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Via E-mail

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

Re: Public Comment

Hi All,

The following documents/information sources were used/considered to create the below list of opportunities for improvement, concurrent with potential solutions.

- 1) The September ('24) MDR report*
- 2) The P&P from the antiquated Department (DETR) Website*
- 3) The '23 Plan (electronic)*
- 4) The Hub documents from the lobby (West Bay, dated unknown)*
- 5) Supplemental Hub communications from community partners (e.g., SILC)*
- 6) Common sense/logic (for the solutions)*

MDR:

- 1) The demographic results are unclear, as presented.*

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Additional metric requested: % of cumulative caseload (Statewide) for current ('23 Legislative Session) resulting biennium, inclusive of all types of closures, as well as pending cases (e.g., intake, eligibility, etc. expectation flowchart statuses). Basically, how well does the sample size reflect the existing infrastructure capacity, both human (e.g., Agency Staff) as well as infrastructural (e.g., PRN/as needed outreach sites in rural areas, virtual/hybrid model mitigation strategies, etc.)?

2) Existing metrics:

Formal statement of MDR qualifications, including the states being used for comparative analysis. For example, NV would likely be an inappropriate comparison to NJ, as the latter has a tax base sufficient to have stronger community relationship infrastructural developments available.

Completely objective metric development desired. In other words, only extreme cases would provide yes/no/maybe response options, whereas comment oriented metrics would be likely to highlight systemic opportunities for improvement.

3) P&P (10/1/22 version; I believe (emphasis added) this may be outdated):

Effective communication:

See cumulative Agency Staff notes. 😊

Informed choice:

Person served should self direct case development flowchart from beginning to end. See NJ and CA service delivery models (which appear to be focused upon "Regional Center" Agencies) for technical assistance.

Referrals:

Establishment of cross functional State infrastructural "human services" outreach teams.

Benefits planning:

See cumulative Agency Staff notes.

Flowchart/expectation management:

Coordination with ADSD relative to a cumulative, collaborative No Wrong Door, Olmstead focused project and/or strategy. Single point of entry infrastructure in development (may not yet be public knowledge).

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Additional infrastructural development not requiring a formalized pending/open case. For example, interviewing skills was brought up by another speaker. IJDT should be able to provide this service in their sleep, or even a Service Agreement provider. In other words, meet folks where they are, with a big picture, self directed, supported decision, AVRN analysis. Prioritization of large spend items (e.g., paying for college, AT, etc.), given potential State bureaucracies relative to these.

Ease of OOS fears relative extended service gaps. In other words, communication to the effect that the status quo will remain in place, with technical assistance sought to avoid the need for OOS designation and/or mitigation.

Reduction of infrastructure relative IPE pro forma items (e.g., G & C). Move them to the disclosures sections of the template instead. Offer plain language as standing accommodation.

Scope of services:

Retool scopes relative to co occurring diagnoses (e.g., ASD + anxiety +/- depression relative to same person served/potentially served).

Leverage CE opportunities to meet people where they are, and where they are aspiring to be.

Leverage TPCA opportunities relative to transportation and G&C training (e.g., assistance with RTC certification, scheduling skill review, "crisis" alternative management).

Leverage population demographics relative to reduction of paperwork reductions through enhanced digitization. For example, a dictation capable VR app would be a wonderful tool relative to existing, yet Purchasing stalled project (whose name is escaping me at nearly 3 AM).

YIT: Redefinition of transition activities to include career transitions > age 18 +/- 21/22. Development relative to G & C activities regarding alternative diploma and overall disclosure, ATS management, etc.

I can't find my September document on my laptop. I've asked Jenny if I sent it to her in Word format, or if I sent it already converted. Please accept these talking points relative to the Agency report November SRC agenda item.

Thank you for your consideration, and I look forward to hearing from you soon. Please do not hesitate to contact me at my below contact info with any questions.

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