Staff	75	78	72	86
Customer Control and Involvement	79	82	76	87
Outcomes and Meeting Goals	80	82	77	91
Ease of the application process for VR services	77	77	76	85
Accessibility of the VR office for someone with your type of disability	91	91	91	96
Satisfaction with current employment	81	78	82	82
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	94%	96%	92%	97%
Did you experience any problems with VR or the services they have provided to you? (% no)	71%	73%	68%	80%

The lower scores seem to be more in the South, so we may need to look at what might be causing this. The only metric that was lower elsewhere was “Satisfaction of current employment” which was lower in the North.

Domain Scores by District and Trending (Youth in Transition) January through April 2019. The youth scores were divided by region and these scores show the same trend with the lower scores in the Southern offices, but there are some exceptions there all exclusively in the rural areas.

Domain Scores by District and Trending (Youth in Transition) January – April 2019

Domain	YIT Overall	North	South	Rural
Overall Satisfaction and Expectations	77	83	75	67
Experience with Services Provided by VR	79	86	74	75
Experience with Staff and Counselors	90	94	87	84
Communications with Staff	75	79	72	72
Customer Control and Involvement	82	85	80	83
Outcomes and Meeting Goals	89	93	86	90
Ease of the application process for VR services	73	78	73	49
Accessibility of the VR office for someone with your type of disability	88	94	83	85
Satisfaction with current employment	80	77	83	85
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	97%	100%	93%	100%
Did you experience any problems with VR or the services they have provided to you? (% no)	83%	87%	87%	49%

Overall satisfaction is lower in the rural areas due to limited employment opportunities. Experience with staff and counselors was lower in rural areas as well. The losing of a staff member has a major impact due to limited staff in those rural offices. Communication with staff have the lower scores are the same in the South and the rural areas. Ease of application process is dramatically lower in the rural areas, this could be due to a staffing issues. The last one that seems to be dramatically lower in the rural areas is “Did you experience any problems with VR or the services provided to you”? The “no” scoring percentage was 49%. One thing we could possibly due is to increase outreach to businesses in the rural areas. Council members were asked if they had any suggestions on how to increase the totals.

Mechelle Merrill, Division Bureau Chief stated that the decreased number in the rural areas for client satisfaction could be due to the population not having access to certain services or venders in a readily available fashion due to the demographic. Mark Noyes from Market Decisions Research stated that Ms. Hendren noted to him that in the older individuals that are blind population and the rural population there were a very small amount of cases for these populations, so he feels that these totals will not fluctuate from quarter to quarter due to the population density.

Problems Experienced

Ms. Hendren felt the current percentage for the South is a good number that can be improved upon.

- 24% of consumers reported experiencing a problem with VR or the services they were provided.

Have you experienced any problems with VR or the services they have provided to you?
 (General VR, Youth in Transition, and Older Individuals who are Blind)

	Overall	North	South	Rural
Yes	24%	22%	26%	23%
No	76%	78%	74%	77%

Problems Experienced by District

Ms. Hendren indicated that Bob Brown had requested of Market Decisions Research to split the totals by district, by doing this we lose the benchmarks which is something that we want to keep. So, the question is do we want to have it by district or by benchmark as it was originally designed to be? The highest percentage problem we are experiencing is poor communication.

- Overall, 16% of VR consumers reported poor communication as the most common problem.

What problems have you experienced with VR or the services VR has provided to you? (Most common responses)
 (% among those reporting problems, General VR, Youth in Transition, and Older Individuals who are Blind)

	Overall	North	South	Rural
Better communication needed	16%	16%	18%	0%
Changing counselors, switching too much, causes problems	12%	0%	19%	15%
Staff has poor attitude, disrespectful, unprofessional	7%	9%	0%	37%
Calls, mail not returned for days, weeks, had to wait too long for return call	6%	0%	10%	0%
Nothing achieved, VR not effective	5%	3%	7%	0%
Was not given information about choices	3%	0%	6%	0%
Transportation issue, no transportation, need transportation to get to work	3%	9%	0%	6%
Time lag to get services, appointments	3%	6%	2%	0%
Counselor is not reliable, late for appointments, no shows	3%	0%	6%	0%

Multiple Counselors

- Overall, 48% of consumers reported working with multiple VR counselors during their time with VR.

While a client of VR, did you more than one vocational rehabilitation counselor?
 (General VR, Youth in Transition, and Older Individuals who are Blind)

	Overall	North	South	Rural
Yes	48%	51%	45%	51%
No	50%	48%	52%	49%
Unsure	2%	1%	3%	-

The next problem we face is multiple counselors and transferring cases due to staff vacancies.

Multiple Counselors – Feedback

- When a respondent reported having multiple counselors, they were asked if it affected their ability to receive services.
 - 37% said yes.

How did having more than one VR counselor affect your ability to get services through VR? (% reporting multiple counselors effect services, General VR, Youth in Transition, and Older Individuals who are Blind)

	Overall
Services delayed, started over with each switch	33%
Wasn't notified of switch, don't know who counselor is	17%
Hasn't been contacted by new counselor	15%
New counselor better than previous	15%
Change is confusing, difficult	11%
Counselors were inexperienced, not up-to-date on case	8%
New counselor is rude, disrespectful, doesn't care or help	8%

There isn't anything to unusual in these percentages.

Working Well

Equipment that was needed was provided. Assisted Technology has dramatically increased for those that need it. We still need help in the North with doing assessments for technology and delivery & training in the rural areas.

In thinking about your experience with VR what worked well for you? (Most common responses, General VR, Youth in Transition, and Older Individuals who are Blind)

	Overall
All, everything	9%
The needed equipment that was provided	7%
Nothing in particular	7%
Being more independent, positive effect on life	7%
Receiving help from a counselor in general	6%
Knowledge obtained from further schooling or training	5%
Talking with counselor, having a relationship	5%
Helpfulness of staff	5%

Difficulties

Listed are the highest ranked difficulties clients are encountering. The number one was coping with disabilities.

What has been the most challenging part of your experience? (Most common responses, General VR, Youth in Transition, and Older Individuals who are Blind)

	Overall
Personal barriers, being independent, coping with disability	8%
Delays in services in general	7%
Finding desirable position or school	6%
Job or school is challenging	6%
Transportation	4%
Application, acceptance, getting started, waiting	4%
Communication in general	4%
Process of seeking employment	3%
Deciding on a career goal	3%
Switching of counselors	3%

Consumer Feedback

- At any point when a respondent expressed a less-than-positive experience they were asked to express in their own words why they felt that way.
 - The following table summarizes their most common responses (% all respondents leaving feedback).

	Overall
Counselor didn't ask my opinion, no opportunity for input	11%
Time lag to get services, appointments	9%
Counselor did not return calls, emails or follow up	8%
Had no control over experience, told me what to do	7%
Counselor would not listen, dismissed concerns	6%
More qualified staff, knowledge of disabilities, services	5%
Changing counselors, switching too much, causes problems	5%
Need signs	5%
Counselor is not reliable, late for appointments, no shows	4%
Trouble reading and writing, skipping words, education	4%

Consumer Feedback by District

	Overall	North	South	Rural
Counselor didn't ask my opinion, no opportunity for input	11%	8%	13%	0%
Time lag to get services, appointments	9%	6%	9%	15%
Counselor did not return calls, emails or follow up	8%	3%	9%	16%
Had no control over experience, told me what to do	7%	13%	4%	6%
Counselor would not listen, dismissed concerns	6%	6%	7%	0%
More qualified staff, knowledge of disabilities, services	5%	6%	6%	0%
Changing counselors, switching too much, causes problems	5%	5%	5%	7%
Need signs	5%	0%	8%	0%
Counselor is not reliable, late for appointments, no shows	4%	1%	6%	3%
Trouble reading and writing, skipping words, education	4%	3%	3%	11%

The feedback by district percentages varied. The potential trend in the North we are monitoring closely is: "Had no control over experience, told me what to do 13%". "Trouble reading & writing, skipping words, education" was high 11% in the rural areas. We are looking at alternative options to lower the percentage rate.

7. **OPEN MEETING LAW TRAINING**

Rosalie Bordelove, Deputy Attorney General began her presentation stating that she is going to do an overview of the open meeting law as there are new members to the council. The Open Meeting Law (OML) is housed within Nevada Revised Statute NRS 241.016(1) which applies to all meetings of public bodies within the state of Nevada. A public body is defined as any administrative, advisory, executive or legislative body of the State or a local government consisting of at least two persons which expends or disburses or is supported in whole or in part by tax revenue which would include subcommittees created by public bodies.

The OML requires that public bodies take their actions openly and that their deliberations be conducted openly. It's the State of intent by the Nevada Legislature. The spirit and policy behind the OML favor open meetings and any exceptions thereto should be strictly construed. Generally, the OML requires public bodies to conduct open meetings with a public notice agenda which provides full notice and disclosure of the topics to be considered. Public bodies are a collective and action requires a vote of the whole, individuals do not have any decision-making power. A meeting requires a quorum of members of a public body gathering together with deliberation toward a decision and/or action. A quorum is a simple majority of the total body, action requires majority vote of members present. A gathering of a quorum at a social function is not a meeting as long as there is no deliberation or action. The one exception is attorney-client conference on potential and existing litigation is not a meeting as long as no action is taken.

Meeting and agenda notices need to indicate, time, place and location of meeting. List of locations posted. Agenda items needs to include clear and complete statement of the topics scheduled to be considered. Action items clearly denoted as "for possible action". Public comment at the beginning/end or before any action item. An agenda is to be posted at office of the public body or location of meeting and three other separate, prominent places within Nevada. A higher degree of specificity is necessary for topics of substantial public interest. Name and contact information of a person the public may request supporting materials from and locations where the supporting materials are available. Restrictions on public comment need to be listed. Names of individuals where administrative action may be taken against.

Public bodies shall make reasonable efforts to assist and accommodate persons with physical disabilities desiring to attend. Public bodies must keep a list of the individuals who have requested the agenda. The individual can make a standing request for materials but lapses within six months of the request and a new request must be submitted by individual. Supporting materials and agenda must be provided at no cost to the public and at least one copy of the supporting materials must be available at the meeting location. All public bodies must record the meetings. Minutes must be kept along with the date, time, attendees and substance of the meeting which include remarks by the public.

Exceptions are closed sessions held by a public body to consider character, alleged misconduct, professional competence, or the physical & mental health of a person, with some exceptions, or to prepare, revise, administer, or grade examinations administered on behalf of the public body, or to consider an appeal by a person of the results of an examination appeal by a person of the results of an examination administered on behalf of the public body. Closed sessions may not be held to discuss the appointment of any person to public office or as a member of a public body.

Public comment restrictions must be reasonable "time, place, and manner" This means no: Halting comment based on viewpoint of speaker; upon belief defamation is occurring; or critical of a public official. But, presiding officer may halt comments that become unduly repetitive or the stray from the scope of a specified agenda topic for which comment is offered, or halt conduct that is willfully disruptive.

OML Violations. Any action taken in violation of the law are void. The Office of Attorney General (OAG) has statutory powers under the OML and the authority to investigate and prosecute violations of the OML. When a violation occurs an individual will typically file a complaint that some aspect of the OML was violated. The OAG will request a response and supporting materials from the public body and make an investigation into the allegation. If the OAG finds that a violation occurred. They issue findings of fact in conclusions of law and the public body is required to create an agenda item for the next public meeting to acknowledge the findings and conclusions of law. The OAG has the ability to take action to void an action by the public body if it believes it was taken in violation. To void an action the OAG has 60 days from the date of the action and to require to be in compliance is 120 days.

Corrective action if the public body realizes they violated the OML. They are required to correct the violation in the next meeting. Corrective action requires that the public body engage in an Independent Deliberative action in full compliance with the OML. A public body must clearly denote that corrective action may be taken at a meeting by placing the term "for possible corrective action" next to the appropriate agenda item.

Using technology for a meeting quorum of a public body using serial electronic communication to deliberate toward or make a decision violates law. If technology is used to convene a quorum for a public meeting. There must always be a physical location for members of the public to attend the meeting. All the members of the public body and the member of the public who are present at the meeting must be able to hear or observe and participate in the meeting. That technology must not be used to circumvent the spirit or letter of the OML.

Parliamentary procedure is not addressed in the OML. Who and how motions are made and the organization conduct of the meeting is not addressed. Action is defined by vote of the majority of the members present. If there is a conflict of interest in any way. Disclosure and abstention prior to consideration of a topic in conformance with Ethics in Government law.

Ms. Hendren asked if the NRS 241 called out for just Physical Disabilities. Ms. Bordelove is going to double check NRS. It was found it does specify Physical Disabilities. Ms. Bordelove will bring that to the Open Meeting Law Committee, to see if it can possibly be changed. Ms. Hendren asked if Ms. Bordelove could give the council updates on open meeting law that has possibly changed since session at the next full council meeting. Ms. Bordelove or her replacement will present any changes that have occurred. Ms. Bordelove indicated if there are any questions on the OML the Attorney General's office is available to assist.

8. **OTHER REPORTS**

Ms. Curry reported on the Nevada Statewide Independent Living Council. There will be a meeting for the goals in July of this year.

A ten-minute break was taken

9. **ADMINISTRATORS REPORT**

Ms. Hendren reviewed the NSRC Second Quarter Performance Indicators and the State Performance Measures. They are for the first six months of the federal fiscal year. VR launched the new case management system on April 22 so there was a delay in the data entry both before and with the new, so the integrity of the data may not be fully accurate. There was a 97.74% data conversion rate and the new system is operating well, however, we are low on our performance measures and internally VR is taking steps to address.

FFY19 Second Quarter NSRC Goals and Indicators:

Goal # 1 – Increase the number of successful employment outcomes. Clients closed with an employment outcome. Second quarter is at 312 x 2 quarters is projected to be 624. The goal is 822 (Goal increased by 7% for FFY19).

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*. Second quarter is at 415 x 2 quarters is projected to be 830. The goal is 1,014 (Goal increased by 16% for FFY19).

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*. Second quarter is 64 x 2 quarters is projected to be 128. The goal is 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. While that data entry has not been done, we are on target to an equal number or greater over the past years. The goal is 2,580. (Goal increased by 10% for FFY19).

Goal # 3a – Increase participation of successful outcomes of supported employment consumers in a competitive, integrated setting – *Participation*. Second quarter is 320 x 2 quarters is projected to be 640. The goal is 660. (Goal increased by 15% for FFY19).

Goal # 3b – Increase participation of successful outcomes of supported employment consumers in a competitive, integrated setting – *Outcomes*. Second quarter is 54 x 2 quarters is projected to be 108. The goal is 166. (Goal increased by 20% for FFY19).

Goal # 4 – Collaborate with other resources to support participants with mental health disabilities to obtain and maintain successful employment. (*May 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*). Second quarter is 98 x 2 quarters is projected to be 196. The goal is 330. (Goal increased by 10% for FFY19). It's not an increase, but it could change once the reporting data is updated.

Goal # 5 – Work with eligible government and community partners to maximize the utilization of resources and federal funds. Second quarter Federal funds expended \$398,286. Federal matching funds were \$1,471,602. VR is on track to reach the goal.

State Performance Measures, Third Quarter of the State Fiscal Year 2019:

The Bureau of Services to the Blind and Visually Impaired (BSBVI): The total number of clients is very small. The figures presented have been dropping steadily over the past 5 years.

1. Percent of clients closed with a competitive employment outcome is 25.9%. The current total is 22 closed cases.
2. The percent of clients with a completed Individualized Plan for Employment (IPE) 90 days or less from their eligibility date is 73%.
3. Average hourly earnings of clients placed in competitive employment is \$21.74.
4. Percent of transition students closed with a competitive employment outcome and those students who are pursuing post-secondary education is at 24%, which is passed the planned goal of 25%.

The Bureau of Vocational Rehabilitation (BVR):

1. Percent of clients closed with a competitive employment outcome is 37.7%. There were 476 cases closed for the third quarter.
2. Percent of clients with a completed (IPE) Initial Plan of employment, 90 days or less from their eligibility date is at 92%.
3. Average hourly earnings for clients placed in competitive employment is \$12.44.
4. Percent of transition students closed with a competitive employment outcome and those students who are pursuing post-secondary education is at 17%. The planned goal is 25%.

The Bureau of Services to the Blind and Visually Impaired – Older Blind (BSBVI OB):

1. Percent of OIB clients with an Individualized Written Independent Living Plan (IWILP) 45 days or less from their application date is 95%.

Fair Hearings are still very low. VR has one new request for a fair hearing.

1. One case has been settled through mediation and there will be training for staff on the Americans with Disabilities Act, Public Accommodations, VR's code of ethics and policies & procedures and issues related to Autism.
2. There was a request for a fair hearing that we were able to provide the services needed so that case was dismissed.

3. There was a new request for this second quarter on April 29th and is pending scheduling of the hearing.

There was an inquiry by a council member about vacancies in VR staff and on the NSRC council. Ms. Hendren stated we won't find out about council memberships until the legislative session ends. VR is for the most part fully staffed. The NSRC liaison will email the council roster along with the recruitment information to all members. Next meeting Ms. Curry asked for case load size and average days open report and VR staffing update to be added back into the administrators report.

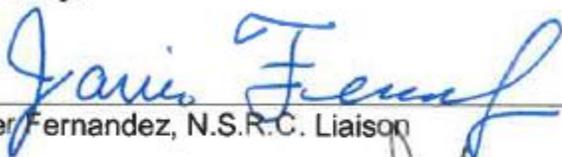
10. **SECOND PUBLIC COMMENTS**

Ms. Curry asked for items for future agenda to include:
Client Assistance Program report to be added back into "other reports".
Recruitment on NSRC Council Membership, agenda item
Legislative Update (bills passed, and budget approved)
Standard Agenda Items
Consumer Satisfaction Report to be reported quarterly

11. **ADJOURNMENT**

Meeting adjourned at 11:25 a.m.

Edited By:



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

Approved By:



Kacy Curry, Vice-chair