

N.S.R.C. Meeting Minutes
September 10, 2024

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

Tuesday, September 10, 2024, at 1:00 pm
Vocational Rehabilitation
1325 Corporate Blvd., Reno, NV 89502
&
Vocational Rehabilitation
3016 West Charleston Blvd., Suite 200, Las Vegas, NV 89102

COUNCILMEMBERS' PRESENT:

Raquel O'Neill
Robin Kincaid
David Nuestro
Judy Swain
Jack Mayes
Jenny Casselman
Dawn Lyons
Cyndy Gustafson
Dr. Rebecca Rogers
Drazen Elez, VR Administrator – Non-Voting

COUNCILMEMBERS ABSENT:

Austin Olson
Sandra Sinicrope

GUESTS/PUBLIC:

Kate Osti, Executive Director of the Nevada Disability Advocacy & Law Center
Dawn Lyons, Executive Director of the Nevada State Independent Living Council
Julie Irish, DP Video Productions
Candace Walsh, Market Decisions Research
Davis Thorton, Market Decisions Research
Jennifer Kane, Nevada Department of Education
Summer Stephenson, NV PEP
Laura Fussell
Steven Cohen
Spencer Flanders
Walter Lauriton

STAFF:

Angela M. Lee, Deputy Attorney General
Troy Jordan, Deputy Director of DETR
Mechelle Merrill, VR Deputy Administrator of Programs
Brett Martinez, VR Deputy Administrator of Operations

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Jenny Richter Livia, N.S.R.C. Liaison
Mat Dorangricchia, VR Northern District Manager
Trina Bourke, VR Southern District Manager
Marshal Hernandez, VR District Manager
Sheena Childers, Bureau Chief
Jennifer Orellana, Rehabilitation Counselor III
Theresa Jones, Rehabilitation Supervisor
Jake Merrill, Rehabilitation Counselor III
Jacqueline Quintero, Administrative Assistant III
Jennifer Mynear, Administrative Assistant II

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

Raquel O'Neill, Chair, called the meeting to order at 1:07 pm. Jenny Richter Livia, N.S.R.C. Liaison, called the role.

Ms. Richter determined a quorum was present and verified the posting was completed on time and in accordance with Open Meeting Law.

2. FIRST PUBLIC COMMENT

Chair O'Neill opened the floor to public comment.

None Public Comments were provided.

Chair O'Neill indicated we received a written public comment from Steven Cohen, member of the public, this was part of the meeting materials distributed. Chair O'Neill asked if he would like to read comment he submitted via email.

Mr. Cohen stated that it speaks for itself.

Mr. Cohen submitted a written statement for public comment, expressing gratitude for the recent progress made regarding his complaints. The read the full statement comment please refer to [Exhibit 1](#) in the document.

3. APPROVAL OF THE MAY 7, 2024, MEETING MINUTES

Chair O'Neill asked the council for any modifications, changes, corrections to the May 7, 2024, N.S.R.C Meeting Minutes.

Chair O'Neill pointed out, there were corrections already mentioned. Chair O'Neill turned the floor over to Ms. Richter..

Ms. Richter stated on the signature page, page 16, the name of Madam Chair was misspelled and has been corrected. Kate Osti was listed as the Acting Executive Director of the Nevada Disability Advocacy & Law Center. She is now the Executive Director of the Nevada Disability Advocacy & Law Center, and the correction has been made.

Jenny Casselman, NSRC Councilmember, made a motion to approve the minutes with the edits discussed and presented. Jack Mayes, NSRC Vice-Chair, seconded the motion. All in favor, none opposed, none abstained, motion carried.

4. 2024 NSRC FIRST DRAFT ANNUAL REPORT

Chair O'Neill opened the floor to Emire Stitt and Julie Irish, with DP Video Productions, to go over the NSRC Annual Report. Ms. Stitt is not in attendance and Julie Irish will be presenting.

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Ms. Irish stated it's a first draft, so there are blank spaces. There isn't a poster person (successful VR client) for cover yet but will be updated. Most of the types of report will remain. Council composition have been updated. Statistics are due in November and will be updated accordingly. Business Development Outreach Events & Tour page updated over the course of the past year. There were additional events and employers present this year, resulting in a page that was fully filled out. A new page has been added to the report. VR Nevada Disability Inclusion Partner Initiative showcases images of partners receiving their awards. The Students with Disabilities section has been updated with the correct data for the preceding year. Team Spotlight to be determined and picture placed on page. The Client Success Stories will continue the format from last year. The client's image and their story on the left and the corresponding company on the right side on the same page showing the correlation of the two. Collaborators have been updated along with the Partners list. Chair O'Neill provided a letter from the Chair to be included. Council members have been updated with new images for new members.

Ms. Irish asked if we want to include the Legislative Summary section again this year.

Mechelle Merrill, VR Deputy Administrator of Programs stated we will not have the same information, so we will find something productive to put in that place.

Ms. Irish stated for the Employee Spotlight, Mat Dorangricchia, Rehab Manager II, will include 2 pictures and a great story. Map and numbers will be updated. Refresh of the tear out page on the back; much remains unchanged, however, there are also novel aspects to introduce.

Ms. Irish concluded with asking if there are any questions, additions or changes at this point. They will keep working as they receive content.

Cyndy Gustafson, NSRC Councilmember, is very happy with all the photos and the humanization of the agency. She's watched the brand evolve over the years and it's beneficial to put faces to the people who work in VR, along with highlighting those business partners. It has had an impact for her on the front door of the agency visually.

Robin Kincaid, NSRC Councilmember, found a minor typo in the report and will put it in the chat.

Chair O'Neill mentioned it's all coming together, and it is a good draft. We are not voting on the draft as is. Presenting the first draft only.

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Ms. Merrill commented that we were hoping to get a first look, so the council can see the direction we're moving in and if there are any high-level concerns. As we move forward and add more content, we will present again.

Chair O'Neill asked if there were any suggestions or input about what to fill in for the NV Legislation section.

Ms. Merrill mentioned that Jennifer Kane, with the Department of Education, suggested we do an update on our NV TRIP. The \$10 million grant the state received. The partnerships and good work being done there. It would be a nice graphic and great content.

Chair O'Neill agrees.

5. APPROVAL OF PROPOSED 2025 NSRC MEETING SCHEDULE

Chair O'Neill opened the floor for the discussion of the proposed NSRC Meeting Dates for the 2025 Calendar Year.

Tuesday, February 4, 2025, at 1:00 PM

Tuesday, May 6, 2025, at 1:00 PM

Wednesday, July 2, 2025, State Plan Subcommittee meeting at 9 AM

Tuesday, September 9, 2025, at 1:00 PM

Tuesday, November 4, 2025, at 1:00 PM

Chair O'Neill asked the council for any modifications, changes, corrections to the Proposed 2024 NSRC Council Meeting schedule.

Vice-Chair Mayes, commented that the State Plan Subcommittee meeting scheduled for Wednesday, July 2, 2025, is close to the 4th of July holiday. He would hesitate to volunteer. Chair O'Neill proposed moving it. He also pointed out that the November 4, 2025, meeting is also voting day.

Chair O'Neill asked if the DETR employees are willing to move the July State Plan Subcommittee meeting to the following week.

Ms. Merrill stated on behalf of programs, will be flexible.

Chair O'Neill asked if the meeting being on Tuesdays at 1:00pm works for everyone.

Ms. Casselman stated, it's a great time. All council members, concur.

Ms. Lyons will not be able to attend the State Plan Subcommittee meeting if it's moved to the following week.

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Chair O'Neill stated that she welcomes participation from outside people to get their valuable discourse and thought process put behind the planning. She asked if we could move it to the week after the holiday.

Chair O'Neill stated majority wise, everyone is on board for the start time of 1:00 pm and the first Tuesday of the quarter. The July planning meeting is on the table now. She proposes voting to move it to the following Wednesday, July 9, 2025, and asked to make the change. Before making the motion change, let's finalize November 4. She asked how everyone feels about keeping the meeting on November 4, voting day.

Ms. Casselman stated she is fine with that day, but flexible if it changes. Mr. Vice-Chair Mayes, concur.

Chair O'Neill stated we can keep everything the same, just moving that potential date to July 9. She asked for a motion that we accept the meeting times and days with the change suggested.

Dates are as follows for the NSRC Full Council Meetings for 2025:

Tuesday, February 4, 2025, at 1:00 PM

Tuesday, May 6, 2025, at 1:00 PM

Wednesday, July 9, 2025, State Plan Subcommittee meeting at 1:00 PM

Tuesday, September 9, 2025, at 1:00 PM

Tuesday, November 4, 2025, at 1:00 PM

Vice-Chair Mayes made a motion to accept the meeting schedule with the dates and times along with the alteration of July 2, to July 9. Ms. Casselman seconds the motion. All in favor, none abstained, motion carried.

Chair O'Neill stated it's helpful if these dates and times are reflected on the main meetings calendar for the state. It's on the Nevada State Rehabilitation Council page and there's another main page.

Vice-Chair Mayes stated it is the Online Meeting Portal that lists all meetings occurring each day.

Chair O'Neill would like to post our meetings there also.

6. VOLUNTEERS FOR THE STATE PLAN SUBCOMMITTEE 2025

Chair O'Neill opened the floor to discussion for volunteers for the State Plan Subcommittee.

Vice-Chair Mayes volunteered to be on the committee. Chair O'Neill nominates Vice-Chair Mayes to be the Chair and Vice-Chair Mayes accepted. Ms. Kincaid volunteered. Ms. Casselman volunteered.

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Chair O'Neill asked Ms. Lyons if she would like to volunteer.

Ms. Lyons has a conflicting meeting and will not be able to attend.

Chair O'Neill encouraged the council members to send their thoughts or comments if they are unable to attend.

Ms. Gustafson is not sure about being on the subcommittee, however, volunteered to help with any other planning, editing, formatting or finalizing of documents if needed.

Chair O'Neill stated we have our core group of volunteers.

Ms. Merrill stated that Programs will be present.

Chair O'Neill asked if we need a motion to solidify the committee.

Vice-Chair Mayes stated it may be an Appointment and not a motion. Chair O'Neill agreed.

Ms. Richter Livia stated Angela Lee, Deputy Attorney General's (DAG) office, is present.

DAG Lee clarified a motion can take place to testify who the chair would be.

Chair O'Neill asked for a motion that the committee has been formed and Vice-Chair Mayes is the chair of the State Plan Subcommittee 2025.

Ms. Kincaid made a motion to approve the Appointing of the Vice-Chair Mayes as Chair for the State Plan Subcommittee 2025. As been formed. Ms. Gustafson seconded the motion. All in favor, none abstained, motion carried.

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

Chair O'Neill opened the floor to Candace Walsh, project manager, of Market Decisions Research reporting on the consumer satisfaction quarterly results.

Ms. Walsh provided a brief overview of the 1st & 2nd Trimesters. Data is collected from General Vocational Rehabilitation (VR) clients, including, Older Individuals who are Blind (OIB) and Youth in Transition (YIT), by region and length of time in service.

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Demographics - Trimester 1 and 2

Number of Consumers	T1 (471)	T2 (384)
General VR	366	269
Youth In Transition	99	100
Older Individuals who are Blind	6	15

Cases by Length of Time in Service	T1 (471)	T2 (384)
In Service IPE to 6 months	178	171
In Service 6 to 12 months	43	38
In Service 18+ months	172	97
Closed	78	78

What are the VR Consumer Experience Core Metrics?

The core metrics are the broad measures of the VR consumer experience.

- Key measures of the consumer experience that can be compared across concepts, across groups, and trended year to year.
- Allow comparison of results across VR agencies using similar metrics.
- Some are domains, which are calculated by combining several questions.
- Others are individual questions.
- Nevada has 11 core metrics.
- 6 Domains and 5 key questions.

Calculation of the VR Consumer Experience Core Metrics

The consumer experience core metrics all use a common 0 to 100 scale.

- The most positive result is bound to 100.
- The least positive result is bound to 0.
- Each metric is the average of all scores.

The higher the score the more satisfied the consumer or the more positively they view their experience.

- A score of 100 would represent an extremely positive experience among VR consumers.
- A score of 0 would imply an extremely negative experience.

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What are the VR Consumer Experience Core Metrics?

- **Overall Satisfaction and Expectations:** A global measure of the consumer experience with Nevada VR/OIB Program.
- **Experience with Services Provided by VR:** This measure focuses on the services provided by the VR or OIB program and the range of services available in each program.
- **Experience with Staff and Counselors:** Consumer's experience working and interacting with Nevada VR/OIB Program staff and their counselors.
- **Communications with VR Staff:** This measure also looks at consumer interactions with staff but is focused specifically on communications between the consumer and staff. That this is separate from other experiences with staff underscores the importance of communications in the way that consumers rate their experience with Nevada VR/OIB Program.
- **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 Nevada VR/OIB Program help them meet their goals.

Summary of Domain Scores – Trending

Domain	2022 T1	2022 T2	2022 T3	2023 T1	2023 T2	2024 T1	2024 T2
Overall Satisfaction and Expectations	72	75	71	73	73	73	70
Experience with Services Provided by VR	73	75	72	73	73	74	70
Experience with Staff and Counselors	84	86	86	85	84	86	84
Communications with Staff	74	74	72	74	74	73	70
Customer Control and Involvement	77	78	77	77	75	77	75
Outcomes and Meeting Goals	78	81	75	80	79	80	80
Ease of the application process for VR services	78	79	76	78	74	73	75

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Accessibility of the VR office for someone with your type of disability	85	90	86	88	85	89	86
Satisfaction with current employment	80	73	82	79	72	68	70
Would you tell your friends with disabilities to go to the VR program for help? (%yes)	84%	89%	89%	89%	89%	90%	86%
Did you experience any problems with VR or the services they have provided to you? (%no)	71%	75%	68%	73%	70%	70%	61%

Ms. Walsh mentioned the numbers are consistent over time. We noted dips in trimester one and two, and we are looking at what may be driving that. All scores are considered positive and high scores.

Summary of Domain Scores – Service Population

Domain	General VR T1	General VR T2	Youth in Transition T1	Youth in Transition T2	*OIB T1	OIB T2
Overall Satisfaction and Expectations	72	68	77	75	-	68
Experience with Services Provided by VR	73	68	78	76	-	75
Experience with Staff and Counselors	84	81	92	89	-	90
Communications with Staff	74	68	76	76	-	69
Customer Control and Involvement	76	72	80	80	-	77
Outcomes and Meeting Goals	78	77	85	84	-	81
Ease of the Application Process for VR services	77	75	70	77	-	75
Accessibility of the VR office for	87	85	95	89	-	69

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someone with your type of disability						
Satisfaction with current employment	65	68	77	75	-	-
Would you tell your friends with disabilities to go to the VR program for help? (%yes)	89%	84%	95%	90%	-	90%
Did you experience any problems with VR or the services they have provided to you? (no%)	66%	59%	84%	68%	-	66%

Ms. Walsh mentioned that Youth in Transition consistently have higher overall satisfaction than the other two groups. We did not report the core metrics for OIB in trimester one, because we had a low completion rate. We couldn't rely on the data to calculate the domains.

Summary of Domain Scores – Trending

- Consumers continue to be positive about their experiences and are generally satisfied with the services provided to them.
- VR consumers rated their experience lower across all core metrics when compared to YIT and OIB consumers.
- Positively trending metrics that increased 1+ points since 2023 T2 include:
 - Ease of the application process for VR services
 - Accessibility of the VR office for someone with your type of disability
- Satisfaction with employment has been decreasing steadily since 2022 T2.
- The percentage of consumers who would recommend the VR program remains high (86%), continuing a positive trend on this score.

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Ms. Walsh mentioned clients are given the opportunity to give feedback after every question during the survey. Individuals are asked a follow up question if a negative response is given, to elaborate as to why a response was given.

Consumer Feedback

	T1*	T2*
Consumer Problems		
Issues communicating with staff or counselors, difficulty reaching staff	51%	41%
Needed more support or services, had to fight to obtain services, needed more services	15%	31%
VR counselors or staff were unprofessional, rude, or did not care	16%	24%
VR counselors or staff did not provide the help I needed, broke promises, customer had to do all the work	6%	24%
Needed more help finding work, need to help customers find work, customer had to find a job on their own	10%	23%
Waiting to receive services, have not received services	22%	21%
VR program was not effective in helping customer or helping customer meet goals	9%	13%
Not assigned a counselor, switched counselors, counselors need to spend more time with customers	6%	8%

*Top responses among consumers expressing a negative view at any point.

Summary Communication and the need for additional support are the source of most consumer problems.

General Consumer Feedback

Problems Experienced	T1	T2
Issues communicating with staff or counselors, difficulty reaching staff or counselors	67%	60%
Needed more support or services, had to fight to obtain services, needed more guidance	40%	45%
Waiting to receive services, have not received services	38%	40%

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Needed more information about programs and services, did not provide enough information	34%	30%
Needed more help finding work, need to help customers find work, customer had to find a job on their own	21%	27%
Difficulties with paperwork and forms, need help in completing forms, need alternate formats	18%	20%
VR counselors or staff were unprofessional, rude, or did not care	16%	17%
VR counselors or staff did not provide the help I needed, broke promises, customer had to do all the work	7%	16%
VR program was not effective in helping customers or helping customers meet goals	11%	14%

*Top responses among consumers expressing a negative view at any point.

Summary Communication issues with counselors and staff remain the primary feedback from consumers, with 60% reporting this in T2.

Over two-fifths (45%) of consumers report needing more support and guidance in obtaining services, while 40% report having not received services and wanting to.

Other top concerns include the amount of information provided (30%) and needing more assistance in finding a job (27%).

In Summary

While most metrics declined compared to T1, consumers remain positive about their VR/OIB program experience and are generally satisfied with the services provided to them.

- The **most positive** aspects of the consumer experience are working with staff and counselors and accessibility of the program office.
- **The YIT population** reports a more positive experience than other populations.
- Those **in service IPE to 6 months** among General VR and Youth are more positive than other service phases.
- By Region, **rural consumers and those in the North** are more positive about their experience than the South.
- Although the percentage of consumers who would tell their friends with disabilities to go to the VR program is slightly lower compared to T1, it remains high (86%).
 - Similarly, the accessibility domain score is lower compared to T1 but remains high as well (86 out of 100), suggesting respondents this trimester feel that VR offices are accessible for someone with their disability type.

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Satisfaction with current employment continues to be the lowest domain.

- Feedback around employment indicates low wages, difficulty with the work environment and lack of understanding of the individual's disability.

While no longer the least positive domain, communication is the primary subject of quality improvement feedback.

- True of all three service populations
- There has been an increase in those reporting problems in all service populations.
- Consumer feedback focuses on staying connected and the time it takes to contact their counselor:
 - Issues communicating with staff or counselors, difficulty reaching staff or counselors
 - Changing counselors, switching too much, causes problems
 - VR counselors or staff did not provide the help needed
 - Waiting to receive services

Consumer Comments

“Goal kept changing when new counselor was set up or changed based on the available vendors.”

“It wasn't as hands on as I thought it would be. General questions were answered, but I wasn't satisfied with the curriculum. We never accomplished the things she said we'd accomplish.”

“Does not pay enough and company does not understand my disabilities.”

“I have been registered with Vocational Rehabilitation again for over a year and I still have not been placed in a job. The last time I used Vocational Rehabilitation it took less than three months to place me in a job I had for over 10 Years. That was when my councilor was in the town.”

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“Verrrrrrrrrrry hard to get a hold of. She emails me and expects me to call in but the number on her email isn’t even a working number and she knows this, so I have to google and get the number and then call and get transferred.”

Trend to Watch: Closed Cases

Declining Satisfaction Among Closed Cases:

- Overall satisfaction, experience with services and communication with staff dropped notably between T1 and T2.
 - Overall satisfaction: 68 to 59
 - Experience with services: 74 to 59
 - Communication with staff: 74 to 58
- Satisfaction was also lower across these domains among respondents whose cases were closed unsuccessfully.
- There were no significant demographic changes among respondents that could explain the drop in domain scores for those with closed cases. Historically, older respondents and those with shorter service durations are the most positive, while those with longer service periods and middle-aged respondents are less positive.
- One-third (37%) of closed cases experienced a problem with services, which is like the overall (39%). However, among those who encountered a problem, 95% reported that VR did not work to resolve the issue.

Ms. Walsh thanked the council and asked if there were any questions or comments.

Ms. Gustafson asked if they noticed differences in satisfaction levels based on the time of the year. For example, a lot of clients may be getting summer jobs. Are there differences based on when the survey is administered, because some may not be kept till the rest of the year?

Ms. Walsh stated she has not noticed or looked at it closely. We are going into the third trimester of data collection, so we will keep an eye on it between T1 and T2. She made a note to take a closer look.

Ms. Kincaid would like the council or VR administration to look at three issues. Talk about ways to consider access. It Seems like phone system or email system access is an issue. Also, more training seems to be needed. For years, we hear that individuals who access in Northern Nevada have better satisfaction than those

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that access in Southern Nevada. The question is whether this is a training issue or not. She would like to identify three key things out of this data to work on, diminish some of the bureaucracy the individuals feel/face, and improve access.

Chair O'Neill stated in the past we identified an issue with access for blind or OIB (Older individuals who are blind) clients. She helped to write a mobility description for that group. We need to continue to work on this. Overall, recognizing that compared to other states, we're doing good.

Chair O'Neill asked Ms. Walsh if the surveys received are delineated by region, Northern Nevada versus Southern Nevada. Is there data on whether the clients are rural, Northern or Southern.

Ms. Walsh stated yes, we have that information based on the sample data received. It is included in the data compendium we send out, and I can start including it in the reports that are sent. We are trying to dig in more if it's a regional issue; is it a specific office that is pulling down these metrics? We are revamping how we code the open-ended individual responses more granularly. Is it an expectation on the consumer end or is it a problem with an office? We hope to have more detailed information next year for the annual presentation.

Chair O'Neill asked Ms. Merrill, or someone from the program, what happens when we are aware of an issue with a wrong phone number or email, which seems easily fixable.

Ms. Merrill stated that when we were aware of those issues, we immediately addressed them and fixed them to prevent them from happening again.

Chair O'Neill suggested a blanket email reminder be sent out, to update staff email addresses.

Ms. Merrill stated we update the staff directory on the website every quarter when we do our new employee orientation. In addition, we send an internal email out to all staff stating if anything has changed to please update their information. We updated this past July, and we are surprised by this feedback.

Chair O'Neill stated it's fixable.

Ms. Walsh stated that maybe the drop in communication or service is a small thing by a handful of people pulling down those metrics, that they're not large, systemic issues that would be difficult to change.

Ms. Kincaid asked if it's possible to collect data on the frequency of counselor change. Trending data, such as whether the phenomena has increased or is staying consistent.

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Ms. Casselman asked how the satisfaction compares with overall individuals searching for jobs in the job market. Looking at overall economic activity and employment, seeing if there is a deviation from that, or if it consistent with all job seekers.

Ms. Walsh stated she will look at the data and provide more detail. Employment status is included in the large compilation of data.

Ms. Casselman would like to know if there is an avenue for satisfied clients to refer employers to the program.

Ms. Merrill stated we have our business development team, headed by Ken Pierson. They will have a page in the NSRC Annual Report, talking about the outreach they do and employers they work with. The team is embedded in our Northern and Southern workforce hubs. They partner with our sister agency, DETR Employment Security Division, at job fairs and employer recruitments. They go to the rapid responses when employers are going out of business, to offer resources to employees who may be displaced. We are getting a deeper saturation into the employer market.

Ms. Merrill stated the report was surprising to the program. Some issues we heard before, but some are new and unexpected. We have planned events that will work on improving internal customer service, which we take very seriously. We will focus on customer service in upcoming trainings and in our strategic planning for next year. Turnover is real and a lot of our new staff do not have existing vocational rehabilitation backgrounds and degrees. This was made allowable with changes in the WIOA. Training is needed on motivational interviewing and helping them get to know the clients better.

Ms. Walsh asked when the change was made allowing for the hiring of counselors with a non-Vocational Rehabilitation background.

Chair O'Neill stated it was in 2016.

Ms. Merrill stated that as a state we resisted the change. We were told we could, not that we had to. There was a point that it was so dire, we had to hire staff, so we lowered that standard. We rewrote our staff specifications and now we get counselors with different backgrounds.

Chair O'Neill stated our state is on par with the rest of the nation on job satisfaction with job seekers who have disabilities. Glad to hear we're thinking of ways to increase those numbers and improve customer service.

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8. OTHER REPORTS

Chair O'Neill opened the floor to Kate Osti, Executive Director of the Nevada Disability Advocacy & Law Center (NDALC), to speak about the Client Assistance Program (CAP). Ms. Osti has a few updates. The period of reporting from May first to today's date, there were eleven calls, seven pertaining to Vocational Rehabilitation, and four individuals who called for CAPs information. Individuals calling for CAP information did not put in a request for assistance. We assisted one individual from Vocational Rehabilitation, who was having problems communicating with their counselor and was easily resolved. One individual with an Individualized Plan for Employment (IPE) development issue, which was easily resolved. Four calls that were about conflicts of services. CAP assisted an individual to communicate with the counselor and was easily resolved. There was one individual that we assisted in getting eligibility. There were no fair hearing requests. There have been staffing changeovers with NDALC. Vocational Rehabilitation staff has been open to discussing issues with CAP and there is good communication between the CAP program and Rehabilitation. Ms. Osti asked the council for any questions.

Chair O'Neill opened the floor to Dawn Lyons, with the Nevada State Center for Independent Living Council (NSILC), for an update.

Ms. Lyons referenced her talking points, which are in Tab 8 of the binder. We submitted the State Plan for Independent Living to the Administration for Community Living. The plan for the State or Federal fiscal years 25 through 27 was approved and the SIL will be on the website on October first. We continue to experience staffing issues and are recruiting for the youth outreach specialist position. Notice for that position was sent out several ways and to several partners. Some responses, but not enough to hold interviews.

Ms. Lyons stated we are working on budget revisions for the Nevada TRIP program as a partner. Approval looks good, but nothing is final.

Ms. Lyons stated the Employment 1st Coalition has not met again. She has been talking with representatives from Vocational Rehabilitation to figure out the next steps, because of staffing changes and other issues. The proposal for an executive order is outdated and other data needs to be updated. To make it more current and assist Vocational Rehabilitation if they want to push something forward.

Ms. Lyons referred to the website referenced on Tab 8. Go to [State Plan](https://www.nvsilc.com/about-silc/state-plan/) section (<https://www.nvsilc.com/about-silc/state-plan/>) Under the About SILC drop down menu, click on the State Plan tab. If interested in looking at the new State Plan, and the youth outreach specialist position, under "Join The Youth Council" tab. Ms. Lyons asked the council for any questions.

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Ms. Merrill asked for the age range for the youth outreach specialist position.

Ms. Lyon stated there will not be age discrimination. We want someone who works well with youth, as our focus is reaching out to youth in rural areas. Meeting them where they're at is the goal. Preferred age range listed on announcement. We think college age would be good, since they're close in age, and they've been through what they just went through and have experience. Fresh knowledge of IEPs and things like that.

Chair O'Neill asked Ms. Lyons what they had planned for Disability Awareness month in October.

Ms. Lyons stated the Southern Nevada Center for Independent Living is having their disability awareness day on Saturday, October 5, at Lorenzi Park in Las Vegas.

Chair O'Neill stated Jennifer Kane will be there discussing the TRIP program.

9. VOCATIONAL REHABILITATION SUCCESS STORIES

Chair O'Neill opened the floor to Ms. Merrill to talk about client success stories.

Ms. Merrill opened the floor to Jennifer Orellana, Rehabilitation Counselor III.

Ms. Orellana introduced her client, Walter Lauriton, and wished him a happy one-year anniversary, since the case started. This was his 4th case with Bureau of Vocational Rehabilitation (BVR). This was a successfully closed case. His journey has been impactful. He's very resilient and took the full initiative, following the plan completely. Ms. Orellana opened the floor to Mr. Lauriton to share his own story.

Mr. Lauriton stated he has been dealing with his disability and it led him to bad times and bad habits. Reno helped me as much as they could, and my doctor transferred me to Las Vegas. I was still in bad shape with depression and my physical body was deteriorating. I had help from my outside counselors and the motivation of Jennifer and Marcy. They greeted me on a first name basis and made me feel like an individual. They gave me opportunities and I wanted to please them. Seeing their pleasure made me more successful each time I would interview and update my resume with part time seasonal work. After completing each job due to seasonal layoffs, VR got me back on my feet again. Now I have the perfect job for my disability and my self-being. I'm working in the airline industry. I was helping pedestrians cross the street at the Las Vegas Motor Speedway. Then I guided tour buses at the Las Vegas Convention Center and I'm now marshalling airplanes. I can't believe all this has happened within a year. It's a miracle. He thanked Jennifer, Marcy and the team in Las Vegas.

Ms. Orellana stated that Mr. Lauriton came to VR after 30 days at a recovery home and congratulated him.

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Mr. Lauriton stated he has 14 months in recovery.

Ms. Orellana stated he had lost everything, had no place to go and was amid homelessness. His plan started with the expectation of seeking, at least the minimum, employment to secure his home. She directed him to follow the plan and focus on securing employment. He was with Crossroads following his plan on the track of recovery. He followed the plan and completed 30-day survival employment. Then he used Employ NV Career Hub and completed trainings and earned a flagger certification. Five days after completion he was employed with Las Vegas Flaggers. Ms. Orellana told him it was just the beginning and continued to update his resume and apply for jobs. He is now employed with Spirit Airlines as a baggage handler. Ms. Orellana thanked the Council.

Ms. Gustafson stated that it is an amazing story. She is stunned because not only are you working with your disability but you're also doing it in recovery, a double whammy. If you can do that you can do anything. She appreciates him sharing his story and it made her day. Congratulations.

Chair O'Neill applauds him for being an amazing overcomer. Give yourself good credit and kudos because it's hot and it's hard work. She thanked him for sharing. This exemplifies a beautiful connection between counselor and client and the work you both did together to make it happen. Thank both of you for being an amazing example of what can happen between counselor and client and the dreams that can come true.

Ms. Merrill thanked them for their candor and sharing the story. It means a lot to hear it from him.

Ms. Merrill opened the floor to Jake Merrill, Rehabilitation Counselor III, for the second success story. Mr. Jake Merrill introduced his client Spencer Flander, who had been a previous client of VR. Mr. Merrill has worked with him in an accelerated way since 2021. He stated Spencer has shown incredible drive and ability, and he's completed his bachelor's and master's degrees at University of Nevada. He made his way into his dream job at the Nevada State Legislature. Mr. Merrill opened the floor to Mr. Flander to share his story.

Mr. Flander stated that at the beginning of his story. In Kindergarten he tested the fifth lowest in the entire school district of Douglas County. By the second grade, the principal told my mom there was no chance I would graduate from high school, which was heartbreaking for my parents. They never gave up on me and fought for me to get the right educational tools and the IPE dialed down correctly. By sixth grade I was able to get my reading level up.

He had trouble through high school. It took me significantly longer than others to do homework. While people were out playing, I was sitting in my room doing

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homework, listening to audio books, trying to get to a spot where I can progress my life. By high school, I had opportunities to do extracurricular activities. I got involved with the STEPS program, and they taught me the skill set to advocate for myself with the school district and other areas. With them I went to the Nevada Legislature to testify and lobby for the first time. I helped get the first dollar tax increase on all tobacco products in 20 years. I was recognized for that by the Campaign for Tobacco Free Kids, and they brought me to Washington D.C. I lobbied across the nation and on the Hill. I was made to be a lobbyist, an advocate. I had to figure out how to transition from a child advocate to an adult advocate. The way to do that was college and I knew it would take me longer than most to complete.

In 2016, I came to VR and started my plan with Veronica, who is no longer here. I needed to work to support myself while going to school. VR was able to offer me paid school experience, so I could focus my time on school. I worked hard, but my first semester was rough, and my grades weren't fantastic. I was at C, B level but I wanted them at the A level. By the second semester I was excelling. As soon as I got to my upper-level classes, my political science classes, I was above the next person. I had critical thinking skills that I was able to create through my undergrad and high school experience. I got my bachelor's degree and was super excited. My educational journey was not finished. I needed to learn to be a public administrator and a better advocate of self. I was 24 and way ahead of schedule, because I thought I would be in college until I was 30. VR gave me the chance to get my dual master's in public administration and public policy.

A year and a half ago, I applied at the Nevada Legislature as an attaché, a legislative assistant, and worked for amazing people. However, I did face a barrier. There was a test I had to pass, which allowed for no tools for editing. I'm a fantastic writer, but I needed to be able to use spell check. I failed the test until I came back to VR and expressed the issue I was facing. They were using practices that make no sense for the modern world. When I am not going to have spell check available to me, it's absolute nonsense. Mr. Merrill was able to talk to them and I was able to get a position as a fill-in attaché, which is not what I wanted. If I had the opportunity originally, I would've been able to work for a legislator out front. My hard work got noticed by some legislators and I got into a prestigious spot, which was working for Elaine Marzola of the Commerce and Labor Committee. I was a chair attaché, which is one of the highest honors. I was helping move bills around, working for the legislature and the committee manager. After a session, a 7-month job, I landed a position at Tri Strategies, a lobbying firm and I've learned so much. In addition to my lobbying, I work on four campaigns as the campaign manager. Working with some fantastic candidates who want better education itself. I have a year and it's amazing.

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This is just the beginning, I have so much more I want to do. Being an advocate was always my dream and VR helped me achieve that in an accelerated amount of time. Now I'm in front of my next person because VR was able to give me the gift of college. Thank you so much to everyone for the opportunity. This is a gift I will not forget as I continue my advocacy journey. I want to make things better for the next person, so we don't have to deal with this anymore. Thank you.

Ms. Merrill stated what a wonderful story of how self-advocacy turned into greater advocacy for everyone. Amazing and you proved the agencies' point of how important it is to teach self-advocacy. She applauded and thanked him.

Chair O'Neill stated his enthusiasm is contagious. Thank you for your passion and excitement. I imagine that brings you very far when you're out-front advocating. As a person who is part of the community with disabilities, I am proud to have met you and to know that you're out there on the frontlines helping us out.

Ms. Merrill thanked the counselors for stepping up and heeding the call to find clients who were willing to share their story in a public forum. It's important to have advocates and you're both wonderful advocates for the program and yourself. Thank you.

10. REHABILITATION DIVISION STATE AND FEDERAL AUDIT REPORTS

Chair O'Neill opened the floor to Drazen Elez, VR Administrator, to talk about the Rehabilitation Division state and federal audit reports the agency has been a part of the last three years. Mr. Elez stated the report attached to this meeting is the State Legislative Counsel Bureau (LCB) Report. It was something discussed when it was first announced the agency would be audited and we updated the Committee where we are in the process. We added it to this meeting also. We received the letter from LCB audit report 6-month CAP update. All findings have been fully resolved and there are no other concerns. Today the legislative audit sub-committee met to review all reports and all were approved.

Mr. Elez stated the other audits are bound by Federal partners, the Rehabilitation Services Administration. One concerns Pre-Employment Transition Services expenditure. We are required by the Federal Government to reserve 15% of the federal RSA grant for the expenditures related to Pre-Employment Transition Services. We must meet certain requirements, such as services set to be direct services to clients who will have no administrative costs taken from these services. It was found that we have not met that obligation therefore, It's been a priority of the program and the administration for the last 3 years, to get to 15%. The main reasons were issues related to the COVID-19 pandemic. A lot of the work for services happens through third party cooperative arrangements, such as colleges and local school districts, like Clark County and Washoe County, where we had

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specific programs set up during the pandemic season, funding and schools were shut down and we lost a lot of activity, so we've had to build the Pre-ETS program over the last 3 years. This year we are on the path to meeting that 15%. The federal fiscal year will end September 30, 2024; and as of August 31, 2024, we are at 17.02% on Pre-ETS expenditures, as it relates to the total federal funds the agency receives. We are in a good position to close that finding as well.

Mr. Elez stated the last finding is due to the monitoring report audits that took place a couple of years ago. We provided a 6-month update, of second quarter update. On posing those findings, that will probably be close by the end of the calendar year. Hopefully, we enter the new year with a clear focus on providing customer service and these operational issues will be completed.

Mr. Elez opens the floor to questions or comments from the council.

Ms. Kincaid has a couple of things she wants clarified. In her book she received, she doesn't see any letter or summary. Looks like the same thing we got June 7; the audit reports and I appreciate receiving those. The last two meetings I've asked in public comments to get a summary. You gave us a verbal summary of the Pre-ETS and LCB audit reports. The two I haven't found are the maintenance of effort letter and the monitoring report. Is there an update. We had a determination that said it needs assistance. Is there a status on how the program will be able to obtain assistance.

Mr. Elez stated we try to provide all current audits. The LCB audits closed today. The finding for the Maintenance of Effort, information was included in here and it was missing last time. The federal monitoring report and the six-month updates. As we have the six-month updates, the update includes all the information that was reported again, and then the updates are added at the end of that. Mr. Elez asked for clarification.

Brett Martinez, Deputy Administrator of Operations, stated they had sent the Maintenance of Effort Letter to the Council, however we can resend it. We received a forfeit in the current federal year, and they reduced our award by about \$400,000. We reallocated \$6 million last month. The forfeit we received didn't affect us. We couldn't spend the full grant award. We do anticipate receiving another forfeit for federal year 25, due to the fact they'll be reviewing Federal year 22 when they make the comparison, which was part of the COVID. We aren't projected to receive more penalties. The match we're providing is going to be more than 2 years prior. Because of the COVID years, expenses decreased in grand amount. We weren't spending as much state appropriations or state match, so we received a penalty. Mr. Martinez stated he wouldn't be surprised if most of the states in the Nation received a maintenance of effort penalty during COVID.

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Mr. Elez stated the Maintenance of Effort Letter is an action the Federal Government will send out when there's a non-federal match requirement for a grant, which is what our VR grant has. For two years in a row, if we get less non-federal funds or general fund support from the State. When that happens, they'll issue a finding. As Mr. Martinez mentioned, the reason it didn't affect us is our grant award is around 30 million dollars. Effectively, in a year, based on the match provided, we spent 24 million. When they reduce our award from 30 million to 29,000,600, it doesn't affect us. At the end of the year, we must revert whatever we haven't been able to obligate/spend. If we were only able to spend 24 million, that means 6 million was reverted to the Federal Government. That way another state agencies can use it. How much Federal funds we use has been increasing over the last two years, as we were able to work with the legislature, increasing our general fund appropriation that the agency gets. Last year we were awarded about 10 million, and the same, or a bit more, for the prior year. We're on a positive trend of being able to access more State General Fund resources and be able to serve more clients. Hopefully, we will be able to improve customer service and client experience easily.

Mr. Elez stated, in the past, we reviewed the Federal money report for the Pre-ETS expenses, the Federal Monitoring report, and the update that has been included here.

NSRC Liaison Richter confirmed that all documents listed on the meeting agenda were included in the materials distribute to the Council and the Public.

Mr. Elez stated he believes the finding for the maintenance efforts has been resolved.

Ms. Kincaid asked if Nevada Vocational Rehabilitation must respond to the government maintenance of effort letters.

Mr. Elez clarify that there is no response required, it's a notice to the agency that they will reduce funding due to not meeting the Maintenance of Effort requirements.

Ms. Kincaid stated we are in the 'needs assistance' category and asked how we're obtaining that assistance.

Mr. Elez stated we write in our reports that we need assistance. Once we have developed policies/procedures based on their monitoring requirements, we send those to RSA and ask for feedback prior to including them in our quarterly report. We submit back up documents and updates on the monitoring. We may ask clarifying questions if more resources are needed or ask for agency recommendations. There are legal constraints where they can't share names or resources, so they recommend technical assistance centers.

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Ms. Kincaid asked if we're using Federally funded Technical Assistance Centers to get support to resolve open audits.

Mr. Elez indicated we are significantly involved and the Pre-ETS team has collaborated with a particular team consistently over the past year, on a monthly basis and for numerous projects. There exist several technical centers tailored to meet the specific requirements of the agency. We are well-known clients and consistently seek their expertise.

11. DIVISIONS REPORTS

Mr. Elez opened the floor to Sheena Childers, Bureau Chief of the VR Program, for updates. Ms. Childers reports today on vacancy rates, average case load status, and updates to the quarterly NSRC goals and indicators.

Ms. Childers indicated the overall vacancy rate is 7%, including Services to the Blind or Visually Impaired and BVR, Vocational Rehabilitation. It's astounding and we haven't been there in the last five years. VR is at 6% rate and BSB remains consistent in vacancies. Two positions need to be filled in BSB. One being an orientation and mobility instructor, a very specialized instructor position. There have been challenges getting recruitment for the position. BSB has maintained the same rate of 11%. The VR district managers have been killing it this quarter with filling positions in vocational rehabilitation. A total of 117 filled 124 positions. Across the agency, the combined 7% vacancy rate.

Ms. Childers referenced Tab 11 in the binder, NSRC Goals and Indicators

FFY24: 10/01/2023 - 09/30/2024

Third Quarter NSRC Goals and Indicators: 04/01/2023 - 06/30/2024

Goal #1: Increase Number of Competitive Integrated Employment Outcomes. On table for Federal Fiscal year 24, we had 381 clients close with an employment outcome. The NSRC goal for the year is 550. As of the end of June, we had 200 client placements to go. We may be a little below our goal of 550 for the year.

Goal #2: Increase Participation of Students With a Disability in Pre-Employment Transition Services (Pre-ETS). Federal Fiscal year 24, 1,064 potentially eligible and eligible transition students that received a Pre-ETS service. The goal was undetermined, but in comparison to where we were last year we have far exceeded this goal.

Goal #3: Increase Participation of Potentially Eligible Students With a Disability in VR Services. The distinction between potentially eligible students who have not yet applied for VR services, making an application for VR services.

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Federal Fiscal year 24 the goal is 250, and we've surpassed this with a total of 693 transition student applications.

Goal #4: Increase Participation of Supported Employment (SE) Consumers in VR. Federal Fiscal year 24, first column is totally open supported by employment consumers, and we have 624 open cases across the State. Successful employment outcomes/closures were 87. The goal relates to the first column. We are doing well serving individuals in need of supported employment services.

Goal #5: Increase Participation of Targeted Disability Groups in VR Services. New goal area looking at the clients with an employment outcome that have closed in 3 different target disability areas. Definitions of each group provided on the page. Federal Fiscal year 24, the first column is clients with mental disabilities and there were 106 closures. The second column is about clients who are blind or visually impaired and there were 22 closures. The third column is about clients who are deaf or hard of hearing and there were 53 closures.

Indicator #1: Average Caseload size by Bureau

First year reporting on this indicator. VR has an average case size of 76 and on the BSB side it is 61.

Indicator #2: 700 Hour Program

New indicator reporting quarterly. For Federal Fiscal year 24 the total number of active participants in the 700 Hour Program is 19, with 28 as the number of participants who have completed the program and have achieved competitive, integrated employment.

Ms. Childers asked questions/comments from the council.

Vice-Chair Mayes stated great job and congratulations on the vacancy rates, they are the lowest he's heard of in VR. Services flow from staff that's available. When caseloads are overwhelming things get missed. Challenges still exist on supervising and training, but good job on the vacancy rates.

Ms. Merrill mentioned the VR strategic planning for calendar year 2024, will be our planning going into 2025. We will meet on December 3 to December 6 in Las Vegas. Our team leaders, administration, and supervisors meet to put together our focused plan for the next calendar year. The theme is 'Optimize', meaning make the most of what we have and elevate our staff and their practices. The focus and emphasis on customer service, based on the market research report. We hope to bring in Vocational Rehabilitation technical assistance and quality management leaders to talk with supervisors and empower supervisors for improved client

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experience. Intensive training with each team leader on the entire customer service conversation. It's taken very seriously, and we build our goals with that in mind. It's meaningful for our agency as we plan our work and provides the North Star we work toward. It's posted online on our website as we develop the plan. We update throughout the year. Ms. Merrill stated she needs to do a more recent update. Shows our progress toward the current 2024 plan we're executing.

Ms. Merrill stated Town Hall meeting notices have been sent to partners and staff statewide. It's on our social media channels. The first session will be on October 9, at 6pm, and will be virtual with a call-in phone number as well as being in person at the Corporate Blvd office and the Las Vegas/West Charleston office. The second session will be on October 16, at 10 am. We hope to get feedback/input from the community about their challenges, ideas, comments and concerns about the program. Ms. Merrill asked any questions.

Mr. Elez thanked Ms. Merrill for sharing the information on strategic planning, as it's how the program is oriented each year. Develop priorities and assess any emergencies that may happen. Town Hall meetings allow us to gather information to use during annual strategic planning with our leaders, as well as staff surveys, market research surveys, fiscal reports and program reports. We combine all that data to validate priorities.

Mr. Elez passed Ms. Merrill to discuss the number of applications, locations and trends.

Ms. Merrill stated applications are still very high, most days averaging 20 or more. Today is 25.

Ms. Childers stated new applications received across VR and BSB for August was 412. A fall in June with 296 new applications. The standard average from the last 9-months is between 380 and 410. According to VR counseling staff, because of the new application, counselors are spending more than 40% of their total time on new cases. Processing applications, gathering medical information, determining eligibility for VR services prior to the development of a plan for services, much less providing services after a plan is written.

Mr. Elez stated as a comparison, prior to the surge in applications, even prior to COVID-19 pandemic, the general time spent on new applications by a counselor was 15%. This increase in applications has been persistent for the past nine months. We are working with our director and Governor's office, to find solutions, because we don't expect the trend to slow down. There is a need for our services in the community that may not have been utilized in the past. The community

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wasn't aware of our services. In the past three years, a big agenda item has been ensuring we aren't the best kept secret in the State government. We have put a lot of effort into outreach to different communities, using various channels, either through social media and/or relationships made through joint projects. This is part of the reason we are experiencing this increase. Hopefully, the community sees our focus on the improvement of client experience and the process of engaging with our agency. In mid fall, the agency requests will be published and presented to the committee. We will address how we're going to be able to effectively serve all clients. We heard two amazing stories and want to ensure everyone who comes across our door has the opportunity for that same outcome. Do everything in our power, within the government structure and rules in place, to most efficiently function to serve our clients properly, and in a timely manner. Mr. Elez stated that is all for reports.

12. COMMENTS BY COUNCIL

Chair O'Neill opened the floor for comments by the Council. Anything to add to future agendas, comments about what was shared today, resources to share, or anything to share that would be for the good of the group.

Vice-Chair Mayes stated it's October 1 that the agency requested budget will be posted online at budget.nv.gov. Anybody can view it. It's what the agency requests, and nothing is confirmed until the Governor announces his budget. Allows the Rehab Division to review what is requested and to advocate for their requests with the Governor's office.

Ms. Kincaid request for an agenda item for the November meeting. She would like a report on Bureau of Vocational Rehabilitation Town Hall Meetings and the data on the frequency of counselor changes, which would help us to understand if it's one person's experience or has something changed, trending data.

Chair O'Neill indicated Market Decisions is reporting on it.

Mr. Elez asked for clarification from council member Kincaid if she is asking for the report on turnover of counselors or how often counselors are changed for a single client.

Ms. Kincaid suggested looking at a period of 6 months, did they have no counselor changes or did they have 2 counselor changes. Or period of a year. Looking at the frequency is overly high, is there a trend showing that it is high. We hear this more frequently. That is a concern if the clients feel like they must start over.

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Mr. Elez indicated the agency's inability to commit on providing that specific data due to this involves research needs to be conducted in collaboration with our business processing analysts in order to determine the availability of relevant data.

Chair O'Neill asked if there were any other comments from the Councilmembers.

Chair O'Neill acknowledged it is Deafness Awareness month and acknowledges our partners/folks that are participating, who are deaf and hard of hearing, and any awareness activities/happenings in the deafness community. She also acknowledged it is Mental Health and Wellness month for suicide prevention. Continue to get out the information about 988. September 8 was designated 988 days.

Chair O'Neill referenced a resource, The National Rehabilitation Leadership Institute (NRLI), opening for 2025. She asked if the program has heard of it and if we have any counselors, staff or management nominated to attend. The NRLI is open now and accepting applications until October 30, 2024.

Chair O'Neill stated there are two new Technical Assistance Centers announced in a National Bulletin called CSAVR. One is specifically regarding requirements and considerations for out-of-state participants, TAC 2404. The second is on using third party cooperations with local educational agencies for Pre-ETS, TAC 2405.

Mr. Elez stated we've had somebody attend two out of the last three iterations of the institute (NRLI). We don't have anybody from VR to send currently. We have other projects that are a huge part of VR now. While training opportunities are amazing, they put a lot of time, burden, constraints on whoever is participating. It's always something we are looking to do, grow our staff and have succession planning in place.

13. PUBLIC COMMENT

Chair O'Neill opened the floor for the final public comment.

Ms. Kincaid mentioned NV PEP is recognizing bullying prevention in the month of October. It's called I Care We Care. Spreading messages about kindness. I attached a video and this year the theme is 'Raceway'. Encouraging youth, children, parents and anyone in the community to spread a message of kindness. We would love to continue to post that. Try to get as many kindness messages as we can find. Chair O'Neill commented that it applies to the workplace too.

Ms. Kincaid noticed in the last meeting minutes there were some questions about some of the legislative priorities that VR had. Did we get a response. Ms. Kincaid asked if it's reasonable to have Jenny add that as an agenda item for the meeting in November or are we waiting for the Governor's response.

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Mr. Elez stated we will have those available in November, once the agency budget is published. October 1 it's published, it will be available, and he will address any questions.

Chair O'Neill wants to confirm that the next meeting in November is on the 6.

NSRC Liaison Richter indicated the meeting is on November 12. Chair O'Neill stated the meeting will be on November 12, at 1:00 pm.

14. ADJOURNMENT

Ms. O'Neill stated that if there are no more public comments, we will adjourn the meeting. Meeting is adjourned at 3:24 pm.

Minutes submitted by: Jennifer Mynear
Edited By: Jenny Richter Livia

Jenny Richter Livia

11/13/2024

Jenny Richter Livia, N.S.R.C. Liaison

Approved By:

Jack Mayes

11/13/2024

Jack Mayes, Vice-Chair

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EXHIBIT 1



Steven Cohen

Steven.Cohen@Alumni.UNLV.edu

August 14, 2024

Via E-mail

To Jenny Richter Livia, Council Liaison
For the attention of:
Nevada State Rehabilitation Council

Re: **Public Comment**

Previously, I was extremely upset with the Agency for a second time, as I felt their inaction had caused me to lose what I considered at the time to be a career-oriented job. With sincere thanks to Madame Chair (in a private capacity) and a former job developer for facilitating the same, Management and I met early last month and were able to develop a proposed path forward that shouldn't take nine months to a year to review, and for us (the Agency and I) to be able to dispense with each other successfully at some point in the hopefully near future.

While it may have appeared at times that this was about individual conflicts, I'm ultimately thankful that Management heard me, insofar as the system being more what's broken. I'm slowly graying, so it'll eventually be up to the Transition generation to advocate for additional resources through personal stories. I hope that the Council's Parent Info Training Center (PITC) rep and I can work together to find that path forward to train the appropriate generation to advocate for themselves.