

**NEVADA STATE REHABILITATION COUNCIL (N.S.R.C.)**  
**MEETING MINUTES**  
September 25, 2019

Vocational Rehabilitation  
3016 W. Charleston Blvd. Suite 200, Las Vegas, NV 89102

**COUNCIL MEMBERS PRESENT:**

Julie Bowers  
Kacy Curry  
Jean Peyton  
Shelley Hendren  
Bob Brown

**COUNCIL MEMBERS ABSENT:**

David Nuestro

**GUESTS/PUBLIC:**

Jack Mayes  
Steven Cohen  
Mary Chartrand

**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  
Rosa Mendez, Public Information Officer

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

Kacy Curry, Chair called the meeting to order at 10:07a.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 comments from the public either over the phone or in person. Bob Brown indicated he met with the Governor's chief of staff and spoke to them about the application for Jack Mayes to be on the council and that someone would be addressing the inquiry. Steven Cohen indicated he brought copies of his remarks and the 34CFR for distribution to public members and Rehabilitation staff for information purposes. Ms. Curry asked those speaking to please state their name for the record. Ms. Curry closed the first session of public comment.

3. **APPROVAL OF THE MAY 22, 2019 MEETING MINUTES**

Ms. Curry asked if there were any corrections, changes or additions to the meeting minutes. Jean Peyton had a change to the minutes in section four. Ms. Peyton indicated the following changes to read: Ms. Peyton voiced her concern about not being able to chair the State Plan subcommittee meeting 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. Mr. Brown motioned to approve meeting minutes with changes. Ms. Peyton seconded. Ms. Curry called for a vote, all in favor, none opposed, none abstained, motion is carried.

11. **RECRUITMENT FOR NSRC COUNCIL MEMBERSHIP**

Ms. Curry began the discussion by asking Mr. Brown if there was a time frame on the appointments to the council that he was given when he spoke with the Governor's office. He indicated that they are aware of the need for council members. He indicated his replacement on the council would be Judy Swain. Ms. Curry asked Javier Fernandez when David Nuestro applied for his position on the council. Mr. Fernandez stated that Mr. Nuestro became a member on December 4<sup>th</sup> of 2018 and his first term will end on November 30<sup>th</sup> of 2021. Ms. Curry asked Jack Mayes when he had applied to become a member of the council. Mr. Mayes stated he initially applied in November of 2018. Mr. Brown stated he thinks the Governor's office has a list of about 500 Applicants for council appointments. A question was asked if the council is in compliance with those currently serving? The Attorney General representative Justin Taruc indicated that the Code of Federal Regulations states that if the meeting has enough members to make quorum then the council is in compliance. Shelley Hendren stated that there are currently 7 applications at the Governor's office awaiting approval for this council. Ms. Hendren indicated that the council is lacking representation for the Native American Tribes and the Business and Industry. Three of the seven applications are for positions with persons with disability advocates or family members. There are two applications for the positions in community Rehabilitation Program. There is a VR counselor that has applied. Mr. Mayes has applied for the council as well for the Client Assistance Program (CAP) seat. Ms. Curry asked if there was a defined outreach method. Ms. Hendren stated that the council has discussed this in the past that Members are to help recruit for the council and to help recruit to fill their position on the council before leaving that is why the recruiting material were created to assist the council.

4/6. **APPROVAL OF THE AUGUST 14, 2019 STATE PLAN SUBCOMMITTEE MEETING MINUTES AND PRESENTATION AND REVIEW OF THE STATE PLAN SUBCOMMITTEE'S RECOMMENDATIONS ON GOALS, STRATEGIES AND PERFORMANCE MEASURES FOR FFY20.**

Agenda items 4 and 6 were combined in this discussion and action.

Mr. Brown started the discussion by going over the changes for the Goals, Strategies and Performance Measures for FFY20.

**Goal Number 1** under Strategies in the Training portion of this goal, bullet point 7 after Incorporate career-readiness content for educational curriculum, linking with colleges add "via Third Party Cooperative Arrangements (TPCAs)". A new bullet point was added, Services are provided using modalities, as need by the client. Under Employer Engagement, first bullet, Increase access to quality job development services "including utilizing VR's internal job developer" was added. Under bullet point 2 add "700 Hour program" and remove the word "list". Under bullet point 4, remove "Coordinate work-based learning and utilize and contribute to OWINN online repository for work-based learning". Under Advocacy, last bullet point, add "and local Workforce Development Boards" at the end of the sentence.

**Under Measures** change the date to FFY20. Add "This goal of 822 was not met for FFY19. Therefore, goal remains the same for FFY20)."

**Goal number 2** under Strategies, bullet point 7. At the end of the sentence add "Learning is verified for example using pre-and post-test. A 2<sup>nd</sup> bullet point was added. Services are provided using all modalities, as needed by client. Under 3<sup>rd</sup> bullet point add "and marketing tool for clients and their families, caregivers and advocates". Under bullet point 4, add the word "Internship" after Leadership Transition Summit and before trainings. Under bullet point 6, deleted "secondary schools, post-secondary institutions." Add a new bullet point 7, Embed transition coordinators within school districts to build, maintain and manage pre-vocational programs, provide guidance and monitoring of students with disabilities during service provision and perform outreach to businesses, families, caregivers, and advocates. Under bullet point 8 sentence should read "Increase number and variety of curriculum of summer camps." Remove bullet point 9. Bullet point 10 should read "Increase communication through educating teachers, 504 Coordinators, parents,

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caregivers, advocates, and youth with disabilities regarding the Vocational Rehabilitation process, programs, and referral services". Remove bullet point 15. Bullet point 16 should read "Expand Job Shadowing and mentorship programs". Under bullet point 17, remove the word "an" and add the word "tools" at the end of the sentence. Bullet point 18, remove "and make training material available." Under bullet point 19, add "Work with school personnel to streamline" at the beginning of the sentence. Under bullet point 22, spell out "Rehabilitation".

**Under Measures**, bullet point 1. Add "This goal of 1,014 was not met in FFY19. Therefore, goal remains the same for FFY20." Bullet point 2, add "This goal of 400 was not met in FFY19. Therefore, goal remains the same for FFY20. However, we will illustrate in this measure whether transition students are Supported Employment (SE) clients or not SE clients)." Bullet point 3, the last sentence should read "(For FFY17 1,065 received Pre-ETS. For FFY18 1,725 received Pre-ETS. Goal for FFY20 is 1,898, which is a 10% increase)." The consensus is that the goals won't change to much do to the council feeling they were a little aggressive and the council believes it is better to have stretched goals then goals that can't be met and the current numbers are still good measures.

**Goal number 3** Increase participation and successful outcomes of supported employment add "(SE)" consumers in a competitive integrated setting. Under Strategies move the last bullet point to become the first bullet point to read "Work more closely with Community Rehabilitation Programs (CRPs) to explore customized employment options. Add new 2<sup>nd</sup> bullet point to read "SE services are provided using all modalities, as needed by the client." Bullet point 4, include "appropriate, quality" in between provide and training. Bullet point 6, add the number of Team Members in the Business Development Team to 10. Bullet point 7 strategy should read as "Continue participation on the Behavioral Health Planning and Advisory Committee and the State Employment Leadership Network." Bullet point 11, remove the word "Provide" and replace with "Expand." Bullet point 12, add "including utilizing VR's internal job developer" at the end of the sentence. Bullet point 15, remove the word "mental health" and add "supports and services, as needed."

**Under measures**, bullet point 1, add "(SE)" after Supported Employment. Add "FFY18 523 participated in SE. FFY19 684 participated in SE with only 3 quarters of the FFY19 reported. Goal for FFY20 is 786, which is a 15% increase)." The rest of the measures for this goal remain the same. Bullet point 2, at the end of the paragraph add "132 closed successful. This goal of 166 was not met for FFY19. Therefore, goal remains the same for FFY20)." Add bullet point 3, "Increase Successful Employment Outcomes for Transition age students with disabilities (up to age 22) who are SE clients. (Currently collecting data. No goal was set)."

**Goal number 4** under Strategies, bullet point 9, add "Explore opportunities to collaborate" to the front of the sentence. Bullet point 11 add the word " , as needed." to the end of the sentence. Add a new bullet point 12, "Services are provided using all modalities, as needed by the client." Bullet point 13, add "and attend monthly speakers' presentations and annual conference, when able." After (NAMI). Add bullet point 15 to read "Embed a rehabilitation counselor at both the SNAMHS and NNAMHS campuses."

**Under measures**, bullet point 1, change the FFY19 year to 20 and add "This goal of 330 was not met in FFY19. Therefore, goal remains the same for FFY20)." At the end of the sentence. Bullet point 2 on the current successful closure rate adjust it to "32% with only 3 quarters of the FFY19 reported."

Ms. Hendren explained that VR would like to have a counselor on site at adult mental health campuses to help with direct referrals while they're getting support from the agency as well as VR. Ms. Hendren has been attending the meetings in the north and Janice John and Mechelle Merrill have attended the meetings in the south.

**Goal number 5** under Strategies, bullet point 9, add "Third Party Cooperative Agreement" before (TPCA).

Add at the end of the sentence "Current partners include: Clark County School District, Washoe County School District, Truckee Meadows Community College and Western Nevada College." Remove bullet point 10. A note added indicating "Performance Measures data will include data for FFY17, FFY18, FFY19, and the addition of FFY20."

Ms. Hendren asked Ms. Curry if the definitions pages attached are sufficient for her needs or if she would like something specific to the Goals document. Ms. Curry stated it does have what she needs to understand and would like the definitions document to accompany the goals for reference. Ms. Peyton requested that once the document is complete that page numbers be added to it. Ms. Curry also asked for the document to have an index to reference as well. Ms. Hendren summarized the corrections with the additions of page numbers to be added, on page 1, goal 1 under Strategies add (TPCA), where ever VR and SE is mentioned, spell out acronym, page 2, goal 2 under Strategies, Learning is verified for example using pre and post-tests, create an index of terms used and attach definitions used in the document. The council requested a reference page for the definitions used throughout the document. Mr. Brown motioned to approve the Goals and Strategies with changes, Ms. Bowers seconded all in favor, none opposed, none abstained, motion carried. Mr. Brown the made a motion to approve the minutes Ms. Bowers seconded, all in favor, none opposed, none abstained, motion carried.

5. **STRATEGIES REPORT ON IMPLEMENTATION OF FFY19 GOALS, STRATEGIES AND PERFORMANCE MEASURES.**

Shelley Hendren, Rehabilitation Division Administrator began the discussion by indicating that the state plan subcommittee had requested an update on what strategies under each goal are working and which ones are not. Janice John, Division Deputy Administrator will review the strategies under the first three goals and Ms. Hendren will review the strategies for goals four and five. Ms. John stated in speaking with staff if these strategies are helping and being utilized the feedback seems to be positive and it does seem to be helping people through the process. Ms. Peyton asked if Ms. John would review the strategies that have not yet been implemented. Ms. John explained that the strategies in place have been used in one way or another. Also, staff and counselors are trained in person centered training and utilize them in day to day operations. Working with employers to identify work readiness programs. VR's summer internship, our Community Based Assessment program where VR educates employers about opportunities in benefits of hiring persons with disabilities. Ms. Hendren also pointed out that to show the scope of our outreach VR keeps an outreach report and in FFY19 VR was able to reach out to 15,661 individuals through our outreach efforts.

Ms. John went through and read out the bulleted strategies for goal 1 and explained that the strategies in this goal have all been used in one way or another. Mr. Hendren indicated the only strategy under Employer Engagement that has not been used is bullet point 3, Identify federal employment opportunities. The Workforce Development Team is being restructured to do more employer engagement. Also, under Advocacy the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> bullet, resources are provided for self-employment except it is a small number of persons. Promote peer to peer networks, VR loves the concept except we are not sure how implement. Ms. Peyton indicated if these strategies haven't been implemented they should be removed.

Ms. John continued with an overview of goal 2 giving a brief run through of some strategies. Mr. Brown asked VR to keep a list of the percentage of IEP meetings being attended. Ms. Hendren added that peer to peer networks are included. The referral mechanism is in place for schools within the school district except where we are lacking is with charter schools and private schools. Regarding coordinating with Centers for Independent Living, VR doesn't really doesn't coordinate with them due to the funding of sharing of expenses.

Ms. John continued with a summary of goal 3 strategies. Most of the existing strategies are being implemented. Ms. Hendren explained that with apprenticeships VR has done none. This is not a pathway

that seems to be working. The programs don't allow for learning and employment to be on a part time basis and many of the individuals cannot do both full-time.

Ms. Hendren revised the strategies in goal 4. VR is increasing their collaboration with Mental Health Services. VR is looking to embed a counselor in both the north and south and the discussion are continuing. The fourth bullet, Outreach to major hospitals. VR is not doing but she suggests to leave this strategy on the list. Collaborating with Independent Living is also not being done. Ms. Hendren also explained that we are working to gather more vendors for mental health services whereas there are only 19 listed vendors that provide psychological services state wide. In May of 2018 VR had 20 and it has not increased. VR has 5 contracts with government entities. The Divisions Bureau Chief and Ms. John have been attending meetings with southern Nevada Adult Mental Health. They also met with clinical staff from the northern Nevada Adult Mental Health to talk about services VR can provide and discharge planning. Also at the end of this month she will be presenting a webinar for the Center of Application for Substance Abuse Technology at UNR on September 30 at 10am. She is also involved with a program called Navigate which is first episode psychosis program so VR can be more involved in that program. Also, VR in the north has secured follow along services for Long term mental health support which is new in the VR program to help the client after they complete their program. Mr. Brown asked if that included the homeless population and if VR can reach out to the city and the catholic charities to set a meeting up to see if we can partner to capture that population.

Ms. Hendren continued with goal 5 stating VR is trying to bring other resources into the program with our finite funding. VR searches for alternative funding and applied for a grant and received 1.1 million-dollar grant to implement SARA which contacts our clients via automated text messaging or email. VR also applied for and received a grant for technical assistants in the Older Individuals who are Blind Program as well as Nevada's Technical Assistance Center for Transition. Ms. Hendren also explained it has been five years since VR has had a presence in the town hall meetings so that is being looked into for the next year. Collaborating with the Division of Health & Human Services for interagency transfer of funds, VR is collaborating with them in vehicle and home modifications. VR would like to embed in the mental health campuses a coordinator. The state is implementing a new electronic contract system called ePro.

A 10-minute break was taken

7. **NSRC ANNUAL REPORT DRAFT**

Rosa Mendez, Public Information Officer began her presentation with going over the layout and look of the Annual Report. The theme of this years' report are the VR colors as those are most familiar within the community. The specific content from the Division is being submitted gradually and will be in place soon. What is being asked of the council is your approval on the theme and layout. Ms. Hendren added also what is being asked is approval of the content. There will be a letter from the Administrator, a letter from the Chair, Employee Spotlight, Summer Internships Program and Highlights, Collaborations & Partnerships, Legislative Update, Success Stories, Statistical information about VR and cases, a Tear Out sheet with VR info and data, office locations phone numbers and map. Ms. Curry asked if this information can be made electronic? Ms. Mendez stated that once the report is complete it will be uploaded to the VR website. A motion was made by Ms. Peyton to approve the format. Mr. Brown seconded it. All in favor, none opposed, none abstained, motion was carried.

Bob Brown had to leave the meeting, quorum still existed

A 10-minute break was taken

8. **CONSUMER SATISFACTION QUARTERLEY RESULTS FROM MARKET DECISIONS RESEARCH (MDR)**

Ms. Hendren presented the quarterly report from Market Decisions Research on consumer satisfaction

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results for this quarter. A yearly report will be presented in the next full council meeting. This quarters reporting period was May 25, 2019 through August 2, 2019. Surveys were done with consumers with open cases as of May 1, 2019, or with cases closed within the previous four months (January to April 2019). The overall response rate was 24%. There were 530 surveys completed. All data collected was by telephone surveys. In VR's contract with MDR the surveys are to be completed using different modalities. Because an administrative issue lead to lower number of completes in trimester one, MDR completed additional surveys in this collection period to meet the annual survey goal. MDR adjusted quotas to better balance the amount of data collected among each of the major survey populations. General VR Consumers were 385. Youth in Transition were 97 and Older Individuals who are Blind were 48. Out of those 530 surveys we received feedback from only 52 closed case clients which is a low number but market decisions research states this is due to it being quarterly and the trends wont effect the statistics for the full year.

**Summary of Domain Scores by Service Populations May – August 2019**

The highest goals were Experience with Staff & Counselors, Customer Control & Involvement, Outcomes and Meeting Goals.

**Summary of Domain Scores by Service Population May – August 2019**

Domain	General VR	Youth in Transition	Older Individuals who are Blind
Overall Satisfaction and Expectations	75	74	79
Experience with Services Provided by VR	77	75	78
Experience with Staff and Counselors	87	87	92
Communications with Staff	76	71	77
Customer Control and Involvement	80	81	84
Outcomes and Meeting Goals	82	85	84
Ease of the application process for VR services	78	72	74
Accessibility of the VR office for someone with your type of disability	90	88	93
Satisfaction with current employment	76	74	81
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	94%	97%
Did you experience any problems with VR or the services they have provided to you? (% no)	30%	38%	19%

**Domain Scores Trending (General VR)**

Overall the totals are very good

**Domain Scores Trending (General VR)**

Domain	Sept – Dec, 2018	Jan – April, 2019	May – August, 2019
Overall Satisfaction and Expectations	75	75	75
Experience with Services Provided by VR	77	77	77
Experience with Staff and Counselors	87	87	87
Communications with Staff	75	75	76
Customer Control and Involvement	79	79	80
Outcomes and Meeting Goals	81	80	82
Ease of the application process for VR services	77	77	78
Accessibility of the VR office for someone with your type of disability	92	91	90
Satisfaction with current employment	79	81	76
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	94%	91%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	71%	30%

**Domain Scores Trending (Youth in Transition)**

We're seeing a down trend as illustrated. VR will be looking into this to see why.

**Domain Scores Trending (Youth in Transition)**

Domain	Sept – Dec, 2018	Jan – April, 2019	May – August, 2019
Overall Satisfaction and Expectations	81	77	74
Experience with Services Provided by VR	80	79	75
Experience with Staff and Counselors	94	90	87
Communications with Staff	77	75	71
Customer Control and Involvement	84	82	81
Outcomes and Meeting Goals	88	89	85
Ease of the application process for VR services	78	73	72
Accessibility of the VR office for someone with your type of disability	88	88	88
Satisfaction with current employment	75	80	74
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	98%	97%	94%
Did you experience any problems with VR or the services they have provided to you? (% no)	78%	83%	38%

**Domain Scores Trending (Older Individuals who are Blind)**

We're also seeing a downward trend as illustrated. VR will be looking into this to see why.

**Domain Scores Trending (Older Individuals who are Blind)**

Domain	Sept – Dec, 2018	Jan – April, 2019	May – August, 2019
Overall Satisfaction and Expectations	87	85	79
Experience with Services Provided by VR	88	90	78
Experience with Staff and Counselors	95	96	92
Communications with Staff	87	89	77
Customer Control and Involvement	86	88	84
Outcomes and Meeting Goals	85	85	84
Ease of the application process for VR services	83	67	74
Accessibility of the VR office for someone with your type of disability	90	86	93
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	99%	100%	81
Did you experience any problems with VR or the services they have provided to you? (% no)	96%	75%	97%

**Youth in Transition Services**

Satisfaction is quite high. The only low percentage is Career Counseling.

**Youth in Transition Services**

- A series of questions was asked to assess use of special services targeted toward youth in transition.
  - Almost all those receiving these services found them helpful.

	% Receiving (n)	% Helpful
Job exploration counseling or career counseling	79% (49)	75%
Work based learning experiences including a job, internship, or volunteering	72% (55)	91%
Counseling on opportunities to attend college, learn a trade, or get a professional certification after high school	52% (38)	100%
Work place readiness to help get ready for the challenges of work	72% (56)	100%
Instruction in self-advocacy to help you live the life you want including peer mentoring	33% (43)	100%



**Experienced Problems**  
**Problems Experienced**

- 31% 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 (n=130)	North (n=71)	South (n=49)	Rural (n=10)
Yes	31%	29%	35%	20%
No	69%	71%	65%	80%

**Problems Experienced by District**

Rural offices had the most significant changes. Most issues center around communication with counselors.

**Problems Experienced by District**

- Overall, 31% of VR consumers want VR to listen and understand their needs, wants, and abilities more effectively.

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 (n=147)	North (n=80)	South (n=50)	Rural (n=11)
Listen to customer, understand needs, wants, ability	31%	28%	30%	54%
Did not receive employment, VR could not find me a job	23%	16%	28%	28%
Counselor was not helpful or supportive	20%	14%	24%	31%
Counselor did not return calls, emails or follow up	20%	23%	13%	42%
Received no help in reaching plan or goals	12%	14%	11%	6%
Time lags to get into the program	12%	11%	10%	28%
Services offered by VR were not effective	10%	7%	14%	6%
Didn't receive job search help	10%	11%	8%	13%
Counselor would not listen, dismissed concerns	9%	8%	6%	31%



**Multiple Counselors due to vacancies**

**Multiple Counselors**

- Overall, 39% 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 (n=515)	North (n=268)	South (n=190)	Rural (n=57)
Yes	39%	38%	38%	47%
No	61%	62%	62%	53%

**Multiple Counselors – Feedback**

**Multiple Counselors - Feedback**

- When a respondent reported having multiple counselors, they were asked if it affected their ability to receive services.
  - 42% 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 (n=82)
Services delayed, started over with each switch	42%
Wasn't notified of switch, don't know who counselor is	17%
New counselor better than previous	16%
Hasn't been contacted by new counselor	9%
Counselors were inexperienced, not up-to-date on case	8%
Change is confusing, difficult	7%
New counselor is rude, disrespectful, doesn't care or help	4%

**Working Well**

The percentages are similar to last quarter.

**Working Well**

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 (n=530)
All, everything	9%
The needed equipment that was provided	8%
Receiving help from a counselor in general	6%
Having support system with a counselor to determine goal and achieve that goal	6%
Communication and accessibility of counselor	6%
Helpfulness of staff	6%
Having help finding a job and with applications	6%
Knowledge obtained from further schooling or training	4%

**Consumer Feedback**

A new policy established is that staff need to return phone calls and emails within 2 working days.

**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 (n=413)
Counselor did not return calls, emails or follow up	31%
Changing counselors, switching too much, causes problems	26%
Calls, mail not returned for days, weeks, had to wait too long for return call	25%
Better communication needed	25%
Need more information about services offered, not enough information provided	22%
Forms and paperwork hard, complicated	22%
Counselor was not helpful or supportive	19%
Did not receive employment, VR could not find me a job	19%
Services offered by VR were not effective	17%
Should be answering phones, want to speak to person	17%

**Consumer Feedback by District (% all respondents leaving feedback)**

The rural areas had the highest percentages.

**Consumer Feedback by District (% all respondents leaving feedback)**

	Overall (n=413)	North (n=221)	South (n=150)	Rural (n=42)
Counselor did not return calls, emails or follow up	31%	33%	27%	38%
Changing counselors, switching too much, causes problems	26%	25%	28%	26%
Calls, mail not returned for days, weeks, had to wait too long for return call	25%	20%	33%	14%
Better communication needed	25%	21%	31%	19%
Need more information about services offered, not enough information provided	22%	20%	26%	12%
Forms and paperwork hard, complicated	22%	19%	26%	17%
Counselor was not helpful or supportive	19%	18%	19%	24%
Did not receive employment, VR could not find me a job	19%	15%	22%	21%
Services offered by VR were not effective	17%	16%	20%	15%
Should be answering phones, want to speak to person	17%	14%	20%	16%

**Difficulties Expressed**

The percentages are similar to last quarter.

**Difficulties**

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 (n=530)
Personal barriers, being independent, coping with disability	12%
Finding desirable position or school	9%
Delays in services in general	9%
Communication in general	8%
Transportation	6%
Job or school is challenging	5%
Application, acceptance, getting started, waiting	4%
Working with counselor	3%
Barriers to service in general	3%
Staff not following through on expected actions	3%

**Problems Reported**

**Problems Reported**

- While the majority of consumers were satisfied with the services they received, some (31%) did experience problems or points of struggle.
- Those in the Southern district are slightly more likely to report problems than others.
  - Those in the South were more likely than other groups to report that VR services were not effective.
- The most commonly identified problems pointed to issues with VR staff not listening to customers or working to understand individual needs and wants.
  - Rural consumers were much more likely than other groups to report this issue.

## Consumer Feedback

### Consumer Feedback

- A majority of consumers interviewed did express a less-than-positive experience at some point during their interview.
- Their feedback was varied, but most often formed around themes of:
  - Counselor did not return calls, emails or follow up (31%)
  - Changing counselors, switching too much, causes problems (26%)
  - Calls, mail not returned for days, weeks, had to wait too long for return call (25%)
  - Better communication needed (25%)
  - Need more information about services offered, not enough information provided (22%)

#### 9. **PROPOSED 2020 NSRC MEETING SCHEDULE**

Ms. Curry began by asking why the dates had changed from Tuesday to Wednesday. Javier Fernandez explained that the meetings were changed to Wednesdays last year due to availability of conference rooms and this year's schedules will be back to Tuesdays. Ms. Curry asked if there were any issues with the current dates for the council. Ms. Hendren indicated that her preference for the in-person meeting for the council be done in May due to the unavailability VR has in the fall due to other commitments. Ms. Hendren wants to do the in-person meeting on May 12<sup>th</sup> at 10am instead of September 22<sup>nd</sup>. Also, September 22<sup>nd</sup> meeting will be changed from 10am to 9am. Ms. Curry asked if there was a motion to accept with the proposed changes. Ms. Bowers motioned to approve with proposed changes. Ms. Peyton seconded this motion. All were in favor, none opposed, none abstained, motion carried.

#### 10. **VR PROCESS FLOW CHART REVIEW**

Janice John, Rehabilitation Division Deputy Administrator began by explain that this handout is to help clients better understand the complete process from start to finish. She gave a full synopsis of the hand out giving a brief description of each part of the process.

##### **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

##### **Initial Interview**

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

##### **Eligibility Determination**

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

##### **Activation**

- Meet with counselor to begin planning
- Fill out Financial Participation Assessment (FPA)
- Assessments as needed
- 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)
- Beginning of closure process

**Closure**

- 90-day closure letter (if working)
- 10-day closure letter (working or not – due to lack of follow through)
- 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

Ms. John did point out that by law there is a 60-day requirement to complete eligibility, VR’s current eligibility process is completed within 35 days. Ms. John also explained that VR time to create a plan for the client has been cut in half from 180 days to 90 days because of the Workforce Innovation Opportunity Act (WIOA). Ms. Curry expressed that the category of “Initial Interview” should be changed to intake, also change “Eligibility” add Determination.

At this point quorum was lost and the meeting had to be moved to second public comment.

15. **SECOND PUBLIC COMMENT**

Ms. Curry asked for second public comment. Mr. Mayes expressed his disappointed at the lack of membership placement on the council and is frustrated that he could not present his report due to the council losing quorum.

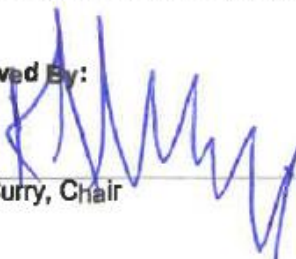
16. **ADJOURNMENT**

Meeting adjourned at 12:51 p.m. as quorum was lost due to lack of sufficient council members.

**Edited By:**

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

**Approved By:**

  
\_\_\_\_\_  
Kacy Curry, Chair