

**NEVADA STATE REHABILITATION COUNCIL (N.S.R.C.)**  
**MEETING MINUTES**  
February 13, 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:**

Ernest Hall  
Shelley Hendren  
Dan Book  
Bob Brown  
Jean Peyton  
Mary Chartrand  
David Nuestro

**COUNCIL MEMBERS ABSENT:**

Julie Bowers  
Kacy Curry  
Faith Wilson

**GUESTS/PUBLIC:**

Mark Noyes, Market Decisions Research  
Steven Cohen, Public

**STAFF:**

Rosalie Bordelove, Deputy Attorney General  
Janice John, Rehab. Div. Deputy Administrator  
Drazen Elez, Rehab. Div. Deputy Administrator  
Javier Fernandez, Liaison to N.S.R.C.  
Kim Cantiero, VR District Manager  
Tiana Sims, VR Program Officer  
Melissa Castro, Administrative Assistant

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

Ernest Hall, Chair called the meeting to order at 9:02 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.

Mr. Hall notified the council that his last day with Easterseals was January 31<sup>st</sup>. This is the last meeting he will be chair as his 2<sup>nd</sup> term on the council is ending on March 31, 2019. Mr. Hall asked the council if he may chair this last meeting or if the council prefers to elect a new chair to complete the meeting. None opposed him to continue this final meeting.

Mr. Hall asked for all present to introduce themselves and what agency they represent. Three new council members were introduced by Shelley Hendren, Rehabilitation Division Administrator: Dan Book representing business and industry is with Sam's Club. Mary Chartrand disability advocate is with Goodwill Southern Nevada. David Nuestro disability advocate is with Easterseals.

2. **FIRST PUBLIC COMMENT**

None

3. **COUNCIL MEMBERSHIP**

The three new council members were introduced during the discussion of the first agenda item.

4. **ELECTION OF CHAIR FOR TERM THROUGH JUNE 30, 2019. POSSIBLE ELECTION OF VICE-CHAIR FOR TERM THROUGH JUNE 30, 2019**

Shelley Hendren, Rehabilitation Division Administrator began by referring to the Bylaws, page 4, article II, section 3 referencing when elections are held. Normally elections are held at the last regularly scheduled meeting of the State Fiscal Year. This election is for one meeting only to serve out the remaining term through State Fiscal Year 2019. Ms. Hendren asked for a volunteer or for the council to recommend an interim chair. Bob Brown volunteered to serve the remaining State Fiscal Year term. Mr. Hall provided his perspective on being chair for the past two terms. As chair, you would be working with VR staff to coordinate agenda items for upcoming meetings, writing the annual report letter, supporting the Vice Chair during the State Plan process, helping the council facilitate business. Mr. Hall noted that he would be resigning at the end of the meeting so the interim chair can begin going forward.

Jean Peyton made a motion to have Bob Brown be the interim chair of the council for the next meeting. Dan Book seconded the motion. All council members were in favor, none opposed, none abstained. Motion carried.

Kacy Curry will serve out her remaining term through June 30, 2019 as vice chair as the council had no elections for this position.

5. **APPROVAL OF NOVEMBER 13, 2018 MEETING MINUTES**

No additions, changes or corrections were made. Bob Brown made a motion to approve the minutes as written. Mary Chartrand seconded the motion. All council members were in favor, none opposed. Motion carried.

6. **PRESENTATION OF THE RESULTS OF THE FFY2017 CONSUMER SATISFACTION SURVEY, CONDUCTED ON BEHALF OF VOCATIONAL REHABILITATION PROGRAM MY MARKET DECISIONS RESEARCH**

Mark Noyes from Market Decisions Research (MDR) began his presentation by indicating that the company was contracted by Vocational Rehabilitation to complete the Consumer Satisfaction Survey. The survey included Open & Closed VR cases from September through December 2018. This is the first time Market Decisions will be conducting the survey for VR.

MDR implemented a brand-new survey instrument based upon the work of the Council, moving away from what had been historically used. The previous survey did not capture the specific details that VR and the Council were wanting. There were 551 surveys completed between November and December of 2018.

**The Sampling – Who was contacted?**

- There were 406 surveys completed with General VR Consumers
- There were 92 surveys completed with Youth in Transition Consumers
- There were 53 surveys completed with Older Individuals who are Blind Consumers

The survey covered consumers with open cases as of September 2, 2018, or with cases closed within the previous four months (May to August 2018).

The used bench marks:

- (IPE) Individualized Plan of Employment – 158 surveys completed
- In service 6 to 17 months – 138 surveys completed
- In service 18+ months – 162 surveys completed
- Closed (success and unsuccessful cases) – 93 surveys completed

### **Coding Verbatim Comments**

At multiple points throughout the survey respondents have the opportunity to express themselves in their own words.

- There are specific open-ended questions asking for direct feedback.
- Follow-up questions which asked respondents to describe the reason they were unhappy whenever a negative experience was expressed.
- The comments were read through by MDR's analytical team and grouped together into categories expressing similar ideas. This makes the comments easier to read and easier to quantify.
- If multiple ideas were expressed in a single comment, multiple category codes were applied.

### **Important Domains**

*Domains are made up of multiple questions measuring facets of the same element of consumer experience.*

- **Overall Satisfaction and Experience:** A global measure of the consumer experience with VR.
- **Experience with Services Provided by VR/OIB:** This measure focuses on the services provide by VR and the range of services available.
- **Experience with Staff and Counselors:** Consumer's experience working and interacting with VR staff and their counselors.
- **Communications with VR/OIB Staff:** This measure also looks at consumer's interactions with staff, but is focused specifically on communications between the consumer and staff. This is separate from other experiences with staff, it underscores the importance of communication in the way that consumers rate their experience with VR.
- **Consumer Control and Involvement:** How consumers perceive their involvement in the process and control over the choices and goals.
- **Outcomes and Meeting Goals:** How well consumers perceive the services provided by VR help them meet their goals.

### **Calculation of the VR Consumer Experience Core Metrics**

- The higher the score the most positively consumers view their experience.
  - A score of 100 would represent an extremely positive experience among VR/OIB consumers
  - A score of zero would imply an extremely negative experience

Below are the overall results of the survey experience of General VR, Youth in Transition and Older Individuals who are Blind.

### **Domain Scores by Service Population**

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Domain	General VR	Youth in Transition	Older Individuals who are Blind
Overall Satisfaction and Expectations	75	81	87
Experience with Services Provided by VR	77	80	88
Experience with Staff and Counselors	87	94	95
Communications with Staff	75	77	87
Customer Control and Involvement	79	84	86
Outcomes and Meeting Goals	81	88	85
Ease of the application process for VR services	77	78	83
Accessibility of the VR office for someone with your type of disability	92	88	90
Satisfaction with current employment	79	75	NA
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	98%	99%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	78%	96%

**Domain Scores by Benchmark**

Domain	IPE	In service 6 to 17 months	In service 18+ months	Closed
Overall Satisfaction and Expectations	81	79	75	75
Experience with Services Provided by VR	82	79	75	79
Experience with Staff and Counselors	92	89	87	90
Communications with Staff	82	76	70	77
Customer Control and Involvement	85	82	76	80
Outcomes and Meeting Goals	87	85	84	75
Ease of the application process for VR services	78	78	76	80
Accessibility of the VR office for someone with your type of disability	89	91	91	92
Satisfaction with current employment	81	73	79	77
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	94%	93%	93%	94%
Did you experience any problems with VR or the services they have provided to you? (% no)	75%	81%	63%	75%

**Domain Scores by Benchmark (General VR Population)**

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Domain	General VR	IPE	In service 6 to 17 months	In service 18+ months	Closed
Overall Satisfaction and Expectations	75	78	78	74	71
Experience with Services Provided by VR	77	79	78	74	77
Experience with Staff and Counselors	87	89	87	86	87
Communications with Staff	75	80	76	71	73
Customer Control and Involvement	79	82	80	78	77
Outcomes and Meeting Goals	81	83	83	84	70
Ease of the application process for VR services	77	79	79	74	78
Accessibility of the VR office for someone with your type of disability	92	92	91	92	93
Satisfaction with current employment	79	78	72	81	82
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	91%	92%	90%	91%	90%
Did you experience any problems with VR or the services they have provided to you? (% no)	69%	73%	78%	62%	64%

**Domain Scores by Benchmark (Youth in Transition)**

Domain	Youth in Transition	IPE	In service 6 to 17 months	In service 18+ months	Closed
Overall Satisfaction and Expectations	81	85	81	78	79
Experience with Services Provided by VR	80	84	79	76	81
Experience with Staff and Counselors	94	97	92	90	96
Communications with Staff	77	83	77	67	82
Customer Control and Involvement	84	90	87	73	87
Outcomes and Meeting Goals	88	96	88	84	83
Ease of the application process for VR services	78	76	74	79	87
Accessibility of the VR office for someone with your type of disability	88	81	92	90	89
Satisfaction with current employment	75	92	75	76	67
Would you tell your friends with disabilities to go to the VR program for help? (% yes)	98%	97%	99%	98%	100%
Did you experience any problems with VR or the services they have provided to you? (% no)	78%	73%	84%	64%	91%

**Problems Experienced**

- 27% of consumers reported experiencing a problem with VR or the services they were provided. These were the most common responses. The majority of people tend to report problems of **not being heard**.

What problems have you experienced with VR or the services VR has provided to you? (Most common responses)

	Overall
Counselor was not helpful or supportive	23%
Listen to customer, understand needs, wants, ability	17%
Counselor would not listen, dismissed concerns	15%
Counselor did not return calls, emails or follow up	15%
Services offered by VR were not effective	13%
Did not receive employment, VR could not find me a job	13%
Received no help in reaching plan or goals	13%
Time lags to get into the program	12%
Had to leave multiple messages before getting a call back	11%

**Problems Experienced by Benchmark**

- Benchmark groups tend not to report different problems, but do report some problems with differing frequency. The rate of reporting problems decreases over time.

What problems have you experienced with VR or the services VR has provided to you? (Most common responses)

	Overall	IPE	In service 6 to 17 months	In service 18+ months	Closed
Counselor was not helpful or supportive	23%	34%	31%	19%	11%
Listen to customer, understand needs, wants, ability	17%	18%	23%	13%	17%
Counselor would not listen, dismissed concerns	15%	17%	13%	21%	3%
Counselor did not return calls, emails or follow up	15%	12%	8%	22%	10%
Services offered by VR were not effective	13%	16%	13%	13%	12%
Did not receive employment, VR could not find me a job	13%	10%	6%	14%	23%
Received no help in reaching plan or goals	13%	3%	10%	17%	22%
Time lags to get into the program	12%	6%	14%	13%	17%
Had to leave multiple messages before getting a call back	11%	13%	16%	13%	0%

**Working Well**

A question we asked consumers is: In thinking about your experiences, what worked well for you? MDR felt this is an important question to ask so VR can gauge the level of satisfaction among consumers.

In thinking about your experience with VR what worked well for you?  
(Most common responses)

	Overall
Nothing in particular	11%
All, everything	9%
Knowledge obtained from further schooling or training	8%
Having support system with a counselor to determine goal and achieve that goal	8%
Getting a job	7%
Helpfulness of staff	6%
Communication and accessibility of counselor	6%
Receiving help from a counselor in general	5%

**Consumer Feedback**

These were the follow-up questions of why consumers were dissatisfied.

- At any point when a consumer expressed a less-than-positive experience they were asked to express in their own words why they felt that way.
  - A total of 401 consumers left comments in this way to some item.
  - The following table summarizes their most common responses.

	Overall
Counselor did not return calls, emails or follow up	30%
Need more information about services offered, not enough information provided	24%
Changing counselors, switching too much, causes problems	23%
Better communication needed	20%
Services offered by VR were not effective	20%
Counselor was not helpful or supportive	19%
Hard, somewhat difficult, complicated	17%
Did not receive employment, VR could not find me a job	16%
Calls, mail not returned for days, weeks, had to wait too long for return call	16%
Had to leave multiple messages before getting a call back	15%

**Future Data & Analytics**

*MDR Suggestions:*

- In the future, MDR plans to target a larger portion of completed surveys toward youth in transition consumers. We feel we under targeted the youth population.
  - This will increase precision for those measurements
  - Better represent them as a portion of the population
- Future administrations of the survey will create multiple point-in-time measurements.
  - Line charts are being suggested. This will allow for trending of results over time to see the various measurements
  - Comparisons within groups rather than across groups
- Interstate comparisons
  - MDR uses surveys with similar items in several other states
  - We are currently preparing an update examining core metrics between state agencies

*What are VR's needs?*

- What would you like to see more of in the future?
  - Are there sub-groups, specific populations you would like more detail on?
  - What sorts of analysis would you like to see done?
- How would you like data conveyed?
  - Are there sorts of reporting you prefer?

Mr. Brown wanted future surveys to include a breakdown between North, South & Rural as there have been funding challenges due to the population and the percentages used.

Mr. Book asked if MDR would be able to provide a “go do” on areas that need improvement? Mr. Noyes indicated that MDR provides the scores and data. What to do about the data would be up to VR and the NSRC. Mr. Book asked if the surveys can be conducted in other fashions instead of telephone. Mr. Noyes indicated that other options were discussed with VR about administering it on-line. MDR feels that VR



consumers are much more likely to complete a survey over the phone. They received very high response rates.

7. **2019 LEGISLATIVE SESSION UPDATE ON GOVERNOR'S RECOMMENDED BUDGET & VOCATIONAL REHABILITATION DIVISION'S BILL DRAFT REQUESTS**

Ms. Hendren began her presentation with a power point of the VR budget presentation that will be given at the legislative session budget hearing. She pointed out that DETR has a new director, Dr. Tiffany Tyler-Garner. Mr. Soderberg has left DETR. Her doctorate is in psychology in Education. She is an advocate for youth with barriers and worked with Nevada Partners as the head of the agency. She is very well informed. There is a press release on [www.nv.gov](http://www.nv.gov) for more information.

The budget hearing for the Rehabilitation Division is scheduled for February 28, 2019. The Division has five agencies.

- Rehabilitation Administration (budget account 3268). There are twelve full time staff members that support all the agencies within Rehab.
- Bureau of Services to Persons Who are Blind or Visually Impaired (budget account 3254). They serve individuals who are job seeking that are blind or visually impaired.
- Blind Business Enterprise of Nevada Program (BEN, budget account 3253). They fall under Services to the Blind. The program provides opportunities for blind entrepreneurs for self-employment in government buildings. Federal Law (*The Randolph Sheppard Act*) that gives them priority of right to open café's, vending machines, gift shops, etc. in Federal Buildings and State Law, N.R.S. 426 mirrors Federal Law which gives them priority of right in state and local municipal buildings.
- Bureau of Disability Adjudication (BDA, budget account 3269). This is the largest agency within Rehabilitation. BDA adjudicates claims when someone feels they cannot work due to their disability, they would apply for disability benefits from the Social Security Administration (SSA). The bureau makes medical determinations on the claims for benefits. The program is 100% funded with Federal funds.
- Bureau of Vocational Rehabilitation (budget account 3265). This will be discussed shortly.

The funding for these agencies are measured at:

- BVR 78.7% Federal Funds
- BSB 84% Federal Funds
- BEN 100% Self-Funded
- BDA 100% Federal Funds

The definition of an enhancement is: *Asking for something in addition to what is normally in the budget.* VR starts with a base budget which includes the expenditures from the prior year. Then one-time expenditures are removed. If you're asking for something additional that is considered an enhancement.

**In Rehabilitation Administration** we are requesting to reclassify an existing position that requires additional funding from a Management Analyst I to a *Management Analyst IV*. The purpose is to assist our fiscal Deputy with monitoring the budgeting process, requesting work programs and operational assistance with VR's third-party cooperative arrangements. **Budgetary Impact for the Biennium \$34,953.**

The figures for the enhancements are biennium totals. No additional funds are being requested to cover these positions. Additional sources of match have been brought in by VR, especially through the third-party cooperative arrangements.

**For BDA** we are asking to convert eleven permanent Disability Adjudicator III positions to *Intermittent positions*. The reason for this request is because of the Federal Government giving Rehab. hiring authority to fill positions. There is currently a hiring freeze for the past 3 years and work volumes have increased due to the current vacancies. Rehab. doesn't need hiring authority from SSA to employ contracted, temp or intermittent staff.

**Budgetary Impact for the Biennium \$0.**

**For Bureau of Vocational Rehabilitation (BVR)** we are asking for six new positions.

**E225**, VR is requesting a *Rehab. Counselor II* and a *Rehab. Technician II* to assist with Transition students with disabilities. Workforce Innovation and Opportunity Act (WIOA) has placed an emphasis on services with students with disabilities. Service delivery of Pre-Employment Transition Services (Pre-ETS) in SFY18 was 1400 students who do not have open cases with VR. There are seven dedicated counselors serving Transition students. There are 9 other staff that have a portion of their caseloads devoted to Transition. Average case load size is 84, which is much higher than during the past legislative session.

**E229**, VR is also requesting a *Rehab. Counselor II* and a *Rehab. Technician II* to assist with Supported Employment which support those individuals with the most significant disabilities, so they may achieve competitive, integrated employment. The request is made to meet the needs of this growing population.

Mr. Brown asked how can VR request additional staff as needed? Ms. Hendren indicated that the Governor sets the priority for the State and has made his recommended budget. Mr. Hall indicated that this would be an opportunity for the council to express its support for additional staff by submitting a resolution to the legislature. If the council chooses they could set up a special phone meeting to review a draft resolution to be sent to the legislature or the council could empower the chair to draft a resolution on behalf of the council. Mr. Brown asked where budget increases for staff come from? Ms. Hendren noted salary increases are determined by the legislature jointly with the Governors' office. The Governor recommended a 3% increase for all State employees. The legislature can accept, reject or modify the recommendation. Rehab. has the ability to upgrade a position, if someone is working beyond the scope of their position because of the mandates within WIOA.

Drazen Elez, Rehab. Division Deputy Administrator added that VR's budget is set up in 3 parts.

1. The base budget is copied from prior year.
2. The adjusted base, the information regarding salary adjustments.
3. The enhancements, asking for additional staff, tools etc.

VR is not asking for additional General Funds. They are funded by alternate sources or finding efficiencies in the current system to be able to fund the positions being requested.

**E230**, Ms. Hendren continued her presentation indicating VR is asking for one additional *Workforce Services Representative IV*. There is a current team of nine. They provide soft skills and work readiness training, advocating for consumers and act as liaisons within the community, they provide outreach training for businesses. They manage the State's 700-hour program. The job development process was recently enhanced, to improve quality and keep consistency. The team also provides Work Readiness that used to be contracted out. This position would be our first internal Job Developer. The position will coordinate internal job placement/job development efforts for VR clients in Southern Nevada, as VR strives to create efficiencies by beginning to deliver these services with internal staff, thus lowering costs and improving quality of the service delivered. If it goes well, additional positions may be asked for in the future or existing positions will be converted to fill VR's needs. The contracted services that would still be sought would be Supported Employment Job Development Services and Customized Employment Job Development Services, as these are specialized fields.

**E232**, VR is requesting one additional position, a *Quality Control Specialist I*. Quality Control is currently a team of three. This position would complete case file reviews on behalf of the Rehab. Counselor IIIs and Rehab. Supervisors so that they may have more time with their clients to more adequately meet their needs and ultimately improve outcomes. This will also provide consistency and quality in evaluations of work performance and compliance with the law. This position would do about 500 case reviews per year and it would free up about 1,200 hours of staff time. **Budgetary Impact for the Biennium \$986,005.**

**E233**, This request is continue the SARA project (Semi-Autonomous Research Assistant). It works with the current case management system to communicate with clients via text or email and clients' responses are added to their case notes. This system has been in place for a year now and has had great success in reaching clients. Our next step is Data Sharing Agreements. If a client is with multiple state agencies we

can communicate more efficiently and avoid duplication of services. We currently have a Federal Grant that assists with funding for this system through September 30, 2019 and VR has asked for additional funding to continue this project which pays for ongoing “user fees.” The Federal Grant has paid for the implementation costs, training costs, and the user fees. **Budgetary Impact for the Biennium \$160,000.**

**For BEN** There are currently six staff in this program. **E232**, requests one new position. The *Business Enterprise Officer II* will oversee a statewide training program, conduct specialized training for blind entrepreneurs, and expand program sites for trainees. This request was initiated by the Nevada committee of Blind Vendors due to the large expansion in the number of new Blind trainees in the past 3 years and the desire to continue growth of trainees, licensed operators and sites. There are currently 17 licensed operators and 29 sites across the state. There are 148 sites that have vending machines. Current growth revenues are at \$9.5 million. This program is self-funded.

Also, being requested is funding for new and replacement equipment, **E710/E720**. The commercial grade pieces of equipment that get high volume of usage, tend to need replacing more often. **Budgetary Impact for the Biennium \$227,611.**

There are currently 2 bill draft requests:

Two years ago, Assemblyman Sprinkle had a bill (AB192) that made it mandatory in the recruitment process to use the 700-hour list prior to moving on to other recruitments. The list is comprised of people with disabilities that have gone through the Rehab. Process. VR ensures they meet the qualifications for jobs within the state system and they are added on a list for those positions. Supporting documentation is sent to state human resources where they will do a review to see if they meet the requirements for the specific position and if so they are added to the 700-hour list. On a recruitment the hiring agency would get the 700-hour list first. What the originating bill indicated was it made it mandatory to hire from this list. That was not the intent of the bill, it was the interpretation from the Attorney General’s office that represents the Division of Human Resources Management (DHRM).

**SB50 (BDR 23-230)** Is a Housekeeping bill to Assemblyman Sprinkle’s bill last session (AB192) on the 700-hour program. The bill removes the requirement to hire off the 700-hour recruitment list, but retains the requirement to receive and properly consider candidates on the list. It adds “reasonable” to accommodation, and removes language that prohibits agencies from using the 700-hour list if the client is receiving a “benefit” from that agency.

BDR 19A90121156 has not yet been assigned a bill number. This is a budgeting bill. This bill will would allow VR to transfer client service dollars between the two bureaus, as needed, to meet the client’s needs. It would also allow VR to take its general fund appropriation from the end of the fiscal year and carry it forward into the second year to pull down the Federal funds the match would generate as opposed to every year relinquishing the funds and starting over.

8. **OTHER REPORTS**

None

9. **CAREER COUNSELING INFORMATION & REFERRAL (CCI&R) DATA COLLECTION**

Mr. Hall provided some information, referencing the November 13, 2018 meeting minutes discussion as to why this agenda item was added. The previous agenda item was “*Establishing a State Plan Goal for Federal Fiscal Year 2020 pertaining to Career Counseling Information & Referral (CCI&R) Data Collection*”. The council has discussed what success would look like. There was no current model to lend to a quantifiable success. VR staff is trying to figure out how to measure what success looks like. The council asked VR staff to bring forward tracking data for the council to review and have a discussion and ask questions to give everyone an opportunity to understand what is being tracked and look for trends of what success may look like in the State Plan going forward.

Ms. Hendren introduced Tiana Sims, Rehab. Division, Program Officer to provide information on the program for this fiscal year and how data is being tracked. Ms. Sims indicated that the feedback the council

provided in the last meeting was used to create a tracking system where the specific “interest form” is now required to be completed and returned via a dedicated email address. VR has served 361 clients who are currently employed at sub-minimum wage. 136 of the 361 have expressed interest. As of today, February 13, 2019 there are 3 clients with open cases with VR and 9 are awaiting intakes so 38% have expressed interest in VR. There is a current collaboration with Desert Regional Center for those who are uncertain and wanting to know more. VR is making themselves available by attending their Person-Centered Planning Meetings at the center. VR is accommodating the one-on-one needs, ASL and Spanish interpreter needs.

The future projection is an increase in open cases. At this point in time VR does not have a fixed goal to reach as the SFY19 presentations in Southern Nevada just began and the North will begin soon. Mr. Hall suggested for VR to make an educated guess on a goal to be able to report to the council to track success. Janice John, Rehab. Division, Deputy Administrator added that the number of those in sub-minimum wage is decreasing due to becoming employed at minimum wage. VR is beginning to see this trend with all the partners. Mr. Hall suggested this is something worth tracking which shows a trend as to why your totals are low so the council understands how the program is having an impact.

Mr. Hall indicated Bob Brown has left the meeting, but quorum was maintained.

10. **ADMINISTRATOR'S REPORT**

Ms. Hendren reviewed the new NSRC Performance Indicators and the State Performance Measures. The State measures will not be tracked in this manner going forward past this fiscal year. They will be mirroring those of the Federal Government to look at employment six months after exit, one year after exit, median wages, credential attainment, skills gain and performance in serving employers.

**FFY19 First Quarter NSRC Goals and Indicators:**

**Goal # 1** – Increase the number of successful employment outcomes. Clients closed with an employment outcome. First quarter is 161 x 4 quarters is projected to be 644. 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*. First quarter is 180 x 4 quarters is projected to be 720. 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*. First quarter is 59 x 4 quarters is projected to be 236. 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*. The program is currently beginning so minimal figures are available. 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*. First quarter is 145 x 4 is 580. 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*. First quarter is 30 x 4 is 120. 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*). First quarter is 55 x 4 is 220. The goal is 330. (Goal increased by 10% for FFY19).

**Goal # 5** – Work with eligible government and community partners to maximize the utilization of resources and federal funds. First quarter Federal funds expended \$398,286. Federal matching funds were \$1,471,602.

Mr. Hall asked Ms. Hendren if she has a working theory as to why the figures reported are so low. Ms. Hendren's believes there is a lack of accountability with agency personnel. VR provides information, best practices, creating and sharing policies yet, there is no one checking to ensure they are being followed and ensuring outcomes. There has been quite a bit of change since WIOA (Workforce Innovation Opportunity Act) passed, which has had an effect and has created burn-out in staff. There needs to be a culture change, which is not easy, but necessary. Staff need to be reminded why VR is here and that consumers suffer due to apathy.

Ms. John agreed with Ms. Hendren that there has been a shift. The job development referrals now go through the new business development team as of November 1<sup>st</sup>, which should yield some improved figures once the transition to this new process is incorporated.

Jean Peyton asked what is the impact of staff loss currently? Ms. John indicated VR will always have vacancies. Ms. Hendren added that vacancy rates have been reviewed for the past four years and hours lost within the two bureaus. In fiscal year 2015 there was a 12.2% vacancy rate, in 2016 it was 13.1%, in 2017 it was 14.2% and 2018 was 12.5% which translates into about a few thousand hours of lost staff time. VR is considering some team-building training, Lean Six Sigma to enhance efficiencies and give staff more time to work with consumers and ensure service delivery. Mr. Hall provided Ms. Hendren information about a book called "The Collaborate Way," a team building tool, which he uses at his employer that may benefit VR.

Dan Book, provided some input on his experience at Sam's Club and Wal-Mart. He has noticed that the Northern Nevada Wal-Mart stores are short about 125 associates and Sam's club about 130 associates. The biggest change is technology, with different generations all working together. Perhaps the question is, does staff have the passion or drive to assist consumers?

Mary Chartrand also provided some input. Two years ago, Goodwill filed for bankruptcy and there has been a complete culture shift. They had a major reduction in employees from over 1,100 to 500. Those remaining kept the mission of the company going. A new chief executive officer and knowledgeable staff joined and were very receptive to new ideas from staff. That's what made the difference, not just what management thought, but what staff suggested. The biggest staff suggestion was transparency. They felt more committed to the company.

**State Performance measures, second 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 15 closed cases.
2. The percent of clients with a completed Individualized Plan for Employment (IPE) 90 days or less from their eligibility date is 75%.
3. Average hourly earnings of clients placed in competitive employment is \$22.71.
4. Percent of transition students closed with a competitive employment outcome and those students who are pursuing post-secondary education is at 29%, 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 40%. There were 332 cases closed for the second quarter. If the closures continue at the current rate the projected amount of closed cases would be 664 which is a very low figure.
2. Percent of clients with a completed (IPE) Initial Plan of employment, 90 days or less from their eligibility date is at 93%.

3. Average hourly earnings for clients placed in competitive employment is \$12.31.
4. Percent of transition students closed with a competitive employment outcome and those students who are pursuing post-secondary education is at 18%. 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 98%.

Fair Hearings are still very low. VR has one new request for a fair hearing. There are 3 current cases in the fair hearing process.

1. One has been on-going since October 2017.
2. There were two findings in VR's favor. Client appealed to the Supreme Court. The court gave a notice to vacate and client appealed and is now in the appeals court.
3. There was a request for a hearing in October of 2018, which was dismissed in January 2019.
4. There was a new request for this quarter in January and the hearing is being scheduled in March. The client requested a mediation to hopefully resolve his/her concerns. The client is disputing a denial of accommodation and contending that VR was a witness to discrimination and staff have ethics violations.

Mr. Hall returned to a discussion from agenda item seven where there might be a desire from the council to look at having a phone meeting to discuss a resolution to send to the legislature in support of increased staffing and funding for VR. Mr. Hall suggested if the council wishes to have the meeting that there be a motion by the council to direct the Chair to draft a resolution for consideration and schedule through staff and the council an appropriate phone meeting to have a discussion. Deputy Attorney General Rosalie Bordelove indicated no official action can be taken, but the council can still express their ideas if they would like this type of meeting. The council agreed they wish to move forward with the meeting.

Mr. Hall indicated that for new council members, and those wanting a refresher on Open Meeting Law, Ms. Bordelove could provide open meeting law training in the upcoming May meeting or provide the council the next public scheduled meeting for those wishing to attend, or she could provide it individually. Also, the power points from previous trainings are available on the Attorney General's website.

11. **SECOND PUBLIC COMMENT**

Steven Cohen, public member indicated he emailed the council liaison Javier Fernandez his public comments that he wishes the council to read which addresses his concerns regarding the survey presented earlier. Mr. Hall asked for those comments to be sent to the council for review. A copy of the comments is attached.

Mr. Hall's final comments were about being honored to serve on the council for the past six years. He is happy to have been able to review the consumer satisfaction survey. There will be more opportunities for better processes along the way for real-time actionable moments. He has engaged the council in true partnership with VR staff. The council is an advocate and partner in the delivery of services. They share their concerns with staff to improve quality and services to clients to achieve their independence. At the end of this meeting Mr. Hall officially resigned as the council chair and as a council member.

12. **ADJOURNMENT**

Meeting adjourned at 11:41 a.m.

**Edited By:** *Javier Fernandez*

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

N.S.R.C. Meeting Minutes  
February 13, 2019

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index, N.S.R.C. Liaison  
by: \_\_\_\_\_  
Interim Chair

**Approved By:**

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Bob Brown, Interim Chair