­­­Grantee Project Status Summary

FFY’ 18 Fourth Quarter Report

For the period of July 1 through September 30, 2018

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Nevada Governor's Council on Developmental Disabilities

Compiled 11/02/18

By: Catherine Nielsen

# Transportation

Organization: Family Support Council

Project Director: Steve Decker

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 22,000

**Goal 3, Objective 1:** Create one transportation system model that is sustainable and replicable and will serve people with I/DD across the State.

NGCDD Expected Outcome(s):

* Progression will be made in moving the State into expanded, sustainable, universally designed and accessible transportation through the development of a new system and/or expansion of the current transportation system.

Grantee Proposal:

Demonstrate a viable model for rural transport of individuals with disabilities, with ongoing funding driven by non-medical transportation funds through the Rural Regional Center system. In the first 6 months, the web-based systems, mobile applications, outreach and training of volunteer's will take place. Once completed, FSC will run a six month pilot program in Carson City, Douglas, and Lyon counties to ensure all features are working as designed. FSC will collect and track data through the online cloud portal of each I/DD transported in real time to evaluate response time, length of transport, and effectiveness of the program. FSC will also gather stories and information on impact of the program for our passengers. At the end of the pilot, the program will be delivered to the NGCDD for dissemination.

Activity Summary:

Activity 1A) Set up domain, hosting, web development and mobile applications.

* The web-site for staff and client use to book transportation was created. Additionally, the mobile application for android/apple was rolled out in quarter 2. The scheduling became a part of the regular staff training. FSC saw an increase in transportation vehicle requests and emergency requests (due to staff and client changes), overall. They were able to manage the increase by implementing strict guidelines of use for the vehicle requests.

Activity 2A) Obtain and train paid and volunteer drivers.

* Due to the high volume of vehicle requests (821 requests, with 879 total rides during Q4) the other grant manager took over booking requests for the current Program Manager. In addition, two part-time schedulers/receptionists were hired to assist in vehicle bookings and two part-time drivers were hired to assist in rides. Even with all of the staff turnover and vehicle issues, FSC was able to fulfill all ride requests. All of the FSC staff was fully trained in VAT, Mandt Restraint Training, CPR, full background checks and finger printed before they are permitted to transport any client in the vehicles. Staff drivers also learned route planning and vehicle maintenance.

Activity 3A) Complete referrals and outreach for passengers.

* During the Q4, the grantee reported that all of the six-month pilot had been completed. They stated that keeping up with the maintenance of vehicles was difficult. During the last quarter they had 4 vehicles out of commission for significant periods and 1 accessible vehicle donated in the last month of this quarter. The grantee predicted that as the staff and clients continue to grow, the plan will need to be re-evaluated. Setting a repetitive schedule, will be necessary to continue to accommodate all the requests.

Activity 3B) Track 30 passengers with I/DD using pilot system and satisfaction surveys (to include NGCDD surveys)

* FSC continuously tracked data on average of 25-30 clients per month. 17 out of Gardnerville and 9 out of Yerington on a regular basis. Group transports for shelter victims in the domestic violence program has also been included in the last quarter results. The staff and clients for Yerington do not utilize DriveNV.org, but do still receive transportation services.

Activity 3C) Continuously collect and monitor data to demonstrate sustainability using existing funds already assigned to each RRC person served, in non-medical transport funds.

* During Q4 of this grant, a total of 17 clients, received 879 transports with an average reimbursement rate from RRC of $7.28/ride. The grantee stated that clients can use one-on-one services from 30 minutes to 7-8 hours in length, for both SLA and JDT transports. The average time a vehicle was in use was 4 hours.
* Overall, the grantee stated that they learned a lot with this grant. They stated that “sustainability for a full-board transportation system utilizing current funding practices is only possible when combined with use of existing, very limited, public transportation schedules”. This schedule is limited by current public transportation schedules and advance notices.
* The grantee tracked transports provided for three (3) quarters of this grant which totaled 2,546 transports.

Deliverables Summary:

* At the end of 6 months, a web based system with mobile applications and trained paid and volunteers will be operational. - COMPLETED
* During the second half of the grant year piloting will take place and data will be collected. - COMPLETED
* 30 passengers w/I/DD will be tracked for pilot project. - COMPLETED
* A completed pilot model will be delivered to NGCDD at the end of the grant year. –Partially Complete, Grantee to provide completed version by full Council meeting, Dec. 6.

Of Note:

* The grantee applied for, but was not awarded, a grant through ADSD to utilize DriveNV for the elderly.
* FSC stated the following as a pilot model follow up: “The DriveNV app can be replicated through the State of Nevada in any rural are. A major enhancement to the web-based application would be to have voice communication services for those without access to a smart phone. Funding appears to be the biggest obstacle for the grantee. Having expanded service times and areas, that would enhance any local public transportation, would immensely improve the current situations that rural communities face in transporting not only [clients with I/DD], but others in a targeted disparity populations. NGCDD’s commitment to a Transportation Summit of rural communities will hopefully improve this existing problem for everyone.”

# Go Nevada! Transportation with Choice and Control

Organization: ADSD

Project Director: Cheyenne Pasquale

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 38,000

**Goal 3, Objective 1**: Create one transportation system model that is sustainable and replicable and will serve people with I/DD across the State.

NGCDD Expected Outcome(s):

* Progression will be made in moving the State into expanded, sustainable, universally designed and accessible transportation through the development of a new system and/or expansion of the current transportation system.

Grantee Proposal:

ADSD staff will identify up to 25 individuals and families to participate in Go Nevada. Individuals who are not enrolled in formal services through ADSD, but who are seeking transportation services will be targeted for this pilot. In addition, individuals enrolled in case management or job day training services will be selected for participation in the pilot. Intake staff and Service Coordinators at Desert Regional Center will identify participants, educate them about transportation options available under the voucher, and make referrals to the program. A Transportation Coordinator will work with individuals and families to develop a spending plan for their monthly voucher. The Transportation Coordinator will also be responsible for monitoring vouchers, managing the Uber Central service, and administering client satisfaction surveys. The Chief of Supportive Services will be responsible for the overall program design, establishing partnerships to support transportation choices, and negotiating rates with local transportation providers (as applicable). While ADSD will pilot ‘Go Nevada’ in Clark county, we will establish a statewide workgroup of interested community transportation providers to share lessons learned as well as best practices. Through this project, ADSD will also gather data that can be used to shape public policy changes that will promote individual choice and control while also increasing capacity for transportation services in Nevada.

Activity Summary:

Activity 1A) Set up Uber Central service.

* Completed within Q3.

Activity 1B) Implement Uber Central service in coordination with voucher program.

* Though paperwork was completed to finalize the Uber Central, clients preferred not to utilize this platform. Their preference was to utilize the Uber/Lyft applications on their own. Overall, individuals reported being satisfied with the option to use the ride share services.

Activity 2A) Convene statewide transportation workgroup to design transportation voucher guidelines and processes.

* Due to staff shortages, the grantee was not able to convene the statewide transportation workgroup for a second time. The grantee does state that “collaborative work towards finding a transportation solution(s) is necessary. There are a number of organizations across Nevada looking at transportation in different ways and piloting new ideas. It would be beneficial to have continuing dialog on this topic across the state”.

Activity 2B) Identify up to 25 individuals with I/DD to participate in program.

* In total, Go Nevada was able to work with DRC to identify over 30 individuals who were interested in the pilot project. Of those, 28 enrolled in the program, with 24 active participants. 12 participants enrolled in May, 8 in June and 4 in July. Enrolling in the project and understanding the reimbursement/paperwork process was reported as being difficult for the consumers and families. Many wanted to enroll via email instead of in-person, this created additional barriers and difficulties.

Activity 2C) Implement transportation voucher program.

* As previously expressed, the enrollment occurred in May-July. The majority of miles logged were for transportation to/from work. Most consumers chose to use ride share services (Uber/Lyft) or family/friends who received mileage reimbursements. Each consumer was given a monthly budget of $200. On average, $127 per month was claimed. Overall, the consumers expressed satisfaction with more choices, but frustration with the paperwork.

Activity 2D) Gather data to shape public policy changes that will promote individual choice and control while also increasing capacity for transportation services in Nevada.

* The transportation coordinator worked with families to collect data on the total miles per trip, purpose of trip, and the mode of transportation.

Deliverables Summary:

* Nevada will pilot an Uber Central service project called Go Nevada - COMPLETED
* Up to 25 individuals will participate in Go Nevada. - COMPLETED
* Data will be gathered to shape public policy changes for transportation services in Nevada. - COMPLETED

Of Note:

* Overall, the concept of the grant was accomplished. However, we had many difficulties with the follow through on this grant. The Projects Manager (as a courtesy) sends out a reminder the week prior to any reports being due, to remind grantees of what is due and when. Every quarter, I had to send multiple emails to the grantee in order to receive the requested reports. I did not receive a final/yearend report, even after multiple requests and promises to complete/turn in. However, I did receive all 4 quarters. It is our understanding that with high staff turnover, it has been difficult to keep track of when/what is due.
* Also according to the grantee “ADSD Service Coordinators have struggled to find cost effective, efficient transportation options for individuals who are entering the work force. In fact, transportation can be one of the biggest barriers they face to maintaining employment. Based on feedback from the individuals, this project gave them the opportunity to not only work, but enhanced their ability to live a more independent life. ADSD staff will continue to analyze and develop the data to assist leadership in exploring options for incorporating a voucher option into the service array.”

# SEARCHING for Success

Organization: UCPNV

Project Director: Monica Elsbrock

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 28,128

**Goal 3, Objective 2:** A minimum of 10 strategies identified in the Strategic Plan for Integrated Employment will be implemented through collaboration with major stakeholders.

NGCDD Expected Outcome(s):

* State policies will be created that promote integrated, competitive employment options.
* More people with I/DD will have integrated, competitive wage jobs in Nevada.
* Strategy #3 in Strategic Plan for Integrated Employment = Pursue creative partnerships with employers to include job carving and job sharing and to provide on the job training, career readiness and self-advocacy training for people with IDD on their worksites.

Grantee Proposal: Pursue creative partnerships with employers to include job carving and job sharing and to provide on the job training, career readiness and self-advocacy training for people with I/DD on their worksites through the creation of a Project SEARCH at a large business in Northern Nevada that will offer transition aged youth with disabilities that have graduated from high school an internship to experience the world of ‘real work’. UCPNV will become a Project SEARCH official affiliate. The Project SEARCH team will provide training for all the entities involved – the host employer, UCPNV, BVR, and the school district. This onsite training will serve as the structure by which 12 interns will complete the program with the expectation that 6 will gain full time employment. Sensitivity training will be offered to all levels of employees at host sites, to include disability etiquette and People First language as well as methods to best support any learning or training offered to the interns. UCPNV will stress the many benefits of having interns with disabilities in the workplace and support the interns until they have assimilated into the company culture and feel comfortable with the new position.

Activity Summary:

Activity 1A) Work with major businesses in the area to create Project SEARCH internship opportunities for 12 transition aged youth with I/DD per site per year. Interested stakeholders will include Renown Hospital, Marriott/Renaissance and Carson Tahoe Hospital.

* The Renaissance Reno Downtown Hotel followed through with their commitment to host Project SEARCH as the work site. Throughout the meetings, the project director and department leaders discussed the various ways that intellectual/developmental disabilities can impact individuals. Department leaders expressed feeling confident in their ability to accommodate the interns throughout their rotations, based on individual needs.
* The internship is approximately 1/3 completed and they are not yet able to measure success of the program.
* 11 students started the program, 9 of those students still remain in the program.

Activity 1B) Interns will follow industry standards job descriptions with expectations to mirror coworkers at the site.

* Job descriptions were create and interns will be trained with these descriptions. They currently mirror components of the job descriptions utilized by paid employees of the host business. Ideally, program participants will have high likeliness of obtaining competitive employment, as they will have acquired an array of occupational skills that can be applied to many vocational settings.

Activity 1C) Job coaching will be provided to 12 interns, with coaching fading as the intern becomes more proficient on the job.

* The on-site program coordinator, as well as three additional job coaches, are present 5 days/week to assist the interns with learning their job tasks and implementing effective procedures. The supports will fade as the rotation nears completion, so that the performance of each intern can be effectively measured. The supports offered by the on-site job coaches have been essential to participants confidently transitioning through the program. Job coaches continue to provide the support needed for interns to overcome individual barriers as they are encountered. (Reminder, 11 students started the program, 9 of those students still remain in the program.)

Activity 1D) Classroom like support will start each day and end each day to allow interns time to review expectations, share difficulties on the job and review the day, and again share successes or concerns about the job.

* WCSD has allocated a teacher for the Project SEARCH internship. The allocated teacher is on-site full time and continues to provide the classroom instruction component of this program. The classroom instruction includes role play examples of both hard and soft vocational skills, that interns can then apply to their on-the-job training the receive from management staff, and job coaches.

Activity 1E) A projected 6 of the 12 interns will gain full time employment due to on the job training with the program.

* WCSD utilized a vetting process to identify candidates able to meet program criteria and have a strong desire to transition from an educational setting to competitive employment. (Reminder, 11 students started the program, 9 of those students still remain in the program.)
* The opportunity to gain competitive employment would create significant positive impacts on their lives. By obtaining competitive employment, participants would be integrated within their community, filling a vital role in their lives, while overcoming barriers that previously impacted their ability or desire to be employed.

Activity 2A) Sensitivity training will be offered to all levels of employees at the host site to include disability etiquette and People First language as well as methods to best support any learning or training offered to the interns.

* UCPNV and BVR met together last quarter to discuss barriers the interns may face throughout this experience and brainstormed possible solutions. It was decided that management staff would communicate any concerns directly to the on-site program coordinator from UCP. The coordinator will discuss the concerns with appropriate people. The sensitivity training that took place prior to the internship commencement, helped create an inclusive and supportive environment for all interns participating in this program.

Deliverables Summary:

* Project SEARCH will be implemented in Nevada - COMPLETED
* Marketing materials will be created by 1/15/18 - COMPLETED
* Trainings for employees to be completed by the end of January - COMPLETED
* Intern applications to be reviewed during first quarter - COMPLETED
* Services to begin Spring of 2018 – In Progress
* 12 interns (persons with disabilities) will participate in the Project SEARCH program – 11 students have participated so far.
* 6 of the 12 interns will gain full time employment – On going

Of Note:

* This grantee has been easy to work with. On multiple occasions, I have need additional documentation or explanation of something within the reports. On every single occasion, where additional documentation was necessary, the grantee was very fast to respond with what was requested or provided a reasonable date/time they would be able to provide this to me by.
* Additionally, the grantee “specifically targeted students with disabilities who are underserved, specifically in the field of finding employment. As the NGCDD’s 5-year state plan outlines, employment is a fundamental hardship for people with disabilities. Our goal is to help students find a job that is a good fit for them”.

# Customizing Transitions

Organization: Lyon County School District

Project Director: C.J. Fields

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 21,403

**Goal 3, Objective 2:** A minimum of 10 strategies identified in the Strategic Plan for Integrated Employment will be implemented through collaboration with major stakeholders.

NGCDD Expected Outcome(s):

* State policies will be created that promote integrated, competitive employment options.
* More people with I/DD will have integrated, competitive wage jobs in Nevada.
* Strategy # 1 in Strategic Plan for Integrated Employment = Invest in building the skills of Employment Specialists, supervisors and key paraprofessional staff who work with people with IDD to improve competitive, integrated employment options.

Grantee Proposal:

Special education transition teams in the Lyon County School District will be trained in the implementation of Customized Employment (CE) processes for students with I/DD. Specifically, transition teams will be trained in the CE Discovery assessment process, developing CE vocational profiles, developing and holding CE planning meetings, and developing CE portfolios/visual resumes. Training in customizing self-employment and social security work incentives and programs will also occur. Transition teams will be assembled in each service area and while the make-up of each team within each area may vary to a small degree, teams will consist of a high school administrator, the Comprehensive Life Skills teacher(s), related service providers, paraprofessionals, parent representatives, and school psychologists. For each student for which CE will be implemented, the student and their family will become the most integral part of the CE team and information provided by these individuals as the CE service consumers will drive the CE process.

Activity Summary:

Activity 1A) Train transition teams in Dayton/Silver Springs; Fernley; and Yerington/Smith Valley) in the first 4 steps of (CE) Customized Employment (discovery, developing a vocational profile, developing and holding a customized planning meeting and developing a CE visual portfolio/resume).

* Completed in previous quarter.

Activity 1B) Offer training in social security work incentives and developing self-employment opportunities using a CE approach.

* Completed in previous quarter.

Activity 1C) Assemble transition teams in each service area consisting of at least a high school administrator, the Comprehensive Life Skills teacher(s), related service providers, paraprofessionals, parent representatives, and school psychologists.

* Completed in previous quarter.

Deliverables Summary:

* 40 people will be trained in the CE processes by the district's Transition Coordinator. - COMPLETED
* LCSD staff will develop an understanding of social security work incentives and the development of self-employment opportunities using the CE process. - COMPLETED
* Transition teams in LCSD service areas will become knowledgeable of and use the CE process. - COMPLETED
* Upon completion of grant, the CE process will be transitioned over in a streamlined process to VR counselors from LCSD staff. – NOT Completed
* LCSD to provide follow up information to NGCDD on the impact of the transition process. = SEE OF NOTE

Of Note:

* The director on this grant left his position in July/August 2018. However, all grant activities ended in the 3rd quarter. I reached out to the previous director to make sure no information was missed in the 4th quarter and since we were not able to receive a year end report. He stated, “Marva [Cleven, Director of Special Education for Lyon County School District] was interested in continuing the work, and my understanding is that Marva will be hiring a new Transition Coordinator in the not too distant future. In all of our service areas we had a number of people commit to voluntarily working on community action teams (lists are in the third quarter report) so that the training information could be put to use for students. That work will likely be facilitated by the new Transition Coordinator when that person is hired. All of the information was shared, prior to me leaving, in the hopes that the work would be further pursued.” The vacancy of this position meant that some of the deliverables were un-met/not able to be met.

# Path to Independence and Employment

Organization: UNR/ Path to Independence (P2I) Program

Project Director: Mary Bryant

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 20,500

**Goal 3, Objective 2:** A minimum of 10 strategies identified in the Strategic Plan for Integrated Employment will be implemented through collaboration with major stakeholders.

NGCDD Expected Outcome(s):

* State policies will be created that promote integrated, competitive employment options.
* More people with I/DD will have integrated, competitive wage jobs in Nevada.
* Strategy #8 in the Strategic Plan for Integrated Employment = Provide opportunities for paid or unpaid, hands-on work experiences including in the form of career-based assessments, internships, job shadowing, mentorships, volunteer work, and summer jobs.

Grantee Proposal:

Provide Customized Employment (CE) services to 5 Path to Independence students by hiring a job developer. Through person-centered planning, P2I students will identify areas of employment interest and work with the job developer beginning in their first semester. At least 4 of the students will have integrated, paid employment and/or internships during the year. In addition, using a data collection system, P2I will determine if the current rate structure paid to job developers represents a living wage for the job developer and/or how many employment seekers are needed to make job developing a financially feasible career option.

Activity Summary:

Activity 1A) Provide CE services to 5 P2I students.

* The grantee far surpassed the initial target of 5 students. P2I served 12 students this year.

Activity 1B) Of the 5 students, a minimum of 4 will obtain on campus or community paid employment and/or unpaid internships in their areas of interest.

* Of the 12 students, 9 are working in paid student employment or un-paid internships.

Activity 2A) Using data systems and VR payment records, produce a report determining the financial viability and break-even population data for CE services.

* The grantee reports that they did not have a sufficient amount of time within the grant period, due to the reduced funding, to complete this activity. They are stated that difficulties working with VR during this grant and other projects in the past has been a major barrier. They state that the have several paid/non-paid work/internship positions on campus and that in theory they could be paid for these by VR. However, they stated that VR’s process is burdensome with site inspections and approvals required for each individual site. They also said that in the past, working VR took a lengthy amount of time to get through the pre-requirements, that they often lost the placements. VR also wants the placements to only be ones directly related to the student’s IPE. Due to the students experiencing a variety of job placements, ones they like and others they may have no experience in, in order to gain knowledge in an area lesser known, it’s difficult to stay within only the IPE.

Deliverables Summary:

* 5 P2I students will have received CE services - COMPLETED
* 4 of the 5 students will have integrated paid employment and/or unpaid internships - COMPLETED
* 4 of the 5 (80%) students will indicate having access to CE services has increased their ability to find and retain competitive, integrated employment. - COMPLETED
* The Council will be provided with a report on the viability of the current VR financial reimbursement model to help inform agencies that support CE services. – NOT Completed

Of Note:

* The grantee notified us prior to the Oct 10th deadline, that she’d need an extension on her report, due to a family emergency. The deadline was granted to Oct 17th and the grantee submitted the 4th quarter report on that date. I sent two emails after receiving the 4th quarter report, reminding the grantee that we also need the final/year-end report, impact statements and surveys. I did not receive the requested items/documentation.
* Please note that at the stare of every grant, the grantees are required to attend a training before applying and after being approved for their grants, and a reminder email is sent out one week prior to the due date, during all of which the reporting requirements are discussed in detail.

# Integrated Employment

Organization: Transition Services Inc.

Project Director: Emily Davis

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 15,751

**Goal 3, Objective 2:** A minimum of 10 strategies identified in the Strategic Plan for Integrated Employment will be implemented through collaboration with major stakeholders. **Has components of 3.1 (transportation)**

NGCDD Expected Outcome(s):

* State policies will be created that promote integrated, competitive employment options.
* More people with I/DD will have integrated, competitive wage jobs in Nevada.
* Strategy #2 in Strategic Plan for Integrated Employment = Promote and expand travel training services to high schools and for adult users
* Strategy #3 in Strategic Plan for Integrated Employment = Pursue creative partnerships with employers to include job carving and job sharing and to provide on the job training, career readiness and self-advocacy training for people with IDD on their worksites.

Grantee Proposal:

Identify and provide travel training to 10 individuals with I/DD served by the agency utilizing the Downtown Loop Route shuttle service, a free 6-12 month pilot program provided by RTC and funded by the City of Las Vegas. TSI will also provide travel training instruction for staff. Staff will work with individuals to identify goals they would like to accomplish using the shuttle service, including identifying opportunities for vocational, educational, and/or recreational activities of interest. Instruction will be provided in a classroom setting and in the community to include training on the specific route to be traveled, where to board and de-board, what to do in emergencies or in the event of becoming lost, as well as maintaining appropriate behavior in public. TSI will leverage current relationships with 10 local businesses and/or organizations to collaborate in developing opportunities for people with I/DD to work towards integrated, competitive employment, educating their leadership teams on the benefits of hiring people with I/DD, wage subsidy programs and strategies for recruiting, hiring, supporting, and retaining them. 3 businesses in total will be identified that are willing to partner with TSI to provide job shadowing, career readiness, self-advocacy, and/or on-the-job training for people with I/DD. 10 individuals with I/DD will participate in one or more of the aforementioned employment activities by September 2018.

Activity Summary:

Activity 1A) Include travel training instruction for staff members by 2/28/18.

* This goal was completed. Please note that to originally attitude of the staff was that many of the individuals were not capable of traveling alone and therefor did not need to have travel training. They did try to identify some of the staff at each site that would be willing to do travel training but due to changing schedules, this was difficult to achieve. However, the staff did receive their initial travel training in the Q2. After they were able to “clear the air” of some of the staff resistance, they presented a macro-level introduction to travel training instruction that helped staff learn what it is, why it is important, and how it works. In the months following the training, staff started to come up with creative ways to implement what they learned into their daily activities.

Activity 1B) ID 10 individuals w/I/DD served by the agency who have self-identified as having interest in participating in a travel training program, and help them identify travel related goals and skills they want to accomplish.

* Just like the staff travel training, the grantee experienced push back from individuals with I/DD stating they did not need travel training because they were comfortable with paratransit buses to/from work. The grantee tried to highlight that if they were to learn how to travel independently, they’d have more opportunities to travel to their desired locations, instead of just to/from work/doctors.
* One individual had initially refused to participate in the training and stated his staff drove him everywhere he needed to go, so he had not need to learn. Later in the year he received a job offer that was outside of the travel distance staff could drive him. The individual changed his mind and participated in the travel training after all, with much success. Much like this individual, many started to see the positive impact travel training was having on their friend/roommate/co-worker’s lives and decided to participate after initial push back.
* The total number of individuals who participated in group interviews – 47. The total number of individual interviews – 58. The total number of individuals with specific travel-related goals who showed sustained interest in participating – 16.

Activity 1C) Provide quarterly classroom and community based travel training activities to individuals identified.

* The grantee provided this training in many different formats. Some of the training took place at home or in the community with staff, while others were provided on-site in a variety of formats, (i.e. worksheets, quizzes, tests of knowledge, impromptu discussions, etc. Overall, the satisfaction of those with I/DD in their travel training was high.
* The total number of individuals who rode the shuttle – 31. The total number of individuals who participated in the one-time bus training to get to the new site – 26. The number of individuals with specific travel-related goals who showed sustained interest in participating – 16. The number of individuals who participated in travel training activities in any capacity – 66.

Activity 2A) Identify and establish relationships with 10 local businesses and/or organizations to develop opportunities for people w/I/DD to gain integrated, competitive employment.

* To reduce the amount of “cold calling” of businesses the grantee made a list of potential employers by cross referencing organizations, often non-profits, that actively solicited volunteers. They felt this would give the community the opportunity to witness the benefits of hiring people with disabilities and the kind of valuable work they are able to perform. While they encountered a lot of organizations that already work with people with disabilities, they tried to work only with those that did not currently do so. Many organizations had strict volunteer requirements, such as background checks and TB testing. Going through the process of getting these down was logistically impossibly and cost prohibitive, but in some case individuals did not qualify due to their background and personal history.
* The number of businesses contacted – 63. The number of businesses that responded – 41. The number of businesses interested in working with the grantee but did not currently have opportunities – 17. The number of businesses that worked with the grantee for any employment related activity – 18. The number of businesses that worked with the grantee specifically on employment activities listed in our grant objectives – 7. The number of businesses/professionals that stated being satisfied with the participation in employment activities- 12.

Activity 2B) Work with leadership within these businesses to provide education on benefits of hiring people with I/DD, strategies for recruiting, hiring, supporting, and retaining individuals w/I/DD and wage subsidies.

* They spent a great deal of time towards the beginning of the year researching and compiling information. Once we compiled this information, we created a small packet that contained summaries of options available to employers and instructions about how they can follow up or learn more as desired.
* The grantee struggled to identify more partners that were willing to learn about elements of disability employment. Many different reasons were given as to why they did not want to, but the most common included that they were not currently hiring, that those responsible for making hiring decisions were not available to meet, or that they did not want to feel pressured to hire one of the individuals.
* The grantee encountered a barrier that had somewhat of a negative impact on their attempts to educate employers about the benefits of hiring workers with disabilities. Many of the programs they looked at required both employers as well as employees to meet certain eligibility requirements in order for them to qualify to receive benefits. Some of the more straightforward requirements dealt with the size of the business, the hours the employer needs to work, and the rate of pay they need to receive.
* The most problematic criteria they saw was related to programs that could only be accessed if the worker was a client of the Bureau of Vocational Rehabilitation. While some of the individuals have gone through BVR for job readiness assessments and other services, the majority of them do not have open cases with the agency, thus causing a major road block.
* The number of businesses educated on the benefits of hiring workers with disabilities – 2. The number of businesses that worked with the grantee for multiple quarters – 7.

Activity 2C) Identify 3 businesses willing to partner with TSI for job shadowing, career readiness, self-advocacy, and/or on the job training.

* Of the seven organizations the grantee worked with on the specific activities listed above, six of them comprised primarily of job shadowing and either career readiness or self-advocacy training.
* The grantee was successful in identifying 18 businesses to work with on arranging general employment activities of a more exploratory nature, including recreational, educational, and volunteer outings.
* We also received a few satisfaction surveys from managers we had worked with who indicated having learned a lot from working with our individuals. One stated that they have greater faith in the abilities of people with disabilities. Another said that they were surprised at how hard our folks worked. All stated that they were able to increase their ability to advocate for workers with disabilities as a result of their partnership with TSI.
* The number of businesses that we worked with for any employment related activity – 18. The number of businesses that we worked with specifically on employment activities listed in the grant objectives – 7. The number of survey respondents that said they were satisfied with their participation in the grant activities – 5.

Activity 2D) 10 individuals w/I/DD will participate in one or more of the employment activities listed above.

* The grantee started with interviewing individuals to learn about their interests, skills and career goals. During the interviews they learned that many individuals were very close to being job ready. Knowing this they divided individuals into two different groups: for those who were new to thinking about their career aspirations and who may have more general skills, or for those who have apprehensions about exploring activities outside of their normal routines, the grantee arranged a variety of volunteer, recreational, and educational outings designed to help acclimate them to this process.
* A couple of the organizations the grantee worked with throughout the year were located at the University of Nevada, Las Vegas. Having the opportunity to work on a college campus inspired several individuals to want to further their education before pursuing more advanced career goals. They were empowered and inspired to learn about the services available to students with disabilities.
* For many they did not want to give up paid job opportunities, for un-paid volunteer opportunities. However, many enjoyed the volunteering and were reminded that their work was very valuable to the people they were serving.
* Being exposed to such a wide variety of jobs allowed many individuals to think outside of the box regarding their career aspirations. Activities with some businesses taught them that they could find jobs that combined several of their interests into one job. Others learned that they could create businesses of their own and become self-employed. There were even jobs that appealed to folks with speech difficulties because jobs tasks did not require them to talk much.
* Total number of group interviews – 47. The total number of individual interviews – 58. The total number of individuals that participated in general job exploration activities – 71. The total number of individuals that participated in employment activities specific to the grant – 23. The number of surveys received from people with disabilities – 45. The number of individuals reported increasing advocacy skills – 44. The number of individuals reported increases in ability to say what they want – 42. The number of individuals now participating in advocacy activities – 33. The number of individuals satisfied with project activities – 42.

Deliverables Summary:

* TSI staff​ ​will​ ​have been educated in travel training by​ ​2/28/18 - COMPLETED
* 10 individuals with I/DD will have developed their ​​travel​ ​goals​ ​by​ ​3/31/18 - COMPLETED
* The same 10​ ​individuals​ will​ ​have participated​ ​in​ ​quarterly​ ​community-based​ ​travel​ ​training activities​ ​by the end of the grant year - COMPLETED
* 15​ ​local organizations/businesses​ ​will​ ​have been​ ​identified,​ ​contacted,​ ​and​ ​visited​ ​by​ ​3/31/18 - COMPLETED
* 3​ of those 10 ​interested​ ​businesses​ ​will partner with TSI for job shadowing, career readiness, self-advocacy and/or on the job training by​ ​5/31/18 - COMPLETED
* 10​ ​individuals​ w/I/DD ​will​ ​have visited ​employers​ ​and​ ​participate​d ​in​ ​the​ ​previously​ ​mentioned​ ​vocational activities​ ​by​ ​the end of the grant year - COMPLETED

Of Note:

* Overall, this grant was completed with great success. I would like to take the time to highlight the amount of information that we received from this grantee. Every one of their reports were lengthy and full of information, sometimes more than we needed. This is a great change from the normal reports received from other grantees.

# Integrated Employment

Organization: Family Support Council of Douglas County

Project Director: Steve Decker

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 40,000

**Goal 3, Objective 2:** A minimum of 10 strategies identified in the Strategic Plan for Integrated Employment will be implemented through collaboration with major stakeholders.

NGCDD Expected Outcome(s):

* State policies will be created that promote integrated, competitive employment options.
* More people with I/DD will have integrated, competitive wage jobs in Nevada.

Grantee Proposal:

FSC will create a model of employment that connects a pool of employers with those looking for work that aligns with their interests, skills and abilities. Rather than “job seek’ for each individual, they will aim to create a coalition of employers that are eager to hire people with I/DD. Using strategy #1 from the Strategic Plan for Integrated Employment (Invest in building the skills of Employment Case Managers, supervisors, and key paraprofessional staff who work with people with I/DD to improve competitive, integrated employment outcomes.), Employment Case Managers will conduct non-traditional employment practices by assessing the business requirements, identification of non-urgent tasks that businesses frequently require assistance with, and identify the skills the job seeker has in order to be a good fit for the job. Employment Case Managers will develop connections with employers, not on a case by case basis, but rather build a large diverse set of employment opportunities that individuals can apply for. By establishing a network of employers that are all committed to finding individualized and competitive jobs for the population, FSC can shorten the job search and accommodation time, and increase the options for those with disabilities.

Activity Summary:

Activity 1A) Create a web-based network database for employers and tracking purposes.

* The Out Reach Manager was hired within Q1 and has created an employer packet and completed the creation of the web-based platform (HireNV.org). The Employment Case Manager continues to contact potential employers for initial presentation to explain how HireNV.org website could best be used in their operations.

Activity 1B) Utilizing partnerships, community referrals and the local Chambers, Employment Case Manager will connect with employers in the area to join the network.

* In Q4, 33 HireNV.org packets were distributed, 36 potential employers were contacted, and 103 people were educated about the HireNV.org program. A total of 246 potential employers were contacted, 218 employer packets were distributed and 434 people were educated about HireNV.org website throughout the life of the grant.

Activity 1C) Employers in the network will identify their employment needs and work with the Employment Case Manager in developing job descriptions, available hours, and training opportunities.

* The Employment Case Manager, through direct meetings with 11 employers, posted 28 job opportunities to HireNV.org. Together employer HR departments and the Employment Case Manager, discussed job modifications that would better meet the skills and abilities of the individuals with I/DD. One of the barriers identified was transportation to/from job sites. There have been 5 individuals with I/DD employed through the HireNV.org website and 1 individual has a future employment lined up to start when his current seasonal employment ends in November. Another client was given the opportunity to participate in a 6 week, paid, job readiness program in the fall at the Starbucks roasting plant.

Activity 1D) As RRC provides referrals into the program, Employment Case Manager will assign individuals to placements through the employer network.

* HireNV.org is checked weekly to look for employment opportunities that potentially meet their client’s skills and abilities. The case manager assists in connecting the client with open positions, completing applications, resume writing and practicing interviews. The restitution for eligible employers/jobs available in Garnerville/Minden areas, has limited job opportunities for clients with I/DD.
* One client acquired a job with a wage of $12.03/hour.

Activity 1E) FSC staff will provide on-site and remote training to employers on how their HR dept. can update listings and show openings. FSC staff will train HR staff or management on people-first activities and programs that help the success of placements.

* Employers have been trained on how to add/change/hide current open positions from their place of business. The Employment Case Manager assists with job modifications so new positions meet the skills and abilities of individuals with I/DD.

Activity 1F) Employment Case Manager will work with employers to ensure jobs are continuously updated and discuss ways to improve the process for success.

* Employer Case Manager continually up-dates, hides, deletes, changes postings, or adds new posting to the HireNV.org website. Employers have a password to directly access to HireNV.org website to make changes or up-date current job postings.

Deliverables Summary:

* 1 Database will be created for employers and tracking purposes - COMPLETED
* A network of employers will be created and piloted in to be piloted in Douglas, Carson and Lyon Counties for future referencing/hiring of individuals w/I/DD – COMPLETED/On-going
* 20 adults will have jobs of their choice through Council efforts – 5 people have been employed. NOT Completed.
* 20 people will be trained in employment through Council efforts - COMPLETED
* 20 individuals will be trained in systems advocacy about employment through Council efforts – 15 individuals were trained. NOT Completed.
* 20 family members will be trained in systems advocacy about employment through Council efforts – 7 Family members were trained. NOT Completed.

Of Note:

* This grantee has been easy/simple to work with. All necessary documentation was turned in on time and complete.

# Systems Change

Organization: Washoe County Health District (WCHD)

Project Director: Christina Conti

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 30,000

**Goal 3, Objective 3**: Develop and/or strengthen a minimum of one system that improves quality of services and access to quality services and supports for individuals with I/DD in their local communities by working with agencies to bring awareness and training to public safety and emergency responder throughout the State of Nevada.

NGCDD Expected Outcome(s):

* A higher level of care and service will be provided to individuals with I/DD by Public Safety Entities through the development of a program that provides awareness and training to Emergency Personnel across the State.
* Individuals with I/DD in Nevada will experience a decrease in traumatic impact during an emergency situation, while maximizing a higher level of care and service.

Grantee Proposal:

Develop 2 training videos focusing on identification of procedures that an officer/EMS personnel could employ when encountering an individual with an I/DD when there is no imminent threat (neighborhood evacuations, shelter operations, etc.) Additionally, identify indicators a person with I/DD may have and provide communication techniques required to effectively interact with the individual. Video trainings will be accessible and utilized by public safety and first responders across the State. Trainings will target the agencies training curriculum by enhancing the existing trainings available for interactions with citizens with an I/DD during a 9-1-1 response and expand the scope of the training programs for these agencies. Monitoring video training effectiveness and providing edits will also be completed.

Activity Summary: **PCC education (train at least 50 people w/I/DD)**

Activity 1A) Develop a 10 minute video on how to interact with individuals w/I/DD during non-emergency events.

* During the 4th quarter, specifically, the training videos were distributed to 24 Nevada first responder agencies (fire, EMS, and law), with very positive feedback.

Activity 1B) Develop a 30 minute interactive training module with Continuing Education Units (CEU) on how to interact w/individuals w/I/DD and the resources available to them (could be integrated into annual training requirements for EMS personnel/healthcare providers to broaden their training curriculum).

* The final draft was reviewed and the team at WCHD met with the CASAT Project Manager to finalize the website/training posting for the longer video. The training was posted as of Jul 25 and distributed to EMS agencies in Nevada. On July 30, the second email distribution went out to the above mentioned 24 agencies, notifying them that both videos were complete and available for use.

Activity 2A) Analyze effectiveness of trainings, providing edits if needed before the end of the grant year.

* On the WCHD Youtube page, there has been 140 total views of the new training videos and 17 NGCDD online surveys were received, as of Oct 2, 2018.

Deliverables Summary:

* 1 10 min. training video outlining how to interact w/individuals w/I/DD during non-emergency events. - COMPLETED
* 1 30 min. interactive training video with CEU’s outlining how to interact w/individuals w/I/DD and resources available. - COMPLETED
* Video’s to be completed by February. – Though not on target, deliverable was COMPLETED.
* Ongoing analysis of trainings, providing edits by the end of the grant year if needed. - COMPLETED

Of Note:

* ­The grantee also coordinated trainings with the Northern Nevada Fire Chiefs Association to take place on October 3, 2018. In August, WCHD collaborated with the Regional Public Safety Training Center, to post both training videos on the Moodle learning management platform. This platform can be access by fire and law enforcement personnel in Washoe County. WCHD staff was also contacted by Reno Councilwoman Brekhus to present about the project to the Reno Access Advisory Committee on September 25.
* The grantee notified staff that there may be some additional grant funds not spent by the intended projects. They asked for permission to use the left over funds to purchase Tip booklets for first responders put out by the University of New Mexico Center for Developmental Disabilities. The NGCDD Executive Director, Kari Horn, approved the use of these funds. 265 tip booklets were distributed to various Washoe County first responder agencies.

# Working Progress

Organization: UCPNV

Project Director: Monica Elsbrock

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 31,095

**Goal 3, Objective 4:** Annually educate a minimum of 100 persons with I/DD and their families to be able to make informed choices throughout their lifespan.

NGCDD Expected Outcome(s):

* People with I/DD will become educated on PCP, NWD and other health related resources and services.
* People w/I/DD in Rural Nevada will have greater access to services.
* People with I/DD will be provided educational information that will give them the ability to make decisions throughout their lifespan guided by informed choice.

Grantee Proposal: Provide education for up to 90 participants with I/DD on developing communication strategies that support consumer awareness to help people understand their role in person centered planning, transportation, career exploration, and job prep with 5 sessions in Reno, Carson City, Gardnerville and Elko. Follow up supports will provide additional resources for career development and competitive employment.

Activity Summary:

Activity 1A) Present and inform community leaders and members about the Employment First Initiative and WIOA throughout the year, reaching a minimum of 50 people in the general public. (Falls under Obj. 3.2/strategy #4 NV Strategic Plan)

* The grantee will continue to network with other agencies to educate local businesses of the Employment First initiative, as well as additional benefits of employing individuals with disabilities. During each of the opportunities where individuals were given the guidance to integrate into competitive employment, the grantee took the opportunity to spread knowledge and educate the public. A total of 50 people were reached.

Activity 1B) Present and inform providers, direct support staff, and agencies in the community about the importance of employment in the general community impacting at least 100 members of the community.

* UCPNV has had the opportunity to spread information through participation in various community events. Additionally, Service Coordinators at both Sierra Regional Center and Rural Regional Center were forwarded information regarding these workshops and assisted in passing along the information to individuals they assist. Also, an informational session was hosted at UCP Gardnerville to inform parents and providers of the workshops available, as well as the overall goal of this program. UCPNV will continue to take an active role in educating providers and agencies in the local community about the benefits of integrated employment for adults with disabilities.
* The grantee estimates this to be 150 people trained.

Activity 2A) Plan and implement 2 Working Progress sessions in Reno (up to 50 participants)

* A total of 41 individuals with disabilities in Reno/Sparks participated throughout the two sessions offered during June 2018 and July 2018.

Activity 2B) Plan and implement 1 Working Progress session in Carson City (up to 15 participants)

* A total of 10 individuals with disabilities in Carson City participated throughout the session offered.

Activity 2C) Plan and implement 1 Working Progress session in Gardnerville (up to 15 participants)

* A total of 5 individuals with disabilities in Gardnerville participated throughout the session offered. This is the first time that this program was offered in Gardnerville and all participants were affiliated with the JDT program at UCPNV.

Activity 2D) Plan and implement 1 Working Progress session in Elko (up to 10 participants)

* A total of 11 individuals with disabilities in Elko participated throughout the session offered. The Regional Manager continued to communicate with various agencies in the area to increase awareness of available resources and training opportunities for individuals with disabilities. The total participants for this year marks a decrease for this rural area.

Deliverables Summary:

* Provide outreach, training and support to up to 150 employers, providers, direct support staff and public to dispel myths and fears, and to educate them about hiring people with I/DD, the benefits to doing so, and the job supports available to sustain these employees. – COMPLETED
* Up to 50 participants will receive Working Progress training in Reno – Partially Completed
* Up to 15 participants will receive Working Progress training in Carson City – Partially Completed
* Up to 15 participants will receive Working Progress training in Gardnerville – Partially Completed
* Up to 10 participants will receive Working Progress training in Elko - COMPLETED

Of Note:

* Please see of note under the other grant with UCP. (3.2)

# Informed Choice through a NWD system (part 2)

Organization: ADSD

Project Director: Cheyenne Pasquale

Project Period: Oct 01, 2017 to Sep 30, 2018

Total Grant Funds: $ 43,880

**Goal 3, Objective 4**: Annually educate a minimum of 100 persons with I/DD and their families to be able to make informed choices throughout their lifespan.

NGCDD Expected Outcome(s):

* People with I/DD will become educated on PCP, NWD and other health related resources and services such as MCO’s in Nevada.
* People with I/DD will be provided educational information that will give them the ability to make decisions throughout their lifespan guided by informed choice.
* Persons with I/DD will receive accessible and appropriate information on available healthcare resources.

Grantee Proposal:

ADSD will build upon the previous grant through a coordinated expansion of efforts and person-centered counseling initiatives to expand consumer choice in publicly funded long term services and supports. First, efforts will continue towards person centered counseling through the development of quality assurance processes to measure compliance with the person-centered counseling standards developed last year. Secondly, ADSD will work towards an enhanced service array that is developed in coordination with stakeholders, including consumers and their families through outreach and education. This will include piloting a support needs based assessment into the service planning process to strengthen support for individuals and their families in meeting their goals and needs.

Activity Summary: **PCC education (train at least 50 people w/I/DD)**

Activity 1A) Develop quality assurance process for person centered counseling.

* During the last quarter, ADSD had major staff turnover. The Project Coordinator was able to work with new staff to complete the secret shopper scenarios.

Activity 1B) Implement and report on quality assurance processes.

* A final evaluation form for the Secret Shopper activity was completed. The evaluation form includes general information about the community partner, a copy of the pre-written scenario, scoring for benchmarks, and summary of the interaction.
* A secret shopper scenario was conducted by ADSD staff to collect data on NWD PCC, Secret shopper was completed with all 4 Nevada Care Connection Resource Centers.
* Overall, this activity identified opportunities for additional training in the areas of a person-centered approach and intake. In terms of a person-centered approach there are ten factors that are expected to be a part of the customer experience, the average among the 4 scenarios was four of ten factors were addressed. The range was 0 factors to 9 factors. In looking at the factors measured during the intake process, there were ten factors measured. The average among the 4 centers was six of ten factors were addressed. The range was 2 factors to 9 factors.

Activity 2A) Work with Human Services Research Institute (HSRI) to engage stakeholders, including individuals with I/DD and their families, providers, and state staff, to inform policy changes that support a comprehensive array of services.

* The first focus groups hosted for stakeholders was held on June 1. Forty individuals attended session in Las Vegas and Reno. Individuals were informed about the SIS pilot, including the potential impact of services. They were able to ask questions and provide feedback to the facilitators.

Activity 2B) Implement an input and communication plan to identify strategies, including policy changes that will expand the service array and enhance individual choice and control in long term services and supports.

* ADSD worked with DD Council staff to discuss the possibility of having 3 statewide mini conferences/focus groups/community assessments. Due to staff turnover, this activity was NOT COMPLETED.

Activity 2C) Pilot supports Intensity Scale (SIS) as a measure of a support need in Nevada.

* Training wrapped up in June for service coordinators. The SIS was implemented June through September, with 50 individuals being assessed during that time.

Deliverables Summary:

* Input will be gathered from at least 300 from people with I/DD and their families on what services/supports are considered important to them. - Partially Completed.
* SIS (support needs assessment) will be administered to at least 50 individuals with I/DD. - Partially Completed.
* Nevada will have a quality assurance process for monitoring PCP/NWD systems. - COMPLETED

Of Note:

Please see of note on other ADSD grant (3.1)

# Glossary Of Terms

**Activity Summary** = A summary of a grantees progress on their activities for that period. Information is summarized from grantee reports and from Project Manager meetings with grantee.

**Best Practice:** A practice that incorporates methods or techniques that has consistently shown results superior to those achieved with other means, and that is used as a benchmark.

**Deliverables Summary:** Specific measureable outcomes the grantee said they would accomplish in their application.

**Goal(s)** = Over-all goal(s) identified by the Council in their current five-year state plan that the grantees are helping the Council accomplish through their grant award. Several grantees can be working toward the same goal but through different objectives.

**Grantee Proposal** = What the grantee said they would do to in their application.

**NGCDD Expected Outcome(s)** = What the Council expects to see as a result of grantee efforts.

**Objective(s)** = What the grantees have specifically agreed to accomplish during their grant period and how they said they would accomplish it.

**Of Note** = Any concerns, issues and/or additional information the Council needs to know. Will include any previous recommendations from the Council and the grantee’s progress toward those recommendations.

**Performance Measures** = Specific number of people effected by Council efforts.

**Promising Practice** = A practice with an innovative approach that improves upon existing practice and positively impacts the area of proactive. The practice should demonstration a high degree of success and the possibility of replication in other agencies or settings, but has not been tested.