



STATE OF NEVADA
 DEPARTMENT OF HEALTH AND HUMAN SERVICES
 AGING AND DISABILITY SERVICES DIVISION

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MEETING NOTICE AND AGENDA

Name of Organization: Nevada Commission on Services for Persons with Disabilities (Nevada Revised Statute [NRS] 426.365)

Date and Time of Meeting: November 17th, 2014
 9:00 a.m.

Location: Nevada Housing Division
 1535 Hot Springs Road, #50
 Carson City, NV 89706

Nevada Housing Division
 7220 Bermuda Road, Ste. B
 Las Vegas, NV 89119

To join this meeting by phone dial 1-888-251-2909, then enter Access code 8985078 when prompted.

Minutes

Members Present: Brian Patchett, Mary Bryant, Gary Olsen, Jon Sasser, Shelley Hendren, Jodi Sabal, Karen Taycher, Bill Heavilin

Guests: Brook Adie (ADSD), Betsy Fadali (NV Housing Division), Renee Hemmasi (DOE), Dan Dinnell (IDEA Part C), Farrell Cafferata-Jenkins (DHHARC), Mark Olson (NV Autism Commission), Julie Balderson (ADSD), Michele Ferrall (ADSD), Caroline Bass (College of Southern Nevada), Alyssa Jones (College of Southern Nevada), Linda Raymond, Brenda Bledsoe (IDEA Part C), Kimberly Holloway, Nina Miller

Interpreters: Kimberly Dawson, Andrea Juillerat-Olvera, Rod Vorris

38 Staff: Tina Gerber-Winn, Laura Valentine, Desiree Bennett, Robin Tejada

39
40 I. Welcome and Introductions

41 Brian Patchett, Commission Chairperson

42
43 II. Public Comment (No action may be taken upon a matter raised under public comment period unless
44 the matter itself has been specifically included on an agenda as an action item. Public comment at the
45 beginning and end of the agenda may be limited to three minutes per person at the discretion of the
46 chairperson. Members of the public may comment on matters not appearing on this agenda or may offer
47 comment on specific agenda items. Comments may be discussed by the Board but no action may be
48 taken. The matter may be placed on a future agenda for action)

49
50 Mr. Olsen asked if the Employment First Task Force will be providing
51 interpreters.

52 Ms. Hendren stated that the meeting this week for the Task Force will be
53 postponed due to scheduling conflicts. Interpreters and any other
54 accommodations can be requested once the contact information from the agenda
55 is posted. She also commented that there will likely be a planning meeting with
56 Social Entrepreneurs and Aging and Disability Services Division on the 19th to
57 create an agenda.

58
59 III. Approval of Minutes from the September 30, 2014 Meeting (For Possible Action)

60 Brian Patchett, Commission Chairperson

61
62 Ms. Hendren made a correction to the minutes, adding TMCC and WNC as a
63 part of the third party cooperative in creating the ¾ of a million dollars.

64 Mr. Olsen made a motion to approve the minutes from September 30th with
65 corrections. Ms. Bryant seconded the motion. Motion passed.

66
67 IV. Presentation from Northern Nevada Disability Access

68 Amy Auerbach, Owner and Founder, Northern Nevada Disability Access

69
70 Ms. Auerbach was unable to attend the meeting. Agenda item was moved to a
71 future meeting if possible.

72
73 V. Presentation from Nevada Early Intervention Services (NEIS) and Update from
74 the Interagency Coordinating Council Meeting (ICC)

75 Julie Kotchevar, Deputy Administrator, ADSD

76 Brook Adie, Autism Treatment Assistance Program, ADSD

77
78 Mr. Patchett stated that both Julie Kotchevar and the new Director for NEIS were
79 unable to join the meeting but will reschedule for a future meeting.

80 Mr. Patchett clarified to the Commission the reason for the agenda item and what
81 concerns he had for NEIS. There have been some good improvements regarding
82 the waitlist for the Autism Treatment Assistance Program (ATAP), which was
83 discussed at the previous CSPD meeting. He stated the Commission is looking
84 for more detail on "Child Find" and for a better understanding of the new
85 evaluation team that is being created by the state to evaluate the Early

86 Intervention Providers. There was concern regarding evaluations and compliance
87 with IDEA Part C. Easter Seals is a provider of Early Intervention and Mr.
88 Patchett is concerned about it going back to a medical model and evaluating
89 providers based on their ability to have a doctor prescribing therapy for a
90 program that is an education and natural environment based service. Ms.
91 Taycher brought up a concern that parents have not been involved in this
92 discussion and would like them to be represented. She stated that an
93 individualized model needs to be maintained, which is planning a program that
94 meets the needs of each individual child and their family. An update from the
95 Interagency Coordinating Council meeting will be added as a future meeting
96 agenda item.

97 Ms. Adie presented an overview of the caseload statistics for October 2014 for
98 the Autism Treatment Assistance Program (attachment A). She informed the
99 Commission that ATAP recently had a webinar with many of the providers
100 throughout the state. A Register Behavioral Technician (RBT) provided training
101 on their online program. They have also been collaborating with a few different
102 entities to create an online training program that is easily accessible to all the
103 interventionists.

104 Mr. Sasser commented that, under current insurance law, private insurances can
105 only pay for services by a person who is certified by the State Board of
106 Psychological Examiners. ATAP is working on getting providers' credentials up to
107 an RBT.

108 Ms. Adie stated that ADSD does track waiting days, including when an individual
109 first applied to when they first received services. ATAP did request additional
110 staff for intake because of how rapidly the program is growing.

111
112 VI. Discussion on Deaf Education Policies and Providing Appropriate Interpreters
113 Brian Patchett, Commission Chairperson
114 Renee Hemmasi, Education Programs Professional, Department of
115 Education
116

117 Ms. Hemmasi stated the majority of funding received by the Department of
118 Education for special education goes directly to the districts. The districts then
119 decide how to use or allocate that money. If there is a need that goes beyond
120 those local dollars, they can apply for discretionary money.

121 Mr. Olsen expressed his concerns about the connection between deaf education
122 issues and interpreter issues. Many teachers do not have the credentials to work
123 effectively with deaf children. The quality of interpreters does not always meet
124 the need.

125 Ms. Hemmasi stated that the Department would like to figure out how to
126 coordinate together. There are issues with higher education and training, teacher
127 education policies, interpreter issues, and deaf education issues. She stated that
128 the first step in setting up this kind of coordinated effort is to find out who the
129 different entities are in the state. The department doesn't always know who
130 provides these specific services. Finding out what kind of data collection is
131 needed would also be a step in the right direction.

132 Mr. Olsen recommended researching what other states are doing and how they
133 are handling these issues.

134 Ms. Gerber-Winn stated that CSPD has a proposal for a strategic plan for
135 services for people who are deaf or hard of hearing. If there is funding for it,
136 CSPD will need to contact the right people available to come up with some
137 working solutions.

138 Ms. Hemmasi stated that the correct contacts would be the special education
139 directors within each district.

140
141 VII. Update on Housing Locator form the Department of Business and Industry
142 Housing Division

143 Nina Miller, Chief of Operations, Social Serve
144 Betsy Fadali, Nevada Housing Division
145

146 Ms. Fadali stated that the Housing Division opened up the NVHousingsearch.org
147 to the public two months ago. In collaboration with Socialserve.com, the Housing
148 Division funded the site statewide to help Landlords and tenants find each other.
149 She continued to present a PowerPoint to the Commission on the free housing
150 locator (Attachment B).

151 Ms. Miller clarified that the website is fully accessible and in compliance with
152 Section 508 regulations. The call center also works with interpreter services. She
153 stated that the only portion of the website that individuals cannot access without
154 a password is sensitive information about certain populations, such as domestic
155 violence shelters. It is just the special needs information and the landlords that
156 want to work with those individuals that is private from the public. Social Serve is
157 able to track all the search information on the website and also uses google
158 analytics. She stated that certain features such as a bell signaler will be
159 described in the property listing.

160 Mr. Olsen stated that there are a lot of new building codes that require equipment
161 and certain accessibility. He wanted to bring attention to the kind of equipment
162 used by individuals who are deaf or hard of hearing and recommended Social
163 Serve contact DHHARC about the equipment they distribute so it can be placed
164 in the correct areas.

165 Ms. Miller commented that not every accessibility feature that the website
166 includes is on the original search form, but she is interested in what the
167 Commission recommends on improving any of those features.

168 Mr. Patchett stated that the Commission may ask Ms. Miller and Ms. Fadali to
169 join a future meeting to give an update on how the website is doing.

170
171 VIII. Update and Follow Up, Including Any Recommendations for Further Action
172 On Legislative Changes (For Possible Action)

173 Brian Patchett, Commission Chairperson
174 Jon Sasser, Commission Member
175

176 Mr. Sasser stated that a date has not been set yet with Assemblywoman Teresa
177 Benitez-Thompson regarding the Public Utilities Commission (PUC) legislation.

178 He stated that things will be changing now that the Governorship, Senate, and
179 the Assembly are controlled by the Republican Party.
180 Mr. Sasser believes that the budget coming out of the Legislature may be far less
181 than the agency requested budget or the Governor's proposed budget. It is
182 important to build relationships with the newly elected members. He stated that
183 the economic forum meets on December 3rd that will project what revenues there
184 will be to spend over the next two years.
185 Mr. Sasser suggested writing a follow up letter to the Governor asking to keep
186 everything in the agency requested budget that relates to the CSPD intact and
187 put them in his proposed budget.
188 Ms. Gerber-Winn stated she believes that federal initiatives are primary and state
189 responsibilities that are not mandated by a federal entity are being looked at.
190 Ms. Taycher stated that many of the services could be linked to Olmstead.
191 Mr. Pratchett stated that it might be beneficial to develop a one page document
192 stating why a particular program is legally mandated or results in long-term
193 savings.
194 Mr. Sasser made a motion to ask ADSD to help in creating that document. Ms.
195 Bryant seconded the motion. Motion passed.
196 Mr. Sasser made a motion for the Commission to write a letter to the Governor
197 asking him to include in his budget the agency requested items related to people
198 with disabilities from the various agencies. Mr. Olsen seconded the motion.
199 Motion passed.

200
201 IX. Update and Discussion on CSPD Subcommittee on Personal Assistance
202 Services for Persons with Severe Functional Disabilities (PAS) (For Possible Action)
203 Tina Gerber-Winn, Deputy Administrator, ADSD
204 Charles Damon, Healthcare Coordinator, ADSD
205

206 Ms. Gerber-Winn stated that there has been a difficulty retaining membership for
207 the PAS subcommittee and it has not met in about two years. Past members of
208 this subcommittee are still interested in continuing involvement. The new role the
209 PAS subcommittee would play is offering advice on personal assistance as a
210 whole and gives guidance on hearing issues, such as grievances within the
211 personal assistance program. According to the NRS, the PAS subcommittee
212 does not need to meet on a regular basis and can be used as an Ad Hoc
213 Committee.

214 Mr. Sasser asked if the Subcommittee could advise on the PCS program under
215 Medicaid.

216 Ms. Gerber-Winn stated the Subcommittee can advise on personal care including
217 Medicaid, if the CSPD asked them to.

218 Mr. Sasser suggested that the Chairperson or other member of the PAS
219 Subcommittee also be a member on the CSPD.

220 Mr. Olsen made a motion to reactivate the PAS Subcommittee and meet to put
221 together criteria for the committee to follow. Mr. Sasser seconded the motion.

222 Motion passed.
223

224 X. Update, Report and Possible Discussion on the Bureau of Vocational
225 Rehabilitation (BVR) Programs and Performance (For Possible Action)
226 Shelley Hendren, Administrator, Rehabilitation Division
227

228 Ms. Hendren shared information to the Commission on the Bureau of Vocational
229 Rehabilitation end of the year state and federal performance measures
230 (attachment C). She clarified that the distinction in Nevada between most
231 significant disability and significant disability is the functional limitations of an
232 individual. An individual that has a significant disability is someone with one
233 functional limitation in a major life activity that creates some kind of barrier to
234 employment. They also require multiple rehab services, which is different from
235 someone who is not considered significantly or most significantly disabled. An
236 individual who has a most significant disability is someone with more than one
237 functional limitation in a major life activity that creates a barrier to employment.
238 More information on the definition of significantly disabled is in the policies and
239 procedures manual on nvdetr.org. She also stated that under the Workforce
240 Innovation and Opportunity Act (WIOA) youth with disabilities is considered up to
241 age 24 and a student with disabilities is age up to 22.

242 Ms. Hendren addressed Mr. Olsen's concerns that there are different kinds of
243 impediments for individuals with disabilities to employment. She stated that
244 whatever services an eligible individual requires to remove impediments for
245 employment, DETR will be able to provide. As far as how a company views an
246 individual with disabilities is public relations, marketing and outreach; which
247 DETR does as much as possible and is currently working on a campaign to
248 change those misconceptions. Ms. Hendren discussed the Bureau of Vocational
249 Rehabilitation (BVR) & Bureau of Services to the Blind & Visually Impaired
250 Employment Outcomes and the Six Year BVR & BSB Historical Case Status
251 Overview (attachment D). Ms. Hendren stated that DETR is predicting to pass all
252 seven federal performance indicators, which hasn't happened since 2008. The
253 last piece of information Ms. Hendren shared with the Commission was the
254 satisfaction surveys (attachment E). To find out more information about how the
255 surveys were conducted can be found on the DETR website. She commented
256 that one way to improve satisfaction is to be more expedient with cases. Training
257 is also a piece that will help with customer satisfaction.
258

259 XI. Update on Caseload Evaluation Organization Numbers, Discussion and Possible
260 Recommendations from Council (For Possible Action)
261 Tina Gerber-Winn, Deputy Administrator, ADSD
262

263 Ms. Gerber-Winn stated that the most current caseload data was submitted to
264 the Commission at the last meeting.

265 Mr. Sasser stated that he is interested in the waitlist numbers for the ID Waiver.
266 Ms. Ferrall stated she will get that information for the next caseload statistics
267 report Commission meeting.
268

269 XII. Discussion and Update on CSPD Subcommittee on Communication Services for
270 Persons Who are Deaf or Hard of Hearing and People with Speech Disabilities
271 (SOCS)

272 Julie Balderson, ADSD

273
274 Ms. Balderson stated that the next SOCS meeting is scheduled for December 4th.
275 She stated that the annual budget filing to the Public Utilities Commission (PUC)
276 was made on Friday. It is currently filed and pending acceptance. The filing will
277 not be available for review until it is accepted for docketing. Once Ms. Balderson
278 receives a docket number she will forward it to the Commission

279
280 XIII. Discussion on Recommendations Made by the CSPD Nominating Subcommittee
281 for Filling Vacant CSPD and Subcommittee Membership Positions (For Possible
282 Action)

283 Bill Heavilin, Nominating Subcommittee Chair

284
285 Mr. Heavilin stated the Commission decided to still include a member on the
286 Commission that has knowledge and experience in Personal Care Assistance.
287 There are other issues about the nomination process and membership terms that
288 will be discussed at the next meeting.

289 Mr. Sasser asked about the possibility of a representative of the mental health
290 field, such as Jim Osti, joining the Commission.

291 Mr. Olsen stated that he would recommend Mr. Osti because he is very qualified.

292
293 XIV. Discussion and Possible Determination of Issues and Agenda Items to be
294 Considered or Deliberated at the Next Meeting (For Possible Action)

295 Brian Patchett, Commission Chairperson

296 NEIS presentation with Julie Kotchevar

297 Budget and Bill overview

298 Presentation from Betsy Aiello

299
300 XV. Confirm Dates for Future Meetings (For Possible Action)

301 Brian Patchett, Commission Chairperson

302
303 The next meeting is scheduled for January 22nd.

304
305 XVI. Public Comment (May Include General Announcements by Commissioners) (No
306 action may be taken upon a matter raised under public comment period unless the matter itself has been
307 specifically included on an agenda as an action item. Public comment at the beginning and end of the
308 agenda may be limited to three minutes per person at the discretion of the chairperson. Members of the
309 public may comment on matters not appearing on this agenda or may offer comment on specific agenda
310 items. Comments may be discussed by the Board but no action may be taken. The matter may be placed
311 on a future agenda for action)

312
313 Jan Crandy commented that one of the biggest issues with autism is that
314 Medicaid does not want to pay for any treatment planning or coordination. In
315 autism, part of the treatment planning is program development and it is ongoing
316 and that's what the BCBA (Board Certified Behavioral Analyst) does. They do not

317 want to use old codes or new codes to bill that. The good thing is they are not
318 trying to say that younger kids need more hours and have it be a tiered system of
319 hours. They are looking at the Board Certified Behavioral Analyst guidelines for
320 health care coverage. There is no cross over between the schools and Early
321 Intervention.

322
323 Ms. Bryant commented that in northern Nevada, there is now a Sierra Nevada
324 Transportation Coalition that met for the first time last month. It is divided into
325 several subcommittees to work on things like best practices that have worked
326 around the country, technology and other existing resources. It is trying to
327 address transportation issues universally. They did receive a grant from the DD
328 Council and waiting to hear about one from the Regional Transportation
329 Commission (RTC). The Path to Independence program at NCED is the first
330 program in Nevada for students with intellectual disabilities and is working with
331 Vocational Rehabilitation, the Regional Center and TMCC to make a variety of
332 courses available to students with ID who want to go to college. The Washoe
333 County School District has set aside money for scholarships so kids from 18-22
334 can be included in a college atmosphere.

335
336 Mark Olson, co-founder of Coalition for Community Choice, stated that he
337 attended the HCBS (Home and Community Based Services) Waiver workshop
338 that took place last week. He stated that as a Coalition, they viewed the guidance
339 that went out with the HCBS Waiver changes for the final rule as a possible
340 violation of federal law. The workshop was the third one to be held and lacked
341 involvement of service recipients and their families. There were 106 attendees
342 with a fifty percent overlap. There were all state agencies and providers. He
343 stated at the workshop that they need to demonstrate outreach to service
344 recipients, people who are eligible and are not currently receiving services and
345 anyone who is a Regional Center client who in the next five years might be
346 eligible for services or receive services under any of those waivers before they
347 proceed any further. He stated that the person centered plan is the guiding
348 document for receiving HCBS funded waiver services; there was virtually no
349 mention of it in their transition plan. Mr. Olson is trying to encourage them to write
350 that back in so it is not just a vocal point in the transition plan. There is also
351 considerable outreach on behalf of the state to educate service recipients and
352 those people who are eligible on what it is and how to get one in place so
353 services can be given properly.

354 Mr. Patchett stated that it is important to be governed by a person centered plan
355 and asked Mr. Olson to forward more information about the Coalition for
356 Community Choice to the Commission.

357 Ms. Hendren stated that the letter discussed at the last CSPD meeting was sent
358 out to the Clark County School District with Brian's signature.

359

360 XVII. Adjournment

361 Brian Patchett, Commission Chairperson

362

363 Ms. Bryant made a motion to adjourn the meeting. Mr. Olsen seconded the
364 motion. Motion passed.
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Commission on Services for Persons with Disabilities Members

385 Brian Patchett (Chair), Mary Bryant (Co-Chair), Bill Heavilin, Gary Olsen, Jodi Sabal, Jon Sasser, Karen Taycher, Nicole
386 Schomberg, Jennifer Pharr, Shelley Hendren
387

388
389 **NOTE:** Agenda items may be taken out of order, combined for consideration, and/ or removed from the agenda at the
390 Chairperson's discretion. The public body may combine two or more agenda items for consideration. The public body may remove
391 an item from the agenda or delay discussion relating to an item on the agenda at any time. The public body may place reasonable
392 restrictions on the time, place, and manner of public comments but may not restrict comments based upon viewpoint.
393

394 **NOTE:** We are pleased to make reasonable accommodations for members of the public who have disabilities and wish to attend
395 the meeting. If special arrangements for the meeting are necessary, please notify Desiree Bennett at (775) 687-0586 as soon as
396 possible and at least five days in advance of the meeting. If you wish, you may e-mail her at dabennett@adsd.nv.gov. Supporting
397 materials for this meeting are available at: 3416 Goni Rd, D-132, Carson City, NV 89706 or by contacting Desiree Bennett (775)
398 687-0586 or by email at dabennett@adsd.nv.gov
399
400
401

Agenda Posted at the Following Locations:

- 402 1. Aging and Disability Services Division, Carson City Office, 3416 Goni Road, Suite D-132, Carson City, NV 89706
- 403 2. Aging and Disability Services Division, Las Vegas Office, 1860 East Sahara Avenue, Las Vegas, NV 89104
- 404 3. Aging and Disability Services Division, Reno Office, 445 Apple Street, Suite 104, Reno, NV 89502
- 405 4. Aging and Disability Services Division, Elko Office, 1010 Ruby Vista Drive, Suite 104, Elko, NV 89801
- 406 5. Nevada Community Enrichment Program, 2820 West Charleston Boulevard, Las Vegas, NV 89146
- 407 6. Southern Nevada Center for Independent Living, 6039 El Dora Street H-8, Las Vegas, NV 89101
- 408 7. Disability Resource Center, So. E. Greg St., Suite 102 Sparks, NV 89431
- 409 8. Nevada State Library and Archives, 100 North Stewart Street, Carson City, NV 89706
- 410 9. Desert Regional Center, 1391 South Jones Boulevard, Las Vegas, NV 89146
- 411 10. Sierra Regional Center, 605 South 21st Street, Reno, NV 89431
- 412 11. Rural Regional Center, 1665 Old Hot Springs Road, Carson City, NV 89706
- 413 12. Northern Nevada Center for Independent Living, 999 Pyramid Way, Sparks, NV 89431
- 414 13. Dept. of Health and Human Services, 4126 Technology Way, Carson City, NV 89706
- 415 14. Early Intervention Services, 2667 Enterprise Road, Reno, NV 89512
- 416
- 417
- 418

Notice of this meeting was posted on the Internet at: <http://www.adsd.nv.gov/> and <https://notice.nv.gov>

AUTISM TREATMENT ASSISTANCE - CASELOAD STATISTICS

September-14

Autism Treatment	Aug-14	Sep-14	Change from Prior Month	FY15 YTD	
				Total	Average
APPLICATIONS					
Total New Applications Received & Processed	31	46	48%	120	40
WAITLIST*					
Total People	506	528	4%		513
Maximum Days on Waitlist	236	181	-23%		212
CASELOAD					
People Placed this Month	15	28	87%	56	19
Total Active Cases	320	351	10%		327
Average Monthly Co-payment	\$330	\$330	0%		\$330
% of Cases with No Co-payment	81%	81%	0%		81%
Age 18 Months to 5 Years	21%	22%	5%		21%
Age 6 years to 8 Years	39%	36%	-8%		38%
Age 9 years to 10 Years	13%	15%	15%		14%
Age 11 years to 18 Years	27%	27%	0%		27%
LEAVERS					
Average Monthly Cost of Closed Cases	\$650	\$1,775	173%		\$1,075
Total # of Closed Cases	2	4	100%	2	3

*Waitlist = Referral/Pending/In Process

*Wait Days - Application date to service start date

Based on each person with 3 unique Statuses

Application Date minus Start date = Days Waiting



NVHousingSearch.org
Nevada's FREE Housing Locator Service

Powered by
socialserve.com

Funded by




Overview

- Statewide service helping landlords and tenants find each other
- Increasing access to housing information—FREE to search and list
- Available online 24-7
- Supported by a toll-free, bilingual call center, Monday – Friday, 6:00 a.m. – 5:00 p.m. Pacific Time
- Listings are continually updated by the call center and a system of email reminders



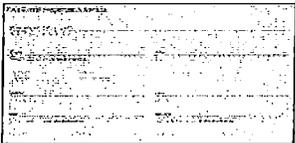
Accessible website & bilingual call center

- AAA accessible and Government Section 508, W3C XHTML and CSS compliant
- Available by phone for those who do not have computer access – the human touch
- Trained staff at call center includes many who have experienced housing crises themselves



Searching

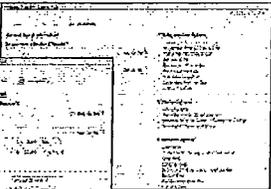
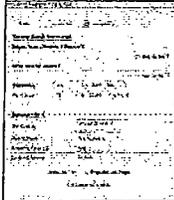
1.
Choose a City or County
Search online or call a toll-free call center





Searching

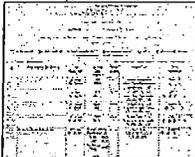
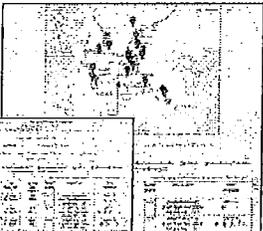
2.
Choose a Search
Basic, Advanced or Accessible

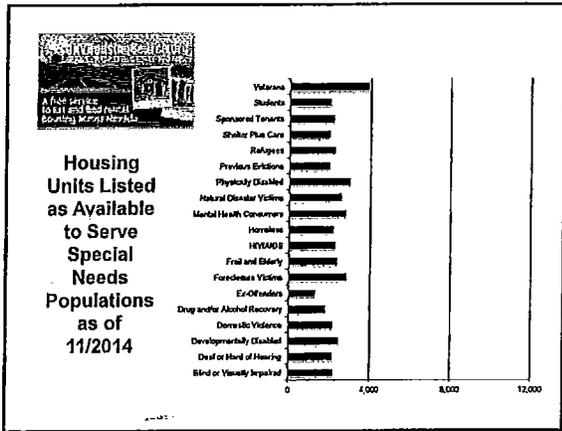




Searching

3.
Listings
Sift through listings, sort, save to shopping cart, and more





For More Information

NINA MILLER
 nina@socialserve.com
 toll free: 1.877.428.8844 ext.136
 Or
Betsy Fadali
 efadali@housing.nv.gov
 775-687-2049

FFY-2014: OCTOBER 1, 2013 THROUGH SEPTEMBER 30, 2014 FEDERAL PERFORMANCE INDICATORS - COMBINED

Bureau of Vocational Rehabilitation (BVR) and Bureau of Services to the Blind and Visually Impaired (BSB)

1.1) Employment Outcome Comparison of Total Successful Case Closures YOY		NEVADA	FEDS	PASS / FAIL
BVR and BSB COMBINED		189	Equals or Exceeds the FFY13 Indicator	PASS
FFY13 - Successful	749			
FFY14 - Successful	938			
FFY12 / FFY13 Increase		189		
1.2) Percent of Individuals Who Exited VR after Receiving Services & Achieved Employment (Add BVR and BSB Totals. Divide the Total Successful Closures by the Total of All Closures)				
BVR and BSB COMBINED		56.24%	55.8%	PASS
FFY14 - Successful	938			
ALL CLOSURES		1,668		
FFY14 - Unsuccessful	730			
PRIMARY				
1.3) Percent of Successful Closures with at Least Minimum Wage Compared to Total Successful Closures				
FFY14		100.00%	72.6%	PASS

PRIMARY		NEVADA	FEDS	PASS / FAIL
1.4)	Percent of Successful Closures (Competitive Earnings) Who Had Significant Disability			
		%		
FFY14	860 out of 925	0.92972973	92.97%	PASS
PRIMARY				
1.5)	Average Hourly Earnings Comparison with All Employed in NV			
FFY14	\$11.66 Compared To \$21.16	Ratio Equals:	0.551	
	Nevada's Average Weekly Calculation = \$44,013 (Quarterly Census of Employment and Wages) / 2,080 (Hours Worked in a Year) = \$21.16			
			0.551	0.52
				PASS

State of Nevada
 Department of Employment, Training and Rehabilitation
 Rehabilitation Division: SFY2014 Monthly Performance Indicators
BUREAU OF VOCATIONAL REHABILITATION (BVR)
 Budget Account 3265

STATE PERFORMANCE INDICATORS	SFY13	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY14
	TOTAL													TOTAL
4. Percent of clients who are closed as competitively employed with healthcare through their employer.	Planned	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%
	Actual	56%	32+58 = 55%	27+45 = 60%	33+52 = 63%	48+77 = 62%	29+48 = 60%	41+77 = 59%	35+59 = 59%	42+65 = 65%	26+59 = 44%	52+75 = 69%	39+66 = 59%	40+76 = 53%

5. Percent of all clients served from ethnic minority populations.	Planned	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
	Actual	38%	334 + 839 = 40%	311 + 773 = 40%	282 + 702 = 40%	364 + 917 = 40%	283 + 722 = 39%	299 + 805 = 37%	307 + 820 = 37%	317 + 827 = 38%	312 + 829 = 38%	345 + 874 = 39%	313 + 845 = 37%	302 + 746 = 40%

6a. Percent of transition students closed with a competitive employment outcome.	Planned	New for SFY14	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%
	Actual												136 ÷ 315 = 43%
6b. Percent of transition students that are pursuing post-secondary education.	Actual												195 ÷ 1,140 = 17%
	Total		71 + 407 = 17%	98 + 294 = 33%	80 + 354 = 23%	82 + 400 = 21%	331 ÷ 1,455 = 23%						

7. Percent of enrolled transition students leaving high school with a completed Individualized Plan for Employment (IPE).	Planned	New for SFY14	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
	Actual		89%	100%	100%	100%	100%	100%	100%	100%	92%	95%	95%

SPI 5: This performance indicator counts the number of clients served each month. Because our participants are in open status for long periods of time, it's very likely they are counted multiple times. Because data can change within the current reporting quarter, some of the monthly statistics may change. However, once a quarter is completed, the numbers are locked in and can't be revised.

State of Nevada
 Department of Employment, Training and Rehabilitation
 Rehabilitation Division: SFY2014 Monthly Performance Indicators
BUREAU OF SERVICES TO THE BLIND AND VISUALLY IMPAIRED (BSBVI)
 Budget Account 3254

STATE PERFORMANCE INDICATORS	SFY13 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY14 TOTAL
	4. Percent of clients who are closed as competitively employed with healthcare through their employer.	52%	4+7 = 57%	1+4 = 25%	9+9 = 100%	5+5 = 100%	4+4 = 100%	5+9 = 55%	0+5 = 0%	2+7 = 29%	6+9 = 67%	2+8 = 25%	7+7 = 100%	4+5 = 100%
	Planned	35%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%
	Actual	35%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%	45%

5. Percent of all clients served from ethnic minority populations.	Planned	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
	Actual	48%	31+55 = 59%	20+49 = 41%	27+63 = 43%	23+51 = 45%	26+60 = 43%	17+40 = 43%	20+47 = 43%	19+33 = 58%	22+61 = 36%	16+43 = 37%	13+38 = 34%	15+41 = 37%

6a. Percent of transition students closed with a competitive employment outcome.	Planned	New for SFY14	25%	25%	25%	25%	25%	25%
	Actual							
6b. Percent of transition students that are pursuing post-secondary education.	Planned							
	Actual							19 ÷ 75 = 25%
	Total		3 + 23 = 13%	7 + 22 = 32%	7 + 17 = 41%	5 + 20 = 25%	22 ÷ 82 = 27%	

7. Percent of enrolled transition students leaving high school with a completed Individualized Plan for Employment (IPE).	Planned	New for SFY14	90%	90%	90%	90%	90%	90%
	Actual			89%	100%	100%	92%	95%

SPI 5: This performance indicator counts the number of clients served each month. Because our participants are in open status for long periods of time, it's very likely they are counted multiple times. * Because data can change within the current reporting quarter, some of the monthly statistics may change. However, once a quarter is completed, the numbers are locked in and can't be revised.

State of Nevada
 Department of Employment, Training and Rehabilitation
 Rehabilitation Division: SFY2014 Monthly Performance Indicators
BUREAU OF SERVICES TO THE BLIND AND VISUALLY IMPAIRED - OLDER BLIND (BSBVI OB)
 Budget Account 3254

STATE PERFORMANCE INDICATORS	SFY13 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY14 TOTAL
	Planned	New for SFY14												
1. Number of OIB clients determined eligible for services.	Planned		20	21	21	21	21	20	21	21	21	21	21	250
	Actual		15	18	15	25	22	14	11	18	21	22	14	19
2. Percent of OIB clients with an Individualized Written Independent Living Plan (IWILP) 45 days or less from their application date.	Planned	New for SFY14	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
	Actual		4+11 = 36%	17+19 = 89%	8+11 = 73%	24+34 = 71%	4+14 = 29%	4+5 = 80%	11+19 = 58%	13+17 = 76%	18+20 = 90%	16+19 = 84%	10+13 = 77%	14+14 = 100%
3. Percent of OIB clients reporting satisfaction with services received.	Planned	New for SFY14	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
	Actual		84.3%											84.3%

State of Nevada
Department of Employment, Training and Rehabilitation
Rehabilitation Division: SFY2014 Monthly Performance Indicators
BUSINESS ENTERPRISES OF NEVADA
Budget Account 3253

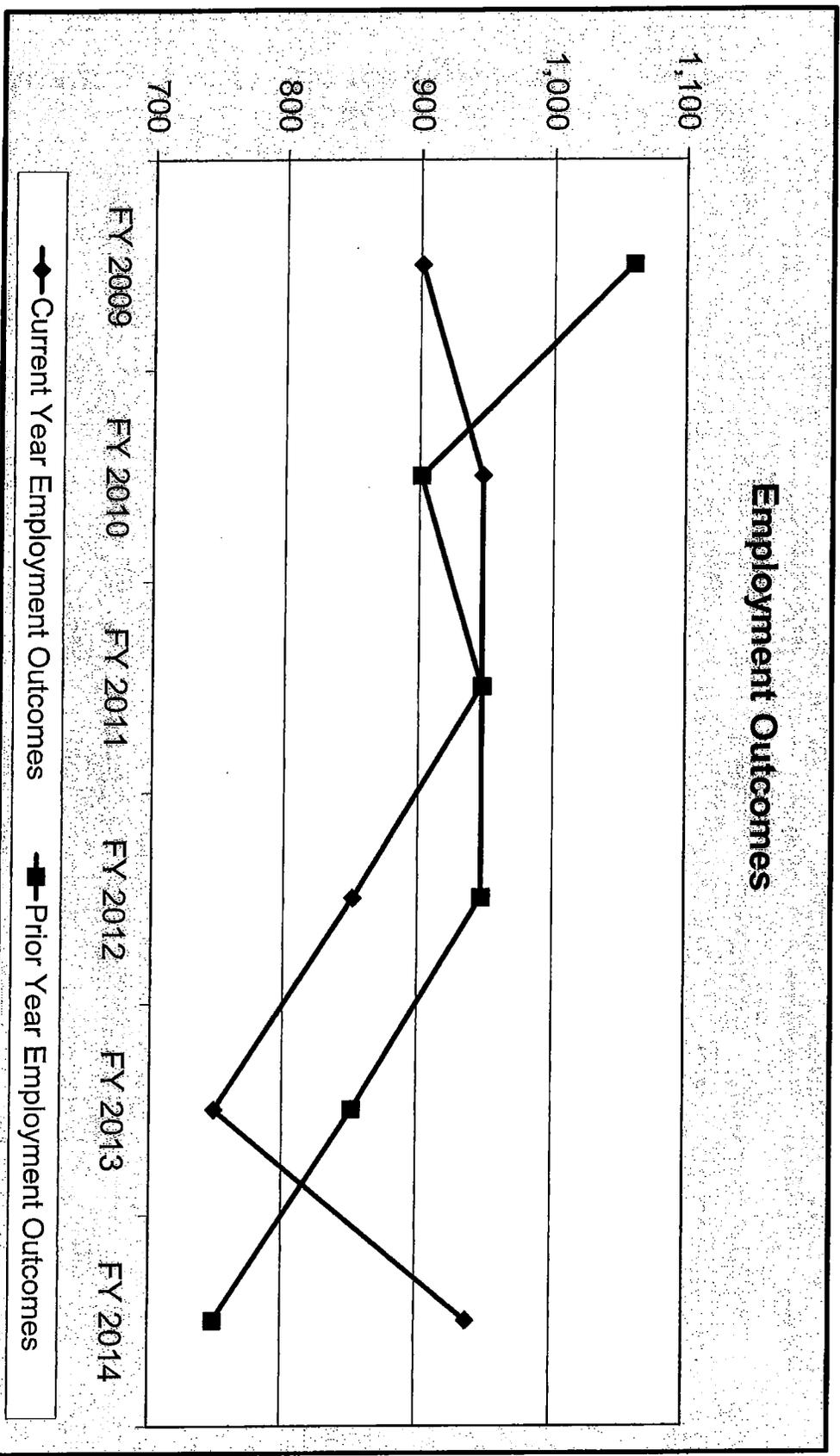
STATE PERFORMANCE INDICATORS	SFY13 TOTAL	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY	JUNE	SFY14 TOTAL	
		90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
1. Percent of blind vendors achieving Substantial Gainful Activity (SGA) earnings	Actual 90.3%	14+15 = 93%	14+15 = 93%	14+15 = 93%	14+15 = 93%	14+15 = 93%	14+15 = 93%	13+15 = 87%	12+15 = 80%	11+15 = 73%	11+15 = 73%	11+15 = 73%	12+15 = 80%	13+15 = 87%	14+15 = 93%
2. Number of new trainees	Planned	2	1	1	1	1	1	1	1	1	1	1	1	1	
	Actual	1	0	0	0	0	0	0	0	0	2	0	0	2	
3. Percent Increase of Blind Business Enterprise Program total gross profits from prior year	Planned	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	
	Actual	-4%	2%	1%	4%	-4%	-5%	4%	20%	8%	6%	-7%	-14%	-22%	-3%

P1 1: SGA is calculated after Profit and Loss Statements are received the following month.
 P1 3: Monthly data may change to reflect information received after reporting date.

Bureau of Vocational Rehabilitation (BVR) & Bureau of Services to the Blind & Visually Impaired (BSB)
 Employment Outcomes

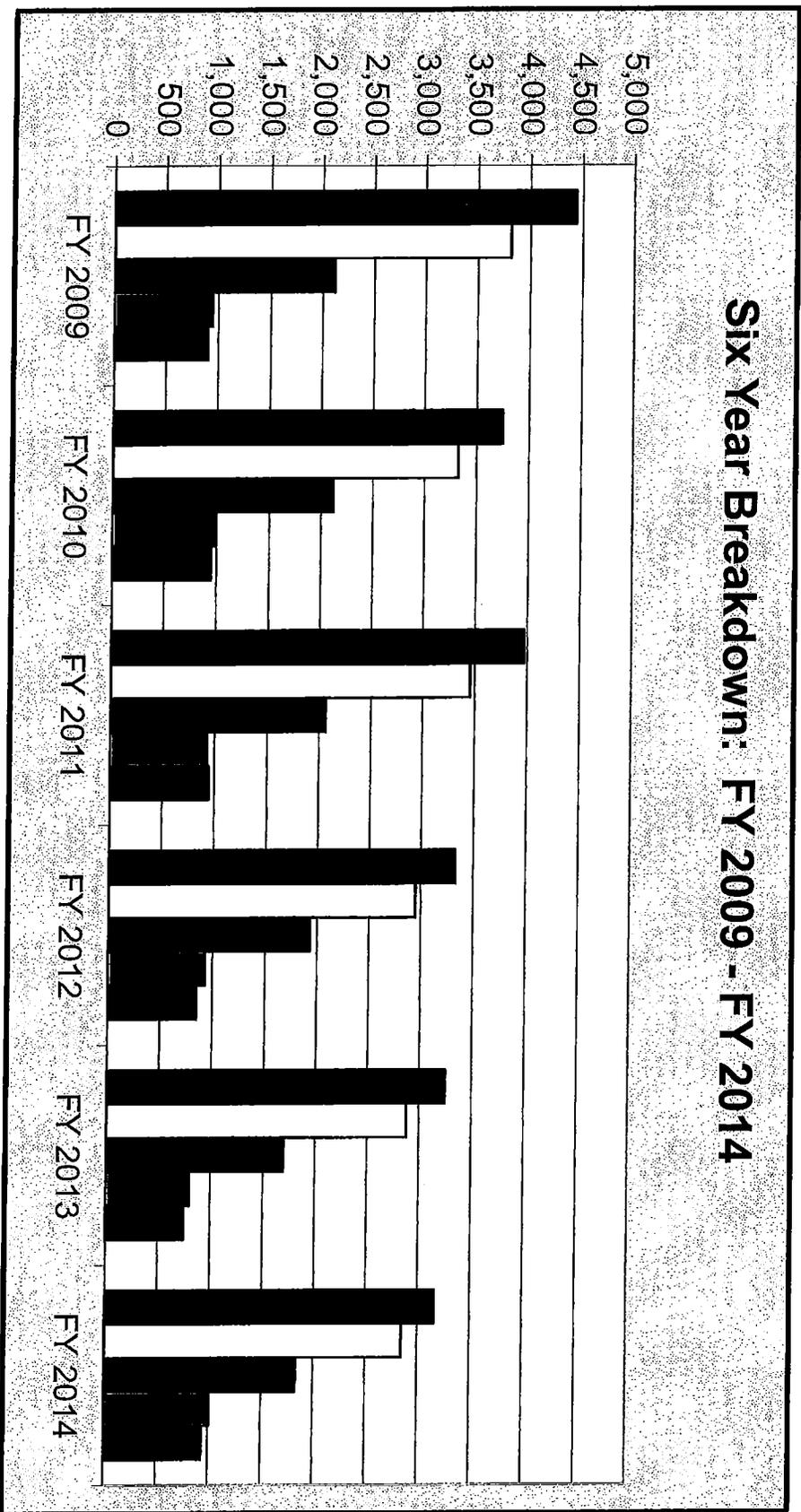
Current Year Employment Outcomes
 Prior Year Employment Outcomes

	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Current Year Employment Outcomes	901	947	947	852	749	938
Prior Year Employment Outcomes	1,060	901	947	947	852	749



Six Year BVR & BSB Historical Case Status Overview

Application	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Eligibility	4,437	3,747	3,974	3,328	3,251	3,159
Service	3,813	3,323	3,457	2,951	2,877	2,848
Employed	2,115	2,115	2,064	1,933	1,697	1,830
Closed - Rehab	944	996	929	931	799	1,009
	901	947	947	852	749	938



Executive Summary General Client Satisfaction Survey

A mixed-mode telephone and web-based survey was conducted quarterly from January 2013 and December 2013 to assess the satisfaction of services received by Rehabilitation Division clients of the State of Nevada Department of Employment, Training and Rehabilitation. These clients received services from the Division between October 2012 and September 2013 (Federal Fiscal Year 2013), and this report includes all data collected from clients who received services during the 2013 Federal Fiscal Year even though data were collected quarterly. A total of 556 interviews were completed (501 on the telephone, 55 on the internet), for a raw response rate of 52%. A cooperation rate of 81% (556 out of 689 clients reached) was achieved for the telephone interviews.

Clients' evaluations of the Vocational Rehabilitation Division were positive. Aside from the overall quality of services, which was rated as 'strongly' or 'somewhat satisfied' by 77% of clients, clients were also happy with the timeliness of services (70%) and the amount of choice between service providers (68%). The majority of clients were also very satisfied with their counselors. For example, 80% of clients agreed, either 'strongly' or 'somewhat,' that their counselors were understanding of their needs, and 88% agreed that their counselors treated them with respect. Approximately 82% agreed that they would recommend the Vocational Rehabilitation program to others who might need it.

With respect to the specific utilization of services, 75% of clients indicated that they were satisfied with the Program's services. The most common services received fell into the following four categories: post-employment (66%), assistive technology devices (58%), counselor-based assessment (57%), and transportation (45%). The largest percentage of clients (approximately 42%) received all or a majority of their services from one of the Las Vegas locations or one of the Reno locations (30%). Approximately 30% of clients received services from other locations.

Over half of the survey participants (56%) were employed. Of those employed, 37% said that they had received their current job as a result of the Vocational Rehabilitation program's services. Approximately 67% of employed clients indicated that they had the kind of job they wanted, and 76% liked their current jobs. An overwhelming number of those currently employed (93%) also felt that they had the skills they needed to keep their jobs. Over half of participants said that the Vocational Rehabilitation services had been useful in helping *get* their current job (54%) and said the services were useful in helping to *keep* their current job (65%). For those who were not employed, the most common reasons cited for their current unemployment included: being fired or laid off from a previous job (16%), not being able to find any job (12%), or due to their disability (12%).

Finally, survey participants were given the opportunity to comment on the strengths of the program as well as improvements that could help to strengthen the program. Typical strengths cited included health support, social and work-related resources, courses, and assessments. Typical improvements suggested included providing more counselors with disability experience/knowledge, providing more structure/direction to clients, updates/follow-ups with counselors, and more information/advertisements about services.

Executive Summary

Older Individuals Who Are Blind Program Satisfaction Survey

A telephone survey was conducted between January 2013 and December 2013 to assess satisfaction with the Older Individuals Who Are Blind Program (OIB). These clients received services from the Division between October 2012 and September 2013 (Federal Fiscal Year 2013), and this report includes all data collected from clients who received services during the 2013 Federal Fiscal Year even though data were collected quarterly. A total of 74 interviews were completed and a raw response rate of 52% (74 out of 141) was obtained.

For those OIB clients who completed the survey, 55% resided in the Southern region, 32% in the Northern region, and 12% in the Rural region. The majority of respondents were female (68%), and were diagnosed as either legally blind (49%) or had a severe visual impairment (14%). Approximately 34% of respondents were over the age of 85, 26% were between the ages of 75 and 84, and the remaining clients (41%) were between 56-74 years of age.

OIB clients reported a high level of satisfaction with the overall quality of the program's services (84%) and the timeliness of services (87%), but were somewhat less satisfied with the amount of choice they had between providers (68%). Clients also were very positive in their ratings of their program counselors in all areas, although they were somewhat less satisfied with access to counselors (84%) and the treatment received from other Division staff members (78%).

The majority of OIB clients (79%) indicated that they were satisfied with their ability to choose the kind of help that they received and services that they received (83%). Most clients (87%) also indicated that they would recommend the program to other people who needed the services. Unfortunately, only half of the clients (55%) agreed that they were able to receive employment information if and when they were interested.

Almost all of the OIB clients (95%) reported that they had received assistive technology services of some kind, and the majority of clients (82%) indicated that the quality of the devices received were excellent or good. The most frequently received type of assistive technology device was vision related (91%), including glasses, specialized magnifiers, screen readers, talking equipment, or Braille equipment. Approximately 53% of clients received devices to help with mobility or getting around, such as transportation, canes or wheelchairs, orthotics or prosthetics, while 23% received devices to help make their home or workplace more accessible.

OIB clients provided feedback on aspects of the program that they felt should be continued or improved in the future. Most comments were positive, but clients did ask for improvement in counselor-client interactions (e.g., more communication between counselors and clients, counselors should be easily contacted, increased empathy of clients' situations). Clients also indicated a desire for improved equipment accessibility and better advertising of the program and the services offered by the program.

Executive Summary

Transition Student Satisfaction Survey

A mixed-mode telephone and web-based survey was conducted quarterly from January 2013 through December 2013 to assess the satisfaction of services received by transition student clients of the State of Nevada Department of Employment, Training and Rehabilitation, Rehabilitation Division (see Appendix B). These student clients received services from the Division between October 1, 2012 and September 30, 2013 (Federal Fiscal Year 2013), and this report includes all data collected from student clients who received services during the 2013 Federal Fiscal year even though data were collected quarterly. A total of 109 surveys were completed out of 272 student clients in the population for a raw response rate of 40%. A cooperation rate of 63% was obtained from those student clients actually reached. Post-stratification weighting was used to match the responses obtained from the sample to the population of transition student clients (see Appendix A).

Most of the transition student clients (73%) were satisfied, either 'very' or 'somewhat', with the overall services of the Vocational Rehabilitation Division. Further, approximately 61% of the student clients were 'very' or 'somewhat' satisfied with the timeliness of the services. Approximately 58% of transition students reported being employed at the time of their interview.

The majority of respondents (90%) in the sample utilized the high school program, and almost 65% of these respondents were 'somewhat' or 'very satisfied' with the program. Students utilized other programs beyond the high school program to varying degrees. Of those students offered the opportunity for the program, 69% participated in the On-the-Job Training program, 25% in Technical or Trade School, 35% in the Two-Year College Degree program, 20% in the Four-Year College Degree program, and 26% the Job Corps program. With respect to schooling, 43% of students who completed high school received an adjusted diploma and 49% received a standard diploma.

A large number of transition student clients (78%) were satisfied, either somewhat or very, with the support they received from Vocational Rehabilitation staff while in the Job Corps program. Thirty-six out of 41 students were satisfied with the On-the-Job Training program. Approximately 52% of the students received job placement services and 51% of students received job-coaching services. Overall satisfaction was 68% for job placement services and 75% for job coaching services. Transition student clients reported receiving various assistive technology devices from the Division and 55% of students rated these devices as 'good' or 'excellent'. Overall, transition students were generally satisfied with the services that they received, and 79% of them would recommend those services to others.