

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

Tuesday, July 11, 2023, at 9am

Rehabilitation Administration  
751 Basque Way, Carson City, NV 89706  
&  
Vocational Rehabilitation  
3016 West Charleston Blvd. Suite 200, Las Vegas, NV 89102

**SUBCOMMITTEE COUNCIL MEMBERS PRESENT:**

Alex Goff  
Drazen Elez  
Mechelle Merrill  
Raquel O'Neill  
Sheena Childers  
David Nuestro  
Robin Kincaid  
Dawn Lyons  
Steven Cohen

**SUBCOMMITTEE COUNCIL MEMBERS ABSENT:**

Jack Mayes

**GUESTS/PUBLIC:**

None

**STAFF:**

Ziwei Zheng, Deputy Attorney General  
Brett Martinez, VR Deputy Administrator Operations  
Trina Bourke, VR Southern District Manager

1. **CALL TO ORDER, INTRODUCTIONS, AND VERIFY TIMELY POSTING OF AGENDA**  
Alex Goff, Vice-Chair called the meeting to order at 9:01 a.m. Regina Higley, NSRC Interim Liaison called the roll.  
  
Ms. Higley determined a quorum was present and verified that the posting was completed on time in accordance with Open Meeting Law.
2. **FIRST PUBLIC COMMENT**  
Mr. Goff opened the floor to public comment. Mr. Goff acknowledged we received Steven Cohens written public comment.
3. **OVERVIEW OF TITLE 34 CFR 361.17(H) FUNCTIONS AS IT RELATES TO THE RESPONSIBILITIES OF THE COUNCIL**  
Drazen Elez, Rehabilitation Administrator, to present the agenda item.  
  
Title 34 CFR 361.17 - Requirements for a State Rehabilitation Council.  
(h) *Functions*. The Council must, after consulting with the State workforce development board –  
(1) Review, analyze, and advise the designated State unit regarding the performance of the State unit's responsibilities under this part, particularly responsibilities related to -  
(i) Eligibility, including order of selection;

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

- (ii) The extent, scope, and effectiveness of services provided; and
  - (iii) Functions performed by State agencies that affect or potentially affect the ability of individuals with disabilities in achieving employment outcomes under this part;
- (2) In partnership with the designated State unit -
  - (i) Develop, agree to, and review State goals and priorities in accordance with [§ 361.29\(c\)](#); and
  - (ii) Evaluate the effectiveness of the vocational rehabilitation program and submit reports of progress to the Secretary in accordance with [§ 361.29\(e\)](#);
- (3) Advise the designated State agency and the designated State unit regarding activities carried out under this part and assist in the preparation of the vocational rehabilitation services portion of the Unified or Combined State Plan and amendments to the plan, applications, reports, needs assessments, and evaluations required by this part;
- (4) To the extent feasible, conduct a review and analysis of the effectiveness of, and consumer satisfaction with -
  - (i) The functions performed by the designated State agency;
  - (ii) The vocational rehabilitation services provided by State agencies and other public and private entities responsible for providing vocational rehabilitation services to individuals with disabilities under the Act; and
  - (iii) The employment outcomes achieved by eligible individuals receiving services under this part, including the availability of health and other employment benefits in connection with those employment outcomes;
- (5) Prepare and submit to the Governor and to the Secretary no later than 90 days after the end of the Federal fiscal year an annual report on the status of vocational rehabilitation programs operated within the State and make the report available to the public through appropriate modes of communication;
- (6) To avoid duplication of efforts and enhance the number of individuals served, coordinate activities with the activities of other councils within the State, including the Statewide Independent Living Council established under chapter 1, title VII of the Act, the advisory panel established under section 612(a)(21) of the Individuals with Disabilities Education Act, the State Developmental Disabilities Planning Council described in section 124 of the Developmental Disabilities Assistance and Bill of Rights Act, the State mental health planning council established under section 1914(a) of the Public Health Service Act, and the State workforce development board, and with the activities of entities carrying out programs under the Assistive Technology Act of 1998;
- (7) Provide for coordination and the establishment of working relationships between the designated State agency and the Statewide Independent Living Council and centers for independent living within the State; and
- (8) Perform other comparable functions, consistent with the purpose of this part, as the Council determines to be appropriate, that are comparable to the other functions performed by the Council.
  - (i) *Resources.*
    - (1) The Council, in conjunction with the designated State unit, must prepare a plan for the provision of resources, including staff and other personnel, that may be necessary and sufficient for the Council to carry out its functions under this part.

- (2) The resource plan must, to the maximum extent possible, rely on the use of resources in existence during the period of implementation of the plan.
- (3) Any disagreements between the designated State unit and the Council regarding the number of resources necessary to carry out the functions of the Council must be resolved by the Governor, consistent with paragraphs (i)(1) and (2) of this section.
- (4) The Council must, consistent with State law, supervise and evaluate the staff and personnel that are necessary to carry out its functions.
- (5) Those staff and personnel that are assisting the Council in carrying out its functions may not be assigned duties by the designated State unit or any other agency or office of the State that would create a conflict of interest.

Mr. Elez mentioned a few specific functions of the council relating to Title 34 in relevance to the strategies and goals and how they tie into the following agenda items. The Federal regulation functions for the state agencies is to effectively help individuals with disabilities to gain employment. The council is to help review and develop state goals in accordance with Title 34 CFR 361.29 is to evaluate the effectiveness of the vocational rehabilitation program and submit reports of progress to the Secretary in accordance with 361.29. Including the Consumer Satisfaction Report VR completes every year for the functions of the agency and the compliance of Title 34 CFR. The aspect of the employee outcomes relates to the goals and direction of the agency.

4. **DISCUSSION / REVIEW OF THE 2022 CONSUMER SATISFACTION SURVEY**

Mr. Elez mentioned the Consumer Satisfaction Survey is reviewed and updated periodically and make the adjustments as needed and analyze the numbers. Mr. Elez invited Mechelle Merrill, Rehabilitation Deputy Administrator of Programs to do a quick review of the Consumer Satisfaction Survey for January 2022, to December 2022.

Ms. Merrill pointed out to the number of respondents to the General VR Consumer Survey as to 25.1% VR population responded to the survey, 25.6% Youth in Transition and 29.8% Older/Blind population respond to the survey. Ms. Merrill mentioned a third of the clients responded to the survey and that the 87% of clients would recommend VR services to others with disabilities. More than half of the clients are gainfully employed. Some of the trends in the report have been a concern and as an agency we have made significant changes to improve with no change to the outcomes reported. The rate of referrals from clients is high and the employment rate is at 54%. Communication is a factor as we have improved the efforts to improve and enhance the efforts in the communication with clients from their VR staff. The efforts have been technology updated through our website, phone texting and emails efforts to assist the clients more access to counselor staff. Although the efforts do not seem to be reflected in the numbers. Communication is a goal we will also strive for with including contact with clients on a monthly basis and not the Federally required 3-month contact.

The overall Core Metric scores are positive with 87% recommendation to their friends. Across the 3 populations surveyed there is only a 2% variation. This is considered a very good think with the high rate of referrals to family and friends form clients. Individuals in service for 18 months or more are finding the highest satisfaction with employers is on an upward trend.

Ms. Merrill mentioned the importance of the program is the increased in the communication with the clients and the ongoing efforts to communicate with clients. We have made improves on the

application process and continue to improve efforts to engage with clients.

Ms. Merrill spoke about the number of respondents to the Older Individuals Who are Blind Consumer Survey dated January 2022 to December 2022. The Overall Satisfaction of VR clients was 72% and the population of the Older Individuals Who Are Blind was a 77% satisfaction. Experiences with Services provided by VR Program is a 77% satisfaction. We are seeing a growth in Customer Control and Involvement at 80%. We have an 80% of clients who did not experience any programs. We feel this is a great sign and that the Older Individuals Who are Blind population is content and is being served well. We have had a great hiring impact with the individuals who serve the clients in this program. We are helpful this will continue to grow. On the Trend Comparisons have remained stable as from previous years percentages have been around 2% margin higher or lower from previous reports. On the report of would you tell your friends about the OIB program the trend is continuing to increase higher. The trend of office space is improving as people are homes out of their homes from COVID restrictions have lessened and the percentage of clients coming in has increased to 62%. The results from Did you experience any problems with the OIB program has increased to 91% for those clients in the program for 18 months or more. Ms. Merrill mentioned in the Highlight overview of the report there is nothing that jumps out as surprising or different from prior reports.

Mr. Elez mentioned the highlight of the communication efforts of the VR program and have tried staying engaged in the clients and figuring out there the roadblock are. We try to solve those issues by looking deep into the issues and who to solve the issue. The involvement with the communication of the counselor and client has been a change and that the issue is over a basic information or their case with missed information from the client not remembering or writing down information needed about their case to help assist with their counselor. One of the solutions is a portal for clients to access from their homes to see partial information about their case. The information they will be able to access is the basic information such as address and contact information. The clients will be able to change any information for the counselor to be able to have current contact information to get ahold of the clients freeing up more time for the counselor to work on more supplement things during their meeting with the client. This upgraded portal will be up and running in the next year. The clients will be able their case status and possible notes for the next steps. The hope is for this to be able to be a 24/7 access for the client to know where their case stands and that is needed next from them.

Mr. Goff asked about the general makeup of the data provided by the characteristics of the demographics not matching up and why there are more women than men surveyed.

Raquel O'Neill, NSRC Chairwoman, responded that there are National Trends that show men tend to experience vision loss more prevalent than women to going blind. There are trends in the blind population that are mirroring what is being shown in the survey.

Mr. Goff questioned the percent of the Black/African American population and where is the information coming from.

Ms. Merrill responded with the percentage is the actual percentage to who responded to the survey that are actual clients, not population stats of the state.

Ms. O'Neill, pointed to the future of the Black/African American population due to the impact of vision loss, but the responding correlates to the trends. People wanting to respond or disclosed to surveys also impacts the outcomes of surveys. The impact can be a consideration for the council

to look into in future recommendations.

Mr. Steven Cohen mentioned his concern over full voice mails when he contacts his counselor. Ultimate question, is SARA have an inbound Communication compound to a time sensitive issue?

Sheena Childers, Rehabilitation Bureau Chief, responded if you have an existing message from SARA you can respond to it. However, there is not a specific text message number that you can initiate correspondence with the VR program. If you had a saved message, you could respond to that, and your counselor would receive it. However, you need to have some initial message to respond to from SARA.

Mr. Elez mentioned the new portal VR is working on will have messaging ability to go directly to the counselor and not an email. It will be set up in the Case Management system for the counselor to look at in one place to respond to clients' messages.

Robin Kincaid mentioned one of the dissatisfactions on the survey was relating to Job Coaches and wanted to know if there was any additional training for Job Coaches to improve the job satisfaction and to improve the overall goal of individual's being successful in employment. Ms. Kincaid would like to see this added to the Strategies for the Goals in review.

Mr. Elez mentioned we should definitely add to one of the Strategies we would not be able to replace as a goal. Coming out of the Pandemic different agencies have replaced employees and agree we should be offering more education and training aspects to the vendors. We have started that discussions and our efforts have been delayed to the end of the Legislative Session and our small team. We have to adapt to the needs; we had Legislative Session and the RSA review right afterwards. This next State Fiscal Year we have scheduled training and some materials for the vendors. We are changing the way the internal staff receives their trainings and are partnering with YES LMS a National Organization that provided very high-quality trainings. They are interested in expanding trainings, and we can bring to them ideas to develop some trainings, via videos and new training materials for new staff as they are hired. We need to have Annual Trainings or Bi-Annual depending on the funding, along with other materials to be provided to the vendors.

Ms. Merrill mentioned a training was offered to CRE training for supportive employment to Job Developers with had some lead over to Job Coaches as well through the VR TAQUE. We could do more training for all the Job Coaches, and we are working towards, YES LMS is a great tool we can offer to the vendors to help them up their game.

5. **DISCUSSION / REVIEW OF THE CURRENT PROGRAM FFY 2022 AND FFY 2023 STATE PLAN GOALS, STRATEGIES AND PERFORMANCE MEASURES**

Mr. Goff asked for comments, questions, or concerns before going over the Goals, Strategies and Performance Measures for FFY 2022 and FFY 2023. Mr. Goff suggestion to review goal by Goal.

Mr. Elez provided an overview as how to go over the Goals and the means of each Goal. Mr. Elez mentioned the need to simplify some of the goals and the text that is presented as they are complex. As we need to do more explaining as the Titles and the elements reported are complex. We should look at these Goals and add them to the Annual Report. We should consider how the public would read these goals and understand them. We would like to target to the general public and to the legislation and the goals might be difficult for them to understand them if there is no VR staff to explain them. Mr. Elez would like to simplify the 9 Goals with the sub goals and would like to narrow down to 5 Goals. Some of the Goals are more targeted and represented as a concrete

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

number than to a certain Goal. With the removal of some of the Goals the Council will still receive the information at the quarterly NSRC Meeting, the removed Goals will not be dropped, it will just simplify the Goals to a manageable report for others to understand. The more understandable we make the Goals the easier it is for VR to simplify and manage the Goals.

Mr. Goff questioned the availability of the Goals measurement to receive in a timely manner to be on the NSRC Annual Report.

Mr. Elez mentioned the Goals are measured as to the Federal Fiscal Year ending on September 30<sup>th</sup> and that the Goals would not be able to make it into the Annual Report. We could for the current year go thru the third quarter and estimate the fourth quarter, with an notation of that the numbers are computing and are not the final results for the year. We would report the prior year as the final totals for the previous year in the Annual Report.

Mr. Goff asked where the goals are for the year with two more months in the FFY23. Are we going to be able to compare to previous years with individual cases closing with no employment? Are we looking into a down year for VR?

Mr. Elez mentioned it is looking like we will be failing short of their goal and looking like 2021-year goals. Some individuals were job ready but, were not comfortable to seek employment and then rethinking again, and the economy due to the employee market. We have been able to increase the staff vacancies in the VR program. The overall goal to be reached by the end of year will be closer to the 2021 goals.

Mr. Goff asked if hiring new employees would help with the increase of clients with closed cases.

Mr. Elez mentioned the difficult with hiring staff with the correct degree required, an issue with cost of living and salaries as been a hindrance for hiring qualified staff. The agency has been looking to outside states with a master's in vocational rehabilitation as Nevada does not have these degrees in the University system. The agency is looking into other degree field for qualified individuals to hire as counselors. With quality training these new counselors will be up and going in about a years' time to make an impact on the services provided to clients, along with the vacancy rate of the agency has improved from previous years. There should be an increase next year when the counselors are trained and working on cases, and clients are employed and sustaining employment.

Mr. Goff mentioned he understands about limiting the complexity of the goals, however asked about the successful closures per counselor on a year based on how many successful employment opportunities per client. Possible Metric Capturing to show the cases per counselor.

Ms. Childers mentioned in the decline of successful employment outcomes this year points to other preparation and work not shown due to other Federal Performance Measures such as Measurable Skill Gains and Credential Attainment, which are more longer-term rehabilitation outcomes, they take longer to obtain. We have excided your Measurable Skills Gain and Credential Attainment during your RSA audit for FFY2023, which are two quality measurements that will be improving the outcome of the overall quality employment of the next few fiscal years.

Mr. Elez cautioned the council of micromanaging the agency, due to the addition pressure that might add to staff to their performance and the agency needing to manage their staff holistically, with having the flexibility to manage in a safe environment.

Mr. Goff questioned the capturing the strength of the number personnel and counselor as it changes year to year. The report does not capture this goal and would like to see the reasoning due to ability of the available staff to the clients being served for the added adjustments to the outcomes with the discrepancies in the numbers.

Mr. Elez mentioned a breakdown of tenure of counseling staff under a certain year would be able to provide information as the accuracy in the outcome of successful employment. As an agency which can be looked into, and information provided to council in the future as a quarterly goal list and a quarterly report list, as additional elements on report list to simplify Goals. Mr. Elez recommended removing Column A, add to report list, remove Column C and Percentage adding to the quarterly goal list, and essentially have the Goal reads Increase Number of Successful Employment Outcomes. Showing Federal Fiscal Year and the Clients Closed after Services with Employment and the Goal for the outcome. Removed columns would be in report list presented quarterly to council.

Mr. Cohen first comment was to Vendor dissatisfaction and how does it pertain to the cost or time or to become a vendor at all? Second comment outcome and funding interim year with legislation seems to be better. What extent does funding contribute to VR? Third comment can this be broken down to counselor type as new, less than two years.

Mr. Elez funding of the acre plan for the Job Developers only is used for one type of vendor serving Supportive Employment Clients. Other vendors do not require the funding. This is not a big population we serve and requires a much deeper understanding of their job and ensures these are the right workers to work with this population. We are looking into how to supply supplemental training that refers to acre. The funding the agency has not be effect to your funding and Legislation has set aside funding for the agency. Reports are given to Legislation quarterly to receive funding to help clients.

6. **FOR POSSIBLE ACTION: ESTABLISHMENT OF RECOMMENDATIONS FOR PROGRAM YEARS FFY2024 AND FFY2025 (OCTOBER 1,2023, THRU SEPTEMBER 30, 2025) STATE PLAN GOALS, STRATEGIES AND PERFORMANCE MEASURES**

Mr. Goff opened the floor to suggestions or recommendation to the Goals, Strategies and Performance Measures.

Ms. O'Neill mentioned she needed clarification on how the Goals, Strategies and Performance Measures were going to be handled and voted on per the Vice-Chairs recommendations. Ms. O'Neill wanted to know the direction of how the changes were going to be processed during the meeting, as individual or goal per and strategies and performance measures each per goal? Or, if each Goals, Strategies and Performance Measures by voted on an individual basis?

Mr. Goff mentioned to review each Goal separate from the Strategy and Performance Measures and for the council to be open with change if this did not work correctly or make sense, and motion on each strategy separately. Mr. Goff was mentioned he was comfortable with making a motion on the changes from Mr. Elez for Goal #1.

Ms. Kincaid, voiced concerns about removing the data and running into problems later from Goal #1 and not having it show the history on the report is very helpful. Ms. Kincaid recommended to keep the Goal as is. Ms. Kincaid voiced concerns over prematurely closing cases and is not in the interest of people with disabilities.

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

Mr. Elez mentioned removing the information to a second report to the NSRC Council. At some point we need to look at the information we have and see if it is severing the purpose it was created for. The purpose of the goals are intended to focus on what direction the agency is going and has the best interest of the public and shows the public the direction the agency is going. The information is not going anywhere, and the information is still being tracked. Mr. Elez mentioned the goals needed to be looked at holistically and reset the Goals to make more sense, and to use this as a collection of all the Goals we have set up.

Ms. Kincaid mentioned the Goal is set up the way it is to see the percentages to see the trends going on and does not want to loss that. Ms. Kincaid mentioned she does not think giving just the closed case numbers is meaningful to people, because there is no context to it. The purpose of having the percentage and also some information about the goal of 550 there is some context. We are not going to be communicating the percentage of the case outcomes with the percentages if removed, it needs to be part of the collection of the goal reporting.

Mr. Goff mentioned the Goal is Clients Closed with Employment Outcome. If that is the Goal that is set, we should have data that relates to it, we will have additional data presented to us. I do not think this information is helpful without knows the counselors they have related to the population they have. I am willing to support the information related to the Goal if it is going to be the number only reported and not the percentage. The additional items will be reported to us in the quarterly NSRC meetings, I would like to see that number increase and, in the future, if NSRC would like to transition to a percentage as the goal rather than a flat number. Mr. Goff asked for any additional comments.

Mr. Goff indicated that the motion on the floor was to remove the item A, B, and D and to make those items as a quarterly report presented to NSRC.

Mr. Goff asked for votes, voted "1", Ms. Kincaid, and Mr. Cohen abstained, motion carried.

Mr. Goff asked for recommendations for the Strategies for Goal #1.

Ms. O'Neil mentioned per Mr. Elez's comments earlier who we want to effectively communicate the direct impact of the goal, and how we want to get to the end results of the goal. Recommended changes to be adding additional training for job coaches, add to second part of the strategies under the first bullet point. Seconded recommendation would be to change the word Advocacy to something showing more of a team effort working for people with disabilities, participation and gaining successful employment.

Mr. Elez agreed adding job training to Job Coaches, agreed changing Advocacy to Community Engagement to the process of getting the results showing the efforts taken to get there through the different agencies.

Mr. Goff questioned Explore Apprenticeships when we stop exploring and start developing a good strategy around utilizing the apprenticeships the have uncovered and discovered. Mr. Goff would like to see a formalized approach to the apprenticeships we have in the state.

Ms. Merrill mentioned it is important to seek additional apprenticeships, there is always the ability of circumstances to change with apprenticeship and internship sites as to what has worked before may not be able to work now due to different reasons, such as, staff changes, leadership changes



N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

and trends change. Youth change to different thing they want to be involved in and we need to keep up with the changes and have fresh sites to keep up with change.

Mr. Elez agreed with the changes of and would like the time to looking into some changes to address at a later meeting.

Mr. Goff asked about the component for apprenticeships for our clients. Mr. Goff mentioned hearing an agreement with Ms. O'Neill and Mr. Elez, Mr. Goff asked if there was a motion for changes to the strategies.

Ms. O'Neill made a motion to update the Strategies for Goal #1 and make changes.

Ms. Kincaid mentioned her concerns on the apprenticeship we have and requested data showing the progress being made with this effort. Ms. Kincaid agreed the word explore should be changed to show a matching up of with people with disabilities in apprenticeships and internships. The strategies is not a strategy if it just asks explore apprenticeships. We need some data to strengthen that strategy if we are going to use it. Ms. Kincaid questioned the use of Peer-to-Peer networks and their use. How is this being promoted and is there data to back up the use of the strategy for Goal #1. So many of the strategies need clarification and data to back up the continued use of the strategies being used to collect the data.

Mr. Cohen questioned if we are stuck using the Goals as written and asked if new one can be written?

Mr. Goff mentioned these are recommendations we are developing and that the Full NSRC Council will review and approve and did not see a reason not to add addition Goals if it was wished. Mr. Goff asked for additional comments from Ms. Kincaid.

Ms. Kincaid asked about the One-Stop Networks and how they had been a strategy before, if they are not added and not being used, Ms. Kincaid asked for clarification. Would like to see the One-Stop network as part of one of the strategies for the Goals.

Mr. Elez mentioned as an agency we have tried of the over the years is to keep actively engaged in the One-Stop locations as to having staff physical in the locations, to help and work with the staff and clients coming in how would benefit from our services and to be integrated into the different services the other agencies provide. Mr. Elez mentioned we have been working with the local workforce boards to ensure that we are able to expand our staff to work in these locations. With hopes of our agency being more accessible in the community. We are working with the Southern Nevada Workforce board and looking to see what other locations we may be able to place staff at to work, including the different areas what may be needing the agencies assistance more due to areas service and client's location in general. We also have an employee with the Employer Engagement Team who are in the Business Hub in Henderson to ensure to take advance of the economy in a larger scale. We have looked at adding our Youth Transition Coordinators into different locations that One Stop is setting up.

Ms. Childers commented on Ms. Kincaid's questioned of what we are doing to work with and collaborating with American Job Center Network. We continue of partnership with the centers, and we have been collaborating with and have expanded our setting with the centers in the Las Vegas areas and are required to be in location there are clients are heavily located. We are working on having staff in the locations or in an affiliate location to the heavy hitting areas are the area. We

have been exploring and researching those areas and where we can set additional VR staffing to expand our outreach in the community. In addition, we have been meeting with a Title 1 WIOA partner through American Workforce Connection in the Youth Program as well as Adult Dislocated Work program to better identify, reassess our referral work programs so we are able to share and work with your partners. There is currently a referral program for our Title 1 Workforce Programs. We have a very good connection working with and collaborate with the Workforce program with the Youth and Adult Displaced worker programs. We are looking to expand our partnership with Title 1 and American Job Centers in the future based on how the VR program is growing.

Mr. Goff mentioned looking at the survey data communication was a factor with clients. Is it safe to add communication between clients and staff to the Strategies under Goal #1?

Mr. Elez agreed with adding communication into the Strategy for Goal #1 by adding new technologies to where the strategies will go and implementing our new website access to clients and the new trends people are following to meet client's needs. We would need to stay in the perimeter using Federal Grants as excepted technological communication formats will need to be in the Federal Governments guidelines. We will stay open to what is out there, and the new portal being offered 24 hours for use by are clients. Mr. Elez acknowledged Ms. Kincaid's concerns about the Community Engagement portion, with the efforts with American Job Centers and continued active engagement that we maximize are resources and provide better serves with our clients. We are currently at a high percentage and better working relationship with the American Job Centers than we have historically, we will continue to work on this portion as well with definite room to improve.

Ms. Kincaid, wanted to have the active process with an increase to the work with American Job Centers added into the strategies under Employment Engagement and the use of One Stop Centers. Ms. Kincaid voiced she is very concerned we are losing the details and would like to see any of these changes before moving on with executing a vote since, it is all just in conversion and who is responsible for showing the changes in the strategies.

Mr. Goff mentioned the only vote on the floor was for the removal of the Strategies for Goal #1.

Ms. O'Neill was asked for the motion. Ms. O'Neill mentioned this was just the being of the discussion on the strategies going forward and that there will be many more. Ms. O'Neill mentioned the changes will be reviewed prior to the September NSRC Meeting to review the changes being prosed in today meeting. Ms. O'Neill motioned to see the changes prior to approving the new comments to the Goal and Strategies.

Mr. Elez made the motion for the following adjustments to Goal #1 and the strategies changes. Mr. Elez address adding new technology communication to the Strategies. Add training for Job Coaches under the Employment subgroup, change the wording of Explore apprenticeships to something more resembling a strategy, change third subgroup from Advocacy to Community Engagement, and adding American Job Centers and improving collaboration and improving serve to clients.

Mr. Goff asked for approval of motion for the changes to Ms. O'Neill that Mr. Elez provided.

Ms. O'Neill motioned for an approval, motion seconded by Mr. Elez,

Mr. Goff asked for votes, all voted "I", none abstained, motion carried.

Goal #2a. Increase Participation for Students With a Disability in VR Transition Services.  
Mr. Goff moved discussion to Goal #2a Increase Participation for Students With a Disability in VR Transition Services. Mr. Goff opened the floor to Mr. Elez for comments suggestions for this goal.

Mr. Elez mentioned to rename as Goal #2, per recommendations from RSA to have clear numbers to the goals we are having tracked. Change the name of the title to Increase Participation for Students with a Disability in VR Transition Services to Increase Participation of Students with a Disability in VR Transition Services. Just as a reminder the total includes Pre-Employment Transition Student Services (Pre-ETS), which is a subgroup being tracked in this goal, as well as students with open cases in VR. This goal is clear and to think of as a model to all of the other goals. We are open to discussion on this goal the goal with low due to the Pandemic. We have seen an increase to students we serve, and the report of students being reported are two different numbers. We are probably serving a lot more students than we are reporting. The reporting aspect is something we have struggled with based on the small number of staff dedicated to this population. We have been working on correcting this with hiring of staff and contractors to help with collection and data entry. If we need to look at what to fix first and have a priority to serve students only if we can report on it, then we do not provide services to the other students because we cannot report on. Let's provide the most serves we can and hope the reporting aspect catches up, so we are not victims of technology as a reporting solution. We will start to see increase of number of students being served as we improve that reporting as well. We would be comfortable with raising the goals of 900 and 1,00 students in the following year.

Mr. Goff questioned the definition of student.

Mr. Elez responded that a student as a person with a disability aged 14 through 21.

Ms. Childers expanded our purpose of a student defined as an individual aged 14 through age 21 or 22 per NRS, who is enrolled in an educational program under an IPE or 504 plan. The three criteria or age, disability as well as enrollment in an educational program.

Ms. Kincaid appreciated the fact we are exploring the fact on raising the goal on Goal #2 and would like to see Goal #1 raised as well. Ms. Kincaid mentioned we need to set high expectations and we need to be thinking about how we can increase the goals and hope the events that lead to the decrease in the goals are behind us. Moving forward would like to see the increase in the goals and how we can serve more individuals with disabilities.

Mr. Cohen questioned how are Goal #2a and Goal #2b different and how can we break up Goal #1 by service population? It seems like we are doing successful outcomes more than once.

Mr. Elez mentioned in regard to Ms. Kincaid's question we do want to stretch the goals as an agency, and to improving our serves. We also have to ensure that some goals are realistic to achieve and unrealist goals can potentially lead to a mindset of these goals are so far out of reach, that it is difficult to be taken seriously, that you do not work hard to achieve the goal. There needs to be a balance to set goals and what can be achieve. With the previous goal we have had an increase of 20% in the goal outcome with the data of 4 years, from 450 to 550. We are projected to reach this year is 550 which would be a 20% increase and in itself a stretched goal. Ms. Elez agreed that the goal for Goal #2 should be increased to 900 in the first year and 1,050 the second year and would be increase from the previous year's goals. Then it comes to employment the nature of services the agency provides compared to historically is a let bit different with VR the

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

agency has been focused on get a job to a client in the short time possible. VR has changed to seeking the career for the clients that would be a lifelong career for the clients. With this change the open days to the cases has increased in time frame from 18 months to possible 2 to 3 years, resulting in the lower goal. Mr. Elez mentioned he understands Mr. Cohens point and would like to look at all the Goals and has some suggestions. He mentioned he would like to look at capturing different subgroups in the Goals as to individuals we are serving and giving the council different data to review.

Mr. Goff mentioned the numbers were low due to the Pandemic and wanted to give to counselor as a moral booster. Has a fear the goal numbers were set to high and not realistic. Post Pandemic it is a shot in the dark about the number not knowing the strength of the department. Mr. Goff mentioned he hears that the goal number would like to be increased, he asked for a motion and suggestions.

Mr. Elez made a motion to change Goal #2a Increase Participation for Students With a Disability in VR Transition Services, changes to Goal #2 Increase Participation of Students With a Disability in VR Transition Services. Updating the Goal of FFY2024 to 900 and FFY2025 to 1,050.

Ms. Merrill seconded the motion.

Mr. Goff asked for discussion.

Ms. O'Neill mentioned it was developed at the last Subcommittee to go with the percentage and would like to continue with that trend. Ms. O'Neill would like to know what percentage of an increase to the services provided VR would like to see in the reporting.

Mr. Elez mentioned he would like to see an increase of percentage in services with the students due to the ability to hire staff and having added an addition 30 hours to be able to increase with the rise in the percentage of students served. Mr. Elez mentioned we would be able to an increase of 20% for FFY24 to 926 and an increase 30% for FFY25.

Mr. Cohen questioned the increase and mentioned the increase would be too high in one year. He request the increase to be more realistic to what the data shows.

Mr. Elez clarified the goals are not represented correctly as the data is for Federal Fiscal Year which ends in October. The correct data would not be reported until December 2023.

Ms. Kincaid voiced concerns over the number of students with disabilities that fall in the age range are not being reported correctly. We need a better picture of the number of students that are accessible to receive services, and number of students being served compared to how many students with disabilities are in the Department of Education in the state. Ms. Kincaid wants the understanding of the council to be clear about the number of students before given a percentage to follow, as there is over 65,00 students in Nevada with an IPE nor accounting for Section 504 service plan. There are at least 15,00 in this age range that would possible receive Pre-ETS services.

Dawn Lyons, Executive Director, NV SILC mentioned we do need to keep in perspective the data provided by Ms. Kincaid. The increase to the goals is not unrealistic with all the changes VR has been making to their program with all the new processes and new websites they are good, are they keep getting better. Ms. Lyons wanted clarification if Goals #2b and Goals #2c were going to be

added together and become separate goals?

Mr. Elez answered Yes, we would keep going through the Goals and rename them as they are reviewed as to what they are tracking and what at the goal is and the reason for the goal for clarity. There is a lot of overlapping and would like the agency to understand what is being asked. In response to Ms. Kincaid comments there is about 18,000 students aged 14 to 21, they are not available for us to access due to working with the school districts is a change and not a mandate for them, if is a mandate for us to offer the services. We have been doing that we can in trying to improve our relationships across the state within the school districts and the schools themselves. We have a limitation to our internal staff as well as to outreach what we can do with a permanent state employee. We received funding to add additional employees to this team to reach a higher number of students to be served in the state, we have hired more vendors to set up Summer Camps and virtual job shadowing. We have purchased 18,000 licenses for youth aged 14 and up to have access to this virtual service tool.

Mr. Goff motion on the floor for Goal #2a. Mr. Elez made a motion for changes to Goal #2 Increase Participation of Students With a Disability in VR Transition Services. Updating the Goal of FFY2024 to 926 and FFY2025 to 1,064, percentage increase to 20% first year and a 15% increase in the second year. Ms. Merrill seconded the motion.

Mr. Goff asked for votes, all voted "1", none abstained, motion carried.

## Goal #2

Mr. Goff asked for recommendation or suggestions for the strategy and measure of Goal #2.

Ms. Kincaid requested information on Goal #2b and #2c if the goals are changing, keeping the data, requested clarification on the Goals.

Mr. Goff clarified Goal #2a has been changed to Goal #2. Goals #2b and #2c still exist, and in review to amend to reflect the changes. Mr. Goff mentioned he is open to suggestion on how to go forward with reviewing the Goals and Strategies.

Ms. Kincaid mentioned the Strategies listed are for all 2a, 2b and 2c. Ms. Kincaid requested clarification on the Goal and Strategies and requested to look at the information to increase 2b and 2c.

Mr. Elez recommended we go through Goal #2b and Goal #2c and look for the clarity as how those goals will continue, as we go through the strategies, we have to differentiate the strategies per the goal even it means changing to a different goal number would be easier to rearrange.

Mr. Goff mentioned in reviewing the Goals that Goal to increase Participation, Goal #2a be students, change Goal #2b to Post Secondary Education and Goal #2c rename as appropriate to Goal we are looking for due to data collection. Mr. Goff asked for comments and suggestions to the way we approach and reidentify the goals and strategies moving forward. The strategies look to encompass Goals #2a, #2b and #2c moving to Goal #2b Increase Participation and Increase Successful Outcomes of Students With a Disability in VR Transition Services and Post Secondary Education, this there recommendation on this goal.

Mr. Elez recommended to change to Goal #2b to Goal #3 to create the consistence there. The first

goal is to measure the Increase Participation of Students With a Disability in VR Transition Services, I would like to make sure the council would like to continue to measure Goal #2b as the Increase Participation and Increase Successful Outcomes of Students With a Disability in VR Transition Services and Post Secondary Education. If this goal is to continue, the columns under the Goal do not reflect accurately as being sought out. We would recommend removing Column A if it is not tracking the goals. Column B Transition Students With Postsecondary Education currently that is not tracking all the students with disabilities in Postsecondary Education or those with comparable benefits, it is tracking only those we are paying directly for postsecondary education. Column C Total Number of Measurable Skill Gains for OPEN cases includes both adults and students, we currently do not have the ability to separate out, that's way it is being reported as one. Column D Total Number of Measurable Skill Gains for CLOSED cases, is also tracking both adults and students. Column E is not an accurate number. The Goal that is set is not measuring accurately students or their post-secondary education. If we are to leave this goal, we recommend tracking only Column B and setting a goal for that. This goal is tricky as we are not able to tell you the accurate number of Postsecondary Education students in the program we are serving.

Mr. Goff asked what are we trying to capture in this goal students what apply that are going to Postsecondary education or students looking for employment?

Ms. Childers goal was set to track how many students with a disability that are currently open cases with VR who are pursuing employment, verse those who are pursuing Postsecondary Educational opportunities. We can count students easier if we focus on Postsecondary Education, is realistic and appreciate that goal. It gets complicated by adding Competitive Integrated Employment also to that outcome it is currently being identified that way. We help to simplify by providing accurate measurement for those students with disability who are pursuing Postsecondary Education.

Mr. Goff mentioned he is interested in the data and setting goals and would like to see 100% of students who apply get a job and go to school. Mr. Goff mentioned he is comfortable with eliminating this goal and have the data reported to the council.

Ms. Kincaid voiced her concerns if we don't focus on increase access to persons with disabilities who want to pursue Postsecondary Education. We do not monitor and look at that data and the plan is a way to do that. The concern is we won't have an idea of the changes the person have had. Ms. Kincaid wants to keep track of this goal and see it grow. We want persons with disabilities to grow and gain access to more Postsecondary Education opportunities. WE want to encourage families, persons with disabilities and everyone to be lifelong learners. Ms. Kincaid's concern is we do not have a measurable way to see what this is growing.

Mr. Cohen voiced his comment to remove Column A to original Goal #2, so it is still captured. Mr. Cohen questioned Column B if it is the portion of students of transition age or is it the total number of VR clients. Mr. Cohen made the suggestion that Column C Measurable Skill Gains should be separate goal, and again is it a total number.

Ms. Merrill mentioned that we want to track the students in Postsecondary Education it is a matter of it being reported clear and accurate. The Goal as written is not clear or accurate, as Column C and Column D are not capturing the comparable benefits that could be missed, or that another agency is providing. In Column A we are talking about employment, which is wonderful, but Postsecondary Education more important in their lives and getting them credentials and the Measurable Skill Gains, so they eventually get better jobs and might not be their goal job in the big picture of their lives. Ms. Merrill mentioned the most important goal here is their Postsecondary

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

Education in her opinion.

Mr. Goff mentioned in hearing Mr. Cohen and Ms. Merrills comment he would be in support of moving Columns A and Column B to Goal #2 as a means of clarification, as to what happens to the student's application and not necessary tracking as a specific goal, but as a means of understanding what happens to our applicants.

Mr. Elez mentioned the different elements that are beneficial to report to the council in the new quarterly report on the data. Column A Transition Students closed with an employment Outcome to move to the quarterly report. Column C the Total of Measurable Skill Gains is being reported to the Federal Government as it is one of the main measurements they have, this can also be reported to council on the quarterly report. We already have goals we need to negotiate with RSA with credentials and Measurable Skill Gains as well we can add to the quarterly report. We agency would be open to removing this goal and moving the Column B Postsecondary Education to Goal #2, as a reference point or a stand only item as well.

Mr. Goff questioned why we would not want to include Column A and Column B as well to Goal #2.

Mr. Elez mentioned we are saying that the goals planned out for the students are not their long-term goals, just a survival goal not a complete goal. As long as Council understands the measures, and motivation behind it are that we would not have an issue adding both columns to Goal 2.

Mr. Goff mentioned Goal #2 states Increase Participation of Students with a Disability in VR Transition Services, as a means to capture what happens to a student when they apply, what are their outcomes? Mr. Goff mentioned Goal #2c Increase Participation and Ensure Students With a Disability receive Appropriate Pre-Employment Transition Services (Pre-ETS), being able to appropriate capture to a particular goal why not move Columns A and B to Goal #2. Mr. Goff asked for thoughts and comments are if they are ready with a motion.

Mr. Cohen mentioned the importance to look at the Postsecondary cases probably take longer. Mr. Cohen questioned looking at the length of time open or is it captured somewhere else specifically for Postsecondary Education.

Mr. Elez mentioned we do not have the length of time the cases or open or, listed as one of the NSRC goals. We can take a look at it and cannot commit to the agency having the information or currently able to extract the information from the Case Management System. We would need to take back to the Data Team for an answer. If we do have the ability, we could add to the goal, and it is a very good point these cases are open longer. If an individual is going to Postsecondary the cases are open 5 to 6 years or longer.

Mr. Elez made a motion to remove Goal #2b, move the elements in Column A Transition Students Closed With an Employment Outcome and Column B Transition Students With Postsecondary Education to Goal #2. Ms. Merrill seconded motion.

Mr. Goff asked for votes, all voted "1", none abstained, motion carried.

Mr. Elez mentioned that we council should look at Goal #2c to clarify and move around strategies.

Mr. Goff mentioned Goal #2c Increase Participation and Ensure Students With a Disability receive Appropriate Pre-Employment Transition Services (Pre-ETS), Mr. Goff asked for a simplified

definition of goal.

Ms. Childers simplified that Pre-Employment Transition Services are classified as the earliest set of Vocational Rehabilitation Services that are available and provided only to students with disabilities. Those that are potentially eligible for VR services, students with disabilities, or VR eligible students with disabilities. This goal was previously tracking the Pre-Employment activities and services we were providing to students with disabilities.

Mr. Goff asked for thought on Goal #2c.

Mr. Elez mentioned the agency acknowledges the importance of tracking Goal #2c for the students receiving Pre-ETS services. The agency recommends name Goal #2c to Goal #3 name renaming it to Increase Participation of Students Within Pre-Employment Transition Services (Pre-ETS). We do not recommend any other changes to the table, and as far as the Goal we would recommend increasing the goal by 20% in FFY24 with a 10% increase in FFY25. With the increase of the additional staff, we feel this will help in capturing the data along with providing more services. The data captured between 2018 and 2021 the totals are not accurate, due to upgrading of software case management system, and the number of personnel on the transition team trying to figure out the system to track the information. We feel we are servicing more students now than pre-Pandemic.

Mr. Goff questioned the discrepancy number between the number of students that apply and the number of students receiving services.

Ms. Merrill mentioned the fact that Mr. Goff was picking up on the fact one is a potential eligible student, and one is a student receiving VR services. You can be a student in a school setting and be eligible for Pre-ETS Services. You might not be a client but eligible is a totally separate population. It is the two populations that come together to create the larger number.

Mr. Goff questioned would they not be registered or applied to receive services.

Ms. Merrill answered no they do not have to apply for services. It typically works by the teacher identify there is a group of students in a special education class that needs Pre-ETS. They will work with our Transition Coordinator and contact a vendor to go in and push in the services in those classes for the students and when they would talk about VR services that could be provided to them. We cannot make them, we can only offer, we cannot demand we get into the schools, we can only ask, and we have to be invited by the school to be let in first.

Mr. Goff still questioned the number of students 231 in Column B as to would be school initiated, 330 in Column A be parent initiated.

Ms. Merrill the way you look at the difference in Goal #2c Column B is students that have applied and receive Pre-ETS and have an open VR case, are one population. Column A are potentially eligible and in the classrooms and have not yet applied for VR that have received one of the push in instruction services from a vendor is another population. You can still have Pre-ETS if you are a VR client provided from our staff or a vendor, a Summer Camp we provide, there is a lot of ways to receive services. But the potential eligible and the VR clients are separate populations.

Mr. Elez mentioned the 231 would be a subgroup of the 366 for Total Transition Student Applications from Goal #2. Some of the students that have Pre-ETS are also students what have



N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

applied. With the difference these are VR clients and have received Pre-ES services, but they could have applied for our services last year. Part of the 366 depends on when they send in their application for VR services.

Ms. Merrill mentioned the number of 366 is the total number of Transition Student applications received. They would also be included in Column B because they ended up having a case.

Mr. Goff mentioned looking at Column B are students with qualifications to be a client, as Column A does not. But yet we combine those for a goal. Mr. Goff's first thought is item B is much more information since that is our population, compared to A which is important to capture overall, but not main focus. Mr. Goff would consider changing to Goal #3, assign Column B but also reporting on Column A.

Ms. Childers mentioned she appreciates the desire to focus on VR eligibility students, however, legislative requirement is we make available to all students with a disability, potentially eligible or a VR client these Pre-ETS. We evaluate those who are potentially eligible and are not client's yet, because we hope to convert those to VR clients. It may be wise for us to continue to track those and push for that goal. That big 18,000 number would be hopefully going into Column A and provide a good number of Pre-ETS also hoping to affect Column B to make bigger as well. Legislative requirement is we do have to provide these Pre-ETS to both potential eligible and eligible VR clients these services.

Mr. Goff suggested two different sets of Goals #s for Column A and Column B.

Ms. Merrill mentioned we have to keep in mind that the Rehabilitation Services Administration (RSA) is asking to do. They care very much about what we do and the potential eligible students, and they see our reach into that population and the conversion into VR clients and is very important measure. I agree with you it is a very important measure.

Mr. Cohen question related to Column C should it be the difference between Potentially Eligible and Open Cases? Rather than the combination there of or if he is misunderstanding.

Mr. Elez mentioned Column C is a number how many students with disabilities have received Pre-ETS in total as one unified number. Column A and Column B provides more context was to what makes up that large number. In 2014 Legislation had expanded the groups to which VR should target in terms of services and specifically set aside 15% of our direct funds to ensure Pre-ETS are provided in schools. Our goal is to encourage some of those students and parents receiving these services to convert to being a VR client. It is a process we work on throughout the year, and we hope they see the value of what we can offer to them as a VR client. Column B helps to show the context of the convert number is. RSA is measuring how many students we are reaching with Pre-ETS. We would leave as one unified Goal for a total and providing the context in Column A and Column B to know what the makeup of those elements are.

Mr. Goff asked if the students are being captured in both columns.

Mr. Elez asked by stating they are two separate numbers in Column A and Column B.

Mr. Goff asked for a motion for Goal #2c.

Mr. Cohen recommended moving Columns A and Column B to original Goal #2a.

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

Mr. Goff asked for clarification on motion.

Mr. Cohen clarified by moving to Goal #2 Increase Participation of Students With a Disability in VR Transition Services, Column A and Column B from Goal #2c to Goal #2a.

Mr. Elez mentioned with wanting clear Goals and not having Goal a, b, or c. We are hoping to capture the Students In transition Services as an important number and rename as Goal #3 and leave it as that. With the totals increase by 20% in FFY24 from 750 to 900 and another 15% in FFY25 from 900 to 1,035.

Mr. Cohen mentioned going back to Ms. Kincaid comments about it was important to represent the population as a whole with both potentially eligible and eligible and I do not think we are doing it as it exists now.

Mr. Goff understands the important and is not sure how useful the information would be, unless we had the whole population of disabled students in Nevada, and then we would have how many students we were capturing potentially and then were capturing the students eligible. Mr. Goff mentioned it mixes out, since we have a stated Goal and is a conflict here. Mr. Goff asked for a second for the motion.

Ms. O'Neill made a clarification to the group referring to information found on the WIOA website that RSA is very clear that it is restricted to only spending 15% of its funds on this population. Even if they are not a VR client which they do not need to be, which is what needs to be captured for RSA has very clearly stated with the funding amount to be used. Renaming the goal to Goal #3 it is making a very clear statement as to what VR is required to do and is going to be reflected here. It will give good data to the State as that we are doing as to what the students are receiving Pre-Employment wise for what is appropriate for WIOA. Ms. O'Neill set to Mr. Goff the website for the WIOA website. Ms. O'Neill seconded the motion to renaming Goal #2c to Goal #3 and leaving Column A and Column B.

Mr. Elez and Ms. O'Neill made the motion to leave Goal #2c in tack and rename to Goal #3.

Mr. Cohen made the motion to move Columns A and Column B for the Goal #2c to the existing Goal #2a. Motion was not seconded.

Mr. Goff noted on the record Mr. Cohen's motion was not seconded. Mr. Goff mentioned there was a motion on the floor presented by Mr. Elez and seconded by Ms. O'Neill, requested addition comments or concerns, no additional comments or concerns addressed.

Mr. Goff asked for votes, all voted "I", none abstained, motion carried. Goal #2c renamed to Goal #3.

Mr. Goff asked for recommendations to review the strategies or go to Goal #3a.

Mr. Elez recommended in the interest of time to go through all of the Goals then go back through some of the Strategies. Also, going through some of the Strategies the agency could make some recommendations as to add or readjust some of the Strategies for the Goals and to present them at the next NSRC Council Meeting.

Mr. Goff asked for clarification on how to continue with the Goals and VR would look at the

Strategies to make recommendations.

Mr. Elez stated to continue going through all of the Goals and the Goal numbers are going to set for the agency. That we could reassess for time and look at the strategies or pick which specific Goals to look at the Strategies that need to be separated like Goals #2 and Goal #3 with the multiple strategies to clarify and simplify and make recommendations to present at the next meeting for the Council input to the strategies and to change anything that is there.

Mr. Goff asked for objections to going through the remainder of the goals starting with Goal #3a. Mr. Goff asked for recommendations from Mr. Elez.

Mr. Elez would like to combine this discussion into Goal #3a and Goal #3b with your recommendations as the goal is currently tracking (A) Total Open Supported Employment Consumers and (B) Total Open Non-Supported Employment Consumers as the title of the goal is Increase Participation of Supported Employment Consumers in VR is to eliminate Column B and Column C, taking the information and reporting it on a separate quarterly report presented to the Council. Would like to combine Goal #3a and Goal #3b and rename to Increase Participation and Successful Outcomes of Supported Employment Consumers in VR and to have Goal #4 capture 1<sup>st</sup> Column Federal Fiscal Year, 2<sup>nd</sup> Column (A) Total Open Supported Employment Consumers, 3<sup>rd</sup> Column (B) Goal related to Column (A), 4<sup>th</sup> Column (C) Supported Employment Consumers Closed with an Employment Outcome, 5<sup>th</sup> Column (D) Goal related to Column (C).

Mr. Goff asked if there was any comments related to the proposed changes to Goal #3a and Goal #3b.

Ziwei Zheng, Deputy Attorney General requested clarification for Goal #2c has become Goal #3. New Goal will be Goal #4.

Mr. Elez restated the Goal for the new Goal #4 as to combine Goals #3a and Goal #3b into one. New name for Goal #4 Increase Participation and Successful Employment Outcome of Supported Employment Consumers in VR. New Table Federal Fiscal Year, (A) Total Open Supported Employment Consumers, (B) Goals related to Column (A), Column (C) Supported Employment Consumers Closed With an Employment Outcome, Column (D) Goals related to Column (C).

Mr. Goff asked for recommendations, and or ready for a motion.

Mr. Cohen, questioned existing Column B as to what does it reflect? Questioned the Open Non-Supported Employment reflect to the column and Goal.

Mr. Elez clarified the relation between A and B is Total Open Support Employment Consumers and subtracting that from the Total number of clients we serve altogether. Column B is everybody else not a Support Employment Client. We would continue to report these number just not as the goal. They would report on the goals in the quarterly report to NSRC.

Mr. Goff asked Mr. Elez to formalize a motion to the items as discussed.

Mr. Cohen questioned Column B in Goal #3b, until he noticed it was closures.

Mr. Elez clarified that the Support Employment Outcomes of the Open Supported Employment to some degree. If they have an open case and closed it due to gaining employment.

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

Mr. Elez made a motion to create a Goal #4 and to combine previous Goal #3a and Goal #3b, reporting on two items and setting the goals for them. Total Open Supported Employment Consumers as to goals for FFY24 475 increase from 466, FFY25 to increase to 550. As to Supported Employment Consumers Closed with an Employment Outcome, FFY24 goal to 115 FFY goal to 125.

Mr. Goff asked for a seconded on the motion. Ms. O'Neill seconded the motion.

Mr. Goff asked for any further concerns or discussions.

Mr. Goff asked for votes, all voted "I", none abstained, motion carried.

Mr. Goff moved to Goal #3c Increase Successful Outcomes for Students With a Disability Who Are Also Supported Employment Consumers in Competitive, Integrated Setting – Outcomes. Mr. Goff asked for recommendations to this goal.

Mr. Elez asked for clarification from the council on what type of goal and information there are looking for here. At this time, we recommend removing this goal. In Goals #2 and Goal #3 we are capturing a lot of Pre-ETS what are being provided to students with disabilities. In Goal #4 we now shows how it relates to Total number of Open Cases and Employment. In this goal it seems very complex data being tracked; we could remove this into a quarterly report provided to the NSRC so we can track the trends for this. But, to remove as part of the Goals.

Mr. Goff mentioned he did not understand what the Goal is trying to capture and asked for clarification.

Ms. Childers mentioned current Goal #3c looks at a combine of people in the program how are VR clients, who are supported employment clients, who are also a student with a disability. It is looking at stratified groups, stratified groups, and looking at their subgroup looking at their employment outcomes. It is looking at a subgroup of a subgroup and evaluating employment outcomes of that subgroup.

Mr. Goff asked for a motion remove Goal #3c.

Ms. O'Neill asked for clarification of the student number is capture in the entire number of Support Employment number.

Mr. Elez and Ms. Childers confirmed "yes, it is."

Ms. O'Neill motion to remove Goal #3c completely. Ms. Lyons seconded the motion.

Mr. Goff asked for concerns and recommendations for removing Goal #3c completely.

Mr. Elez stated that the removed Goals information will be added to the quarterly report to NSRC.

Mr. Goff asked for votes, all voted "I", none abstained, motion carried.

Mr. Goff asked for recommendations to Goal #4: Collaborate With Other Resources to Support Participants with Mental Health Disabilities to Obtain and Maintain Successful Employment.

Mr. Elez recommended Goal #4 Collaborate With Other Resources to Support Participants with Mental Health Disabilities to Obtain and Maintain Successful Employment. The focus of the agency current makeup of the participation of individuals with Mental Health disabilities has increased client base we are serving. Cognitive and Mental Health combined are 60% of all individuals we are serving. We would like to change this Goal to Capture Underserved disability Minority groups and adding individuals with hearing and vision impairment and blindness. With each group tracked for clients closed with employment in each group. Removed Column (A) still report quarterly to NSRC. Have three columns focused on the Mental Health Disabilities, individuals with Hearing Disabilities and one with Visual Disabilities.

Ms. Lyons would like to know why the Mental Health and Cognitive Disabilities could not be separated on the goal table. So, we could get a realistic number on what minority is not being served.

Mr. Elez responded he combined the groups. However, there are Mental Health 26%, Cognitive at 34%, Physical disabilities at 21%, Hearing at 11%, and visually impaired at 6%.

Ms. Childers mentioned with this measure we are currently reporting on Mental Health disabilities excluding Cognitive Impairment or Cognitive related disabilities. The definition under Mental Health includes depression, other mood disorders, alcohol use or dependence, anxiety disorders, eating disorders, drug dependence, mental illness not other classified, personalities disorders, schizophrenia disorders, and other psychotic disorders. It does exclude cognitive impairments.

Mr. Goff asked for additional discussions.

Ms. O'Neill asked for clarifications this goal seemed like the last goal and stratifying the stratifying and reminds her of Goal #1. Ms. O'Neill questioned the purpose of the reason to delineate out further, questioning what is the goal outcome?

Mr. Elez mentioned it would be up to the Council as to the outcome. We agency just offered as a suggestion as it was already a separate goal to capture employment outcomes with individuals with Mental Health Disabilities. We are open for that direction the Council would like to go with this Goal.

Ms. O'Neill mentioned the strategy for this question as to if they are effect or not working. Is there an update on what is happening with those.

Ms. Merrill mentioned the isolation of this population it is the largest population we serve as a segregated disability group; their numbers are doing well. We would like to see the other populations such as Blind Services or hearing-impaired population numbers increase as they get less attention and have less advocacy groups.

Ms. Childers mentioned this Goal is hard to evaluate become it talks about collaborating with other partners but how that shows up with our outcomes is unclear. I don't think we are serving quite a few individuals with a primary Mental Health disability related. There is some outreach activity we need to do to service other disabilities groups that do not get quite as much outreach and enrollment in the VR program. That was our perspective in making a suggestion to include some other disability groups, that we may have some work to do with. Ms. Childers commented to Ms. O'Neill that we are doing some things that are effective when it comes to Mental Health organizations and have good partnerships with our Mental Health Clinics. We do not have staff at the clinics anymore, however, our collaborated partnerships remain strong. We are evaluating something we feel we

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

are doing well.

Ms. Lyons commented on the testament to the effectiveness of the goal that it is the biggest population served. It would be good to define what those minorities as underserved populations are define them as appropriate as within the percentages in the community. Would like to see a blanket or an underserved population capture the data and see what is needed.

Ms. O'Neill agreed with the statement of the minorities and underserved populations. She would feel better about knowing what the goal is aimed at, other than collecting data. Would there be a specific reason for the goal and a clear purpose of the goal.

Ms. Childers mentioned the agency wanted to increase the outcomes for those disability groups. That would be the specific purpose and we want to serve more visually impaired individual's going to work the same is true hearing-impaired individuals. We should be looking at those with the smallest percentage and the new goal should be to those. Ultimately the goal is to reach more individuals with different disability types to achieve Employment Outcomes and to serve those groups are serves have not been able to reach.

Mr. Elez spoke about how to reach these goals in the agency is by looking at these strategic plans and identifying every year where we are going to put resources. There is many things we can focus on but have limited resources and staff time. We are evaluating and raising importance certain strategies and certain things we are trying to accomplish. Would be in relation to the goals the Council has set for us, as the goals of the RSA and the goals of the Legislation Bureau as set for us and the combining all of that. Once we achieve those goals, we can look into other things we can work on and achieve. With us identifying some of these underserved disability groups we can than assure that the staff resources are employed forwards those particular outcomes. Agency ensuring, we have appropriate vendors, technology exists for them to access services or for us to reach them out with marketing and research efforts, it stand out to the board activities the agencies does and information our decision making as well.

Ms. O'Neill asked if there were numbers in mind for this goal.

Mr. Elez mentioned the agency wanted a discussion and the goal and would have an idea before next council meeting for some of the numbers for the next NSRC meeting. We could possibly set a goal from the data captured to increase the underserve groups.

Ms. Lyons mentioned what has worked for her agency in the past has been the ability to switch focus in a crisis or when something comes up that was unexpected. If we name a certain group, we cannot rename because it was already in our plan. Loves the idea of bringing back the data, because this would be an ongoing evaluation and would have the data to back up the trends and would be able to address issues as they came up with continued evaluations.

Mr. Goff asked for a motion from Ms. O'Neill.

Ms. O'Neill mentioned she is in support of new Goal #5 to increase serving and successful employment of underserved populations in VR. Ms. Lyons seconded the motion.

Ms. O'Neill restated the motion on the floor as to rename Goal #4 to Goal #5 renamed Increase Serving and Successful Employment Closures for Underserved Populations in VR.

Mr. Goff asked for votes, all voted "I", none abstained, motion carried.

Mr. Goff presented Goal #5 VR Staff Retention Efforts as a Reflection of Employee Satisfaction & Positive Work Culture, as it relates to the number of counselors in VR. Mr. Goff mentioned this is an important Goal and would like to the agency set a goal as to how many counselors and technician's they would like to see in the program potentially. Mr. Goff questioned the reason for Column (G) reasons for leaving was different circumstances, asked for thoughts from the agency.

Mr. Elez mentioned the brief history of the Goal with the first time in the last couple of years in capturing the Goal as from coming out of the Pandemic and having a 35% vacancy rate, we are still looking at a large number of folks looking to retire and facing outside risks, staff leaving for better paying jobs in different country or government jobs. We lost a large number of counselors to Veterans Affairs. This was a goal set for the agency to insure we focus on the positive work culture, building the moral and the VR work culture and work program. Due to staff working from home during the Pandemic and the tenure of the folks we have lost and retiring with 20 plus years of service and the new folks coming in without the VR background. We need them to fully understand the mission of our program it is not just an agency, but a movement that VR is part of in providing services for individuals with disabilities. We all feel like this large vision that this agency has, to have adequate resources for individuals have to gain employment, what you do not face discrimination in employment. Looking at the negative number over the past couple of years, with leaving and resigning and the tenure of separation we have been able to address this issue. With the tenure of individuals leaving in a year it seems like we are not the right fit. We feel we have done a lot of work with this goal and made a lot of corrections to make the agency a more stable place. We are open for the continuing to be tracked and will leave up to the Council for recommendations. If we continue to track it the Goal, we recommend 20% for Column (G) for the Negative Turnover.

Mr. Goff asked if it was possible to go back to 2018 for number of counselor and number of technicians.

Mr. Elez mentioned the report is live data and would need to consult to see if this information is available for previous State Fiscal Years. We would need to do more research to see how many employees we had and not just positions opened. Applicants we receive for open positions are usually on a low number. This goal is tricky on that we can assess. Anytime we want more positions we need to ask the Legislature for approval.

Mr. Goff mentioned he felt it would be important to capture the number or counselors and number of technicians on staff would be important to capture since 2018. Mr. Goff questioned the title of VR Staff Retention Efforts as a Reflection of Employee Satisfaction & Positive Work Culture without survey data from the employees leaving are leaving because of a negative work culture. Mr. Goff mentioned he did not know if we are capturing the data was meeting the purpose of the Goal Title without employee surveys.

Ms. Lyons case about tracking of caseload size, if it would be more meaningful to see the size per counselor and would be able to track customer service, to see if the burden of caseload size is affecting the counselors with them leaving. Ms. Lyons agreed with having employee surveys to track the data. Ms. Lyons questioned if the tracking of caseload would be better than tracking the number of employees.

Mr. Elez mentioned that Ms. Lyons point it would spell to both client's customer service they are receiving and to the workload or staff is experiencing. We will be in support of adding this as a Goal.

Ms. Merrill mentioned we already track internally and value that, and what it tells us of our program. We can share with the Council so they can see that and give us valuable feedback.

N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

Mr. Goff asked for additional comments or a motion. Mr. Goff mentioned he did hear an addition goal to be added would be added for caseload per counselor are experiencing.

Mr. Elez mention new goal to be added as counselor caseload number.

Mr. Goff mentioned renaming Goal #5 as the title is not capturing the correct data.

Mr. Elez mentioned as for the Gola to continue to capture data for Column (A) VR Counselors and Column (B) VR Technicians. Will try to look back to 2018 for the respective data. Add Goal for the Caseload size per Counselor, track volume of caseload for the past few years. Will present at the next NSRC Council Meeting with Title and Goals per Column for information to be the services provided.

Mr. Goff mentioned the Title of this Meeting is NSRC Goals and Indicators and if we don't intend to name a goal for this, just show as an Indicator #1 as a potential option. Mr. Goff asked for a recommendation for the options presented.

Mr. Elez made a motion for NSRC Goals and Indicators Goal #5 to Goal #6 or Indicator #1 and would change to Tracking of number of Caseloads of our Counselors to be presented at next NSRC Council Meeting will provide data as to set as a Goal #6 or as Indicator #1.

Ms. Lyons seconded the motion.

Mr. Goff asked for any discussion on the motion.

Mr. Elez restated the motion to remove previous Goal #5 VR Staff Retention Efforts as a Reflection of Employee Satisfaction & Positive Work Culture, move data elements to NSRC quarterly report. Create an addition Goal #6 or Indicator #1 to track VR Counselor Caseload Size.

Mr. Goff asked for votes, all voted "I", none abstained, motion carried.

Mr. Goff mentioned Agenda Item 6 was to review the goals, asked for any additional items to be reviewed.

Mr. Elez mentioned he would like to go over the goal suggestions as part of the Item 6, as recommended by Steven Cohen as to the difference of State and Federal Fiscal Year. As for tracking the data the difference of September to December in one year, and June through October in another year. We recommend staying in one Fiscal year not to overlap and is much easier.

Mr. Goff asked for Mr. Cohen if he would like to formulize any of his public comments into a motion as the entire plan has been reviewed.

Mr. Cohen moved to consider on a quarterly basis the 700-Hour program Closures and Non-Closures.

Ms. Lyons asked for clarification as to what Mr. Cohen is motioning for with his comment.

Mr. Cohen clarified motion as for data for the 700-Hour Program to be shown as an Indicator #2.

Ms. Kincaid seconded the motion on the floor. This would be an opportunity to get better emphasis to help individuals with disabilities to gain access to jobs in the 700-Hour Program, in helps to focus and expanding the job pool in general.

Mr. Goff asked for votes, all voted "I", Ms. Merrill abstained, motion carried.



N.S.R.C. State Plan Subcommittee Meeting Minutes  
July 11, 2023

7. **PUBLIC COMMENT**  
Mr. Goff asked for any public comments. No public comment presented.
8. **ADJOURNMENT**  
Meeting adjourned at 1:05 p.m.

**Edited By:**

*ReginaHigley*

---

Regina Higley, (Interim) N.S.R.C. Liaison

**Approved By:**

*Alex Goff*

---

Alex Goff, Vice-Chair N.S.R.C.