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>> Good afternoon, and welcome to the RespectAbility webinar for August 10, 2016. My name is Phillip Pauli. I am the Practices Director for RespectAbility. I'm excited to be here with you today talking about best practice in action. We're continuing our focus on a state that is doing a lot of really innovative, very good work around expanding jobs with people with disability. Today we're talking about Nevada. I want to talk briefly about the work I myself have seen in Nevada. Last year, we got in touch with Shelley Hendren and Janice John and the other folks in Nevada VR. And we started exchanging emails in reference to employment. We're impressed with the consistent, quality of their work and jobs they're getting people into the community at employments, they've been absolutely to talk to and work with. And last year in May for the national association of Workforce Development Professionals Conference, we were able to arrange site visits. Work in the system, and actually got to go and see these job programs that they are managing. And the wonderful work they've been doing.

There's pictures of that in our Social Media stream. And they'll be talking about what it's like to work with those employers. I think it's going to be a great learning opportunity for everybody to find out what Nevada's doing and what they're doing right. Today we're joined by Shelley Hendren and Janice John and Ken Pierson. I want to give a huge shout out to JPMorgan Chase for their support. They are the ones that allow us the flexibility to offer these webinars to the public for free with captioning. We will be posting an accessible version of this PowerPoint in a few days. With that I'm excited to learn about what Nevada's doing. And Janice, Shelley, and Ken, please take it away.

>> Thank you, Phillip. That was a great introduction. Thank you for the kind words. Welcome everybody. I am Janice John the Deputy Administrator of Nevada Rehabilitation division. And I'm stationed in Las Vegas. And we're excited to share with you our best practices, employer engagement, strategic collaborations and sector strategies that are happening in Nevada. Before we jump into the webinar, we want to share information about Nevada. Many of you will be able to relate to our state's diversity. In Nevada we have three distinct regions, each with their own unique culture and diversity, employment opportunities, and rich natural resources. And different economic statuses. I'll not sure that everybody knows, Nevada is the seventh largest state in the country. And not all of that is desert. I assure you. As you can see from the picture, we have Nevada from the top with beautiful mountains, wide open spaces. We have opportunities for ranching and farming and mining activities to Southern Nevada in Las Vegas which is known as the gaming and the entertainment capital of the world, offering lake mead and Hoover damn and the world's largest observation wheel called the high roller.

And then to northern Nevada we look to Reno which is the home of Tesla, Lithium ion battery which is the largest factory. An hour from Reno we have the Lake Mead region with fabulous ski resorts and opportunity for lots of summer fun.

While Nevada has the largest geographic area, we are a small state when you consider population. Nevada boasts the largest population in the state with over 2 million residents in Las Vegas. In Reno our population is 446,903 residents. And Elko which is our rural areas in the northeast section much our state, residence a little over 51,000. And then our very own state capital Carson has over 54,000 residents. Sampling of our main streets, our beautiful area around our state.

So it's such a large area to cover, our staff has its work cut out for them. We have the VR staff in 13 offices statewide. Two of those 13 offices are main offices, one located in Las Vegas and another located in the Reno area. The others are located with job connect, our Workforce Development Office and one-stop office throughout the state. We have a rather small staff. As you can see, we have 46 Masters Degree Rehabilitation Counselors. They are eligible to sit for the CRC or have a CRC. We have 143 staff that make up our VR division. That includes Administration, Vocational Rehabilitation Program, Services to the Blind and the Business Enterprise Program.

So our objective for today's webinar is really to offer suggestions and help all of us to really think big and long-term. And we do that by making, several things, one of the first things we do we want to encourage making new friends and partnerships which will allow us to collaborate. Collaborate and collaborate. We really encourage active engagement with the Governor's Workforce Board and local board and working with state structure. Creating an in-house development team has made a difference for Nevada VR. This team has brought a whole new level of commitment to the competitive integrated outcome for our consumer with disabilities. We want to consider and honor our employers as customers and partners. This has been a game changer to change that kind of perspective. And we now how important it is to offer the work experience often to our consumers and earlier. In all cases this leads to a positive outcome and providing those critical skills really leads to success for our consumers with employment. Finally I think it's important that we educate those we come in contact with. We are actively involved in outreach activities, using Social Media Social Media, this gets us help get our message out to know who Nevada VR is and what we have to offer.

So just how did we get here today? Looking back at our history has been a good exercise for us. It's been a great eye opener as we realize just how much steady and slow progress we've made. But it's steady progress over the years. And we're really proud of that. Beginning in 2009 the statewide leadership network report provided great information. It allowed us to look at our assessment. What we needed to do for our state, some of the topical areas that we really were outlining in this report included leadership, technical assistance and straining, looking at our overall goals, looking at finances, employer engagement, and service and innovation. Those areas were outlined in that first report. And it started us on the path to really review what Nevada needed to do to improve employment outcome for individuals with disabilities. In 2010, the employment policy summit was held. This occurred and it really was a strategic planning event. And it brought together agencies, employers, community partners, in a way that we never did before in Nevada. The collaboration was really rich. We really examined how we provide the range of services including employment to our

consumers with disabilities under a new light. This really became kind of our path road to lead us to some of the next things that we would do over the coming years. And in 2011, a number of our summit work groups, they're still going strong at this time. They were working on issues such as transportation, training, and employment for our consumers.

And that leads to Shelley.

>> Actually I think that leads to me. This is on the business development manager here. Welcome everybody. But I-- we wanted to talk about in 2011, when the Nevada Governor's Office of Economic Development. That was integrated in 2011, it was a collaboration with the Governor's Office and the leadership of the Nevada State Senate and Assembly. The GOED that our acronym for Governor's Office of Economic Development. Nevada-- goes directly to the Governor. That was a game changer. We used to report to the Lieutenant Governor. Why I say the game changer, GOED has helped recruit Apple, Tesla that Janice mentioned. In the Tesla factory is the Tenison, the ones that make the battery. And Faraday which is a new auto manufacture. So and then we have a large data, one of the largest data centers in the world. It's called switch. So this has been a big game changer by putting the Economic Development of the Governor's Office. In 2012, what we did, and this is really dear to me, the vocational Rehabilitation was recruiting for the position of chief of official of disability policy. In that position what had happened is the recruitment was changed to the position was changed to the business development manager which is a spot that I occupy. And really the Business Development Manager is really what we decided to do, create new opportunities with employers.

>> Hello, everyone, this is Shelley Hendren the administrator. That's when we started seeing the employment first initiative kind of sweeping across the nation. And so Nevada's Governor's council and development disabilities organized this ad hoc committee to start looking at what employment first meant. And is it an initiative we wanted to bring to Nevada. And out of that ad hoc committee came a white paper that was presented to the Governor's Office which led to the executive order listed there in 2014 which created a taskforce on integrated employment. What we realized and knew early on in the GOED, is that for us to bring this initiative to Nevada which really going to take a lot of thought. I know that some states, kind of started their process with an executive order or piece of legislation. And we really wanted to do more outreach and more research and be a little bit more contemplative in the steps to bring that forward. So that's what the Governor's Executive Order did. It created a taskforce and we were charged with doing that kind of research and creating a 3, 7, and 10 year strategic plan. And what also occurred in 2014 is all of you know is the Office of Workforce Innovation which was signed in July, sign into law.

And those two things really went hand in hand together. And were both a cast lift to where we are today. In 2015 and ending in 2016 we took the idea of the business development manager and created teams. We knew that that was a best practice, RSA

had recognized that as a best practice. And we wanted to build teams in Nevada so we could have better outreach with employers and better liaison in looking at employers also as our consumers in the rehab program. We created business development teams which Ken will talk about later.

2015 is when our strategic plan was due to the Governor's Office from the taskforce. And then of course a conference of all other things in 2016 which was the Unified State Plan, the requirement that came out of the Office of Workforce Innovation Opportunity Act. That was submitted and it was a year in the making with a lot of workforce individuals. Rehab, and adult title, sitting around the table, truly talking about how can we integrate and avoid duplication of effort.

And then the Governor's strategic planning framework, plan for the state, five year plan came out in 2016. And you'll see how all of these elements have converged to create quite a blueprint for assisting people with disabilities in Nevada to remove barriers so they can become competitive employed in an integrated setting.

>> So as I mentioned earlier, the employment summit, it really was a strategic planning event. And it brought together a diverse work group of stakeholder. Many of them have written up work before. The conversation among the work groups were bold and outside the box. Nevada had not had those conversations quite as candidly before. So the event was organized by the Nevada center for excellence and disabilities which is at UNR. It was funded by Nevada's Governor's counselor developmental disability. It was a two day event. We had had it held strategically in Las Vegas, Reno and Elko in an effort to hear from all the regions in Nevada taking into consideration all the unique needs of all Nevadans. Our population was attended-- we were about 250 participants statewide. The goals were identified to identify barriers for employment for Nevadans with IDD. Identify goals to overcome the barriers and design a work program that would meet these goals.

And the actual outcomes that we, after two days of really talking and working together, we do find that these were the areas that needed the most attention and work groups would go forward with these activities. One was talking about collaboration. Again how important that piece is. Start career development at an earlier age. Again I look at those pieces and think how strategically that aligns with our workforce innovation opportunity act today. Develop and institute trainings and education and awareness programs for providers, for families, for consumers, employers and community partners.

Another priority was revise and define the reimbursement structure for service providers that increases employment for persons with disabilities. Expand transportation services. We saw that need statewide but especially in the rural areas where they were hit hard without resources to offer this for individuals with disabilities. And last to expand the use of assist I have technologies. This became the focus groups that people worked on since that first initial event.

So we really feel that that was the kick off for systems change in Nevada. That employment summit. What happened at that summit was to bring a lot of entities on the

table that had had not been working together previously. So out of that, as I have said earlier, through this executive order that created the taskforce to look at, integrated offices in Nevada. It was to develop and implement a sustainable system with people with disabilities to achieve, integrated employment in the setting of or choice. Our vision was we believe our job was to increase opportunities and decrease barriers that all individual schools, families and businesses must raise their expectations, that people will be hired because of their ability not because they have a disability. That employment is a win-win for everybody. And that people are happier, safer, and happiest with meaningful work that they are choosing.

So as I had said, in 2015 the taskforce submitted its strategic plan for Nevada. It was a three, 5, and 10-year strategic plan. And to reach that point there was a lot of outreach that occurred. We had full participation state team scorecard that was filled out by all of the taskforce members. We had 13 key informant interviews conducted. We had 10 focused groups with 87 individuals that consisted of consumers, caregivers, family members and advocates. And those occurred in the northern, southern, and rural parts of the state. And then we have surveys as well. And we received 356 responses from those surveys. And the surveys were directed to consumers, caregivers, family members, and advocates. And our response is represented 13 of Nevada's 17 counties. We also had those surveys in Spanish.

The result much the outreach and all of this information was to create the strategic plan. What you can see in black there are really the critical issues. There were 7 critical issues identified and a total of 12 goals identified. That first goal, some of the strategies that we've employed that I think are important for you to think about in your state, in order to access and leverage all available resources, really you have to engage the Governor in your state, legislators, and certainly need the executive level support and whatever department our agency resides in. And of course to pursue alternative, funding, and to develop and strengthen new and existing partnerships.

Also our working on trying to establish a funding and rate plan that lends funding across agencies. And we're trying to maximize state and federal resources, and you know the resource development in sustainability was listed as the #1 critical issue in Nevada. That could be perhaps because our vocational Rehabilitation Grant is not fully matched. But we've employed a lot of strategy, including third party arrangement to leverage funding that's not matched. We're getting close in Nevada to that.

Another areas of course critical issues, professional development concern with the Workforce Innovation Opportunity Act and some of the changes within the act. Rehab programs don't have fundings necessarily for training and technical assistance the way it was funded previously. We have to stay on top of ensuring that our service providers and our staff are well trained and competent professional so we can help our consumers to achieve their goals. Transportation, as I'm sure is an issue nationwide, and is still an issue in Nevada, there's currently a pilot in Nevada of kind of a barter system to-- for volunteer drivers to offer rides to people with disabilities. And those consumers can offer some kind of service in exchange. And that's being piloted. We're looking at a voucher system for the bus system as well as taxi voucher systems. That is

something that what we're doing really is to try and communicate to our legislators to our Governor's Office to anyone who will listen that early in Economic Development is when we need to be talking about transportation. And Ken had mentioned the Tesla factory which is being built here in Reno, Nevada. What's really important about that is part of that conversation had to do with infrastructure. And us working closely with the Governor's Office in Economic Development and our workforce partners has allowed us to share that message. And now it's being shared as we're enticing employers to come to Nevada to think of infrastructure. We asked to just potential employers, coming to Nevada that maybe they would facilitate a ride sharing program if they were in a rural area where transportation options are really lacking.

Employer engagement development. You can see the goals we have under that item. And certainly our workforce development teams that we've established have helped us to better communicate with employers now. I'll let Ken talk to you about those items.

Government as a leader and model employer. One of the largest employers in the state, of course, the state government. That's probably typical in a lot of states. It is in Nevada. We can be a leader in employing people with disabilities. What we have been working on in Nevada is a fast track hiring process called the 700 hour program that allows a state entities to hire people with disabilities. And take up to 700 hours basically to have them learn on the job and make sure that it's a good fit. And so it's no risk to agencies, truly, to use this program and it allows us to fast track hiring. Now, of course, just like any program, our consumers have to be qualified for the job. That's what we do in the rehab program is to help prepare people and remove barriers so they're qualified for the jobs for which we're referring them and applying.

And then lastly, only our strategic plan in the last critical issue has to do with early planning for transition. And you can see goal #11 which is important which is truly emphasizing Workforce Innovation Opportunity Act that young people with disabilities and the taskforce had to do with intellectual and development disabilities in particular, but we're looking at it globally. They have work experience like their peers. We're pushing for work experiences with people with disabilities, but specifically transition, students, and youth. That was one of our goals out of the strategic plan. And you'll see it repeated throughout this presentation and when Ken Pierson Ken comes back and talks about the work they're doing.

The Unified State Plan was submitted in March of this year as all the unified state plans were due in March or April of this year. And you can see the goals for Nevada's Unified State Plan and all of its workforce partners were centered around access, alignment, quality, and outcome.

And then to me this is very exciting, this next part. And this is the Governor's strategic planning framework. For Nevada, it's a five-year strategic plan. What we found exciting is that there were so many goals and objectives that were specifically related to our consumers, to people with disabilities. So you can see I don't have all of his goals here, of course. 1.1, lead 9 nation in high quality job creation. That applies to

all individuals seeking employment. To cultivate a diverse and inclusive workforce and ensure equal opportunities. 2.3 has to do with safety. 2.3.3 is encourage civic planning that promotes the safety needs for those with disabilities. This a conversation that we've been having with leadership. For example, in Las Vegas, a lot of the sidewalks have streetlights in the middle of the sidewalk. So obviously anyone with a type of mobility disability is going to have difficulty navigating the sidewalk. We're stressing with leadership to encourage specific planning to keep that in plan, the safety needs of people with disabilities. We're pleased to see this in the Governor's strategic plan work for Nevada. Prepare students for college and career success, and ensure a highly skilled workforce. You can see the objective increase the number of educational programs that require internship/work experience program completion. Again as I said earlier, we're stressing work experience.

And then increase the number of Nevadans with post secondary credential and college degree. Our bureau has said we have a 10% shortage of degree holders for the current job market in Nevada.

And then we have his goal 4.2 improve the quality and accessibility of primary medical services. What I like about this is the objective 4.2.1 they're talking about tele-health services. We think this is something people can capitalize on to provide services to our consumers especially in Nevada, in our rural areas. And we are working diligently in creating contracts for service providers to be able to provide services via tele-health. In Nevada they're laying the infrastructure. And in the last legislative session, legislation on how that would look and that insurance could cover what the requirements were.

5.1 as far as reducing the unemployment rate. We're excited about that objective underneath. The unemployment rate of persons with disabilities will be reduced by 50%. That is a pretty big goal. And to me and to us here in Nevada shows the commitment of the Governor and the executive leadership to employing people with disabilities in the workforce here in Nevada.

So I'm going to turn it over to Ken Pierson to talk about our business development changes.

>> Once again, as Shelley mentioned earlier-- that was built by repurposing (Speaker away from mic). So what we have is we have one manager and four-- (Speaker away from mic). One thing that we found is that by offering free disability awareness training that you get your foot in the door to discuss other services that's really opened up the door for-- and what we do is obviously for the employers we offer recruitment for qualified candidates that meet their requirements, we utilize paid on-the-job training funds. Also we have supported services to candidates which-- also along with that is businesses are always-- tax credits we talk about to encourage them to --. so our business development teams work on opening new opportunities with employers in the state of Nevada. We do a lot of networking, and we have several monthly meetings that we attend such as-- regional Economic Development, expos such as-- we have one coming up in the end of September which is the Governor's Office. Business

conference. And that's a lot of new employers come to that conference. I'm also attending many, many job --. our employment specialists work with consumers, people with disabilities, helping them with their resumé writing and customizing. Interviewing, including mock interview. They match clients' resumé with employment plan. An employment center that we call our one-stop operating center which is a job board in the state of Nevada and other job boards such as talent acquisition portal.

What we do is also we assist our clients with career readiness 101 which-- to get on with their career and taking also --. we're always talking to employers about recruitment. With that we refer job readiness programs to our clients and we're --. (Speaker away from mic).

So Shelley talked about the aligning of the positions. This is really-- on the left-hand side is, these are the jobs that we find that are-- (Speaker away from mic). On the right is the top five demands jobs in Nevada. So as you can see, the sales and service workers are actually-- (Speaker away from mic). Food service workers are in that-- on the second the construction side there, construction is in the state of Nevada really--

>> I'm having a little bit of trouble hearing you.

>> I'll try to speak up louder. It's seasonal work. We don't see much of our clients in there. Clerical and administrative support into the professional businesses are freight stock and material handlers. That's logistics in that thing. That fits right into trade and transportation and utilities. And of course the healthcare industry if it's-- it would fit into the education and health services.

What we're finding out is, we are looking at our employment specialist actually having Nevada 80 to 100 clients. We have about a 65% to 70% success rate in that field there.

So our next side is collaboration of private and public partnerships. So we have put these together. And we have the Office that we designed in 2013. We have a partnership with Starbucks and the roasting plant and distribution center that's in Lyndon, Nevada which is about an hour away from Reno. That started in 2014. And so also we have a certified center that business refurbishing center that PepsiCo had that relocated to Las Vegas. It started in 2014.

Our work readiness programs. It's focused around creating career opportunities for people with disabilities while meeting the employers' needs. Many of the candidates that we work with have limited or no work experience. And the employer provides work location and job training. Vocational rehab, we fund the soft skills instruction and-- on-the-job training. So most of these programs we found out-- one of our first programs was an eight week program. We found out we could cut the timeline down. Most of them are fit into the a two to six weeks training program four days a week. The typical day consists of a half day classroom training and half day of the on the job, floor training. We created an internship following the training that the students is paid for. It's a work paid internship. At the end of the program, a certificate is awarded for

successful completion. And employers may choose to hire individuals at any point in this progress. We're seeing a lot of that where there's been a students are progressing along and the employers can say, let's hire them now. Here are some of the pictures of the Starbucks distribution center. It's also a roasting plant. It's 450,000 square feet. PepsiCo, right around 75,000 square feet. That's a refurbishing center. There's a gentleman working on the control panel. They decal and repaint the refrigerator. OfficeMax is around 500,000 square feet. This is a job that we started in 2013.

I like to talk about program outcomes that we have. OfficeMax we completed 7 classes. Classes are right around five to six students. With that we've had 7 hires and 14 of those hires have been at the Office Depot. The average wage is \$11.60 an hour. Starbucks, 35 students graduated. 16 hired at a \$13.25 average wage. PepsiCo. We had 7 students. Six were hired at PepsiCo. That's wages is \$16.75 and \$23.00 an hour.

Common elements, we see is workers are working for the recruitment needs. First thing what we see is treat the employers as consumers. Rehab needs the needs of the employer. Treat them as our consumers and we will provide the qualified employees that they're looking for.

So the employers are always looking for employees with work experience. So we give our clients work experience. And that's what we've been doing with our employment programs here. In review, the state findings indicate that the Nevada employers are saying that workforce is lacking major soft skills such as showing up to work on time, working efficiency, getting along with coworkers. The required skills are critical thinking, judgment decision making and active listening, active learning. So what we've done is we developed our soft skill curriculum to go in with those parameters. And we developed it. Soft skills consist of company culture, vision, mission, core values, communication, enthusiasm, and attitude. Also teamwork, networking, professionalism, and problem solving and critical thinking.

>> This is Shelley. And I want to talk about another executive order that was just issues in March of 2016 of this year which realigns workforce development in Nevada. I hope what you're seeing here is a culmination of things. In 2016, that's really positioning the state in rehab in particular to can really help our consumers in a big way to achieve competitive integrated employment.

What that executive order did. And I have to keep coming back to the slide so we can visualize the flow of information. I think it's so important because this information really should be feeding the programs and the decisions that we make in rehab. What this executive order did is create this Office of Workforce Innovation. And if you all will allow me to, we affectionally call that OWIN. The office of OWIN was created. And truly it's to be a support to the Governor's Office. To the work board and the sector councils. And all of your state should have a Governor office workforce development board and sector counsel.

So let's start at the bottom with the Keck tore council. You can see there are several entities pointing to them. The Governor's Office, the Economic Development that we talked about. The department of employment, training and Rehabilitation which our workforce program also where the rehab resides. And of course the Nevada system of education.

What those entities are doing is feeding information into the sector council. And each state has this. And in Nevada we have identified eight industries where we have the most employment and the most revenue generated from. You can see those listed there.

What the executive order did is take these industry Keck tore council and make them smaller. They were pretty large and unwieldy in their public meeting so it's hard to get business done. And really they've been fine tuned to 7 members, all are from business and one is from higher education. And so those groups are hearing presentations from other business owners. They're receiving information from all these offices. And note there that the department of employment, training and Rehabilitation also includes research and analysis. They're receiving data from these agencies. They're receiving information from rehab whenever we see trends. We will share that. And what they're going to do is issue recommendations back up to that new office that was created, the Office of Workforce Innovation. So I have the slide here so you can visualize that. The sector council has been, make recommendations up to OWIN to forecast what they see is short-term and long-term job growth and do it by region and industry. So in my opinion this is very important information for both rehab programs to have. Because not only do we have the ability and the mandate to remove barriers and prepare individuals with disabilities for employment. But we want to prepare them for careers, for sustainable careers where they can be self-sufficient. We need to know what the jobs are and what they're going to pay and what regions in Nevada. That's why I think this information is important. The sector council provide those reports as what they see for their forecast for short-term and long-term job growth in the state. The Office of Workforce Innovation takes that as a support agency and feeds that information out. You can see that bottom bullet there to see what they are sending reports to. Blanketed across the state, across agencies, including nonprofit organizations, the workforce development boards, local school boards, the apprenticeship council, department of education. That information now has a point where it will be gathered, summarized, and disseminated. And we think that's excited. That's often a step missing in rehab programs where they're not getting information about in demand jobs in their state. What this office will be doing is developing pathway strategies which is helpful in Nevada. We truly don't have career pathways. It's something we can and should be doing for certain industries that are always growing in Nevada. They're going to recommend improvements in the workforce system and apply for grants. It's often difficult to have access to a Grant writer to have funds for those sources out there.

We'll go back to the picture here. You can see now the Office of Workforce Innovation sharing to a number of individuals, including the Governor's Office and the executive committee. And the executive committee was created under the Governor's

executive order to liaison with the work board and this OWIN office. We'll wrap this up. This is heavy and not so fun information. It's exciting for me. But I'm like that.

So OWIN feeds this information to the Executive Committee. And they evaluate and make recommendations regarding the allocation of funds for workforce development. There's a different piece added here and an important piece. This doesn't affect the rehab programs because we're not part of that funding stream. But certainly if funds are going to be allocated to our workforce partners to create a career pathway, that's something rehab programs would want to be involved and collaborate. The executives needed also established for more expedient decision making with regard to workforce programs, improvements, and funding. And you can see it's a nine-member committee from the Governor's Workforce Board, individuals from business. And you can see the make up of this committee now.

This is important to both rehab programs too because the work force act-- mandates that both rehab programs have a seat on the Governor's workforce development board and local boards. So we can truly have a voice in the decision making for workforce programs, for career pathways, for spending in the state. And that's part of why I see this as so important to really create systems change.

>> And this is Janice. I think we want today wrap up and really talk about how we have a better bottom line in Nevada through some of these programs and all these efforts and collaborations that you have presented to you today. I think that Todd our senior operation manager from Starbucks illustrates our journey for us. The program has opened a lot of eyes at the Starbucks facility. Supervisors and partners look past disabilities and realize we all have different abilities in the workplace. We appreciate the partners with Starbucks. It's been a wonderful experience for us. Some of the other items we see that change for us, we have a cultural shift. It's occurring in all the workplace. VR is now really offering employers access to the largest talent pool of individuals with disabilities. We're seeing cost saving to our employers by these programs that we're offering. And we're also seeing cost saving to vocational Rehabilitation. We've appreciated the partnerships we have had throughout this journey.

>> This is Shelley. We come back to where we started. Think big and long-term for systems change in your state. And we go back to this clap net, collaborate, collaborate. I can't say it enough. Of course the workforce innovation and opportunity act, I can't say it enough either. But if you think back to that slide where we listed out major events that took place since 2009, really collaboration was key in that. The fact that vocational Rehabilitation staff sit on the Governor's council for development disabilities. That we had a sit on the Governor's taskforce employment. We're part of the employment summit that brought people around the table that we helped to write the white paper that was presented to the Governor's Office. It's because the rehab was positioned and positioned itself to collaborate with these other entities. I think it's especially important for both rehab programs to collaborate with transportation, your transportation agencies in your state. We had transportation officials on the Governor's taskforce on integrated employment. It was eye opening to them about the barriers present for our consumers

to go to work. So the more we talk about our message and the more we get it out there, then those conversations start taking place elsewhere. And so when you're transportation authority starts planning their budget maybe they think about some of these barriers that were raised in this taskforce. I believe it's important to work with your disability advocate center. It will be typically on a college campus. There's one in every state. Your disabilities agency for us it's aging and Disability Services division. And we have found a number of ways to creatively collaborate with them. And they were also part of all those major activities that led to the system change that we're seeing now in the state. You know, by these Governor's Office goals and objectives that include people with disabilities, that we see in our workforce partners goals and objectives that include people with disabilities that we see in civic planning, keeping mobility issues with people with disabilities in mind. Your Governor's council with people in disabilities exist in every state. And they have been a valuable partner to the state in general for creating systems change which is their mandate actually.

Working with your Medicaid agency and finding creative ways to blend funding with Medicaid waiver program. It's really important especially in light of the Workforce Innovation Opportunity Act. And then of course, working with your executive leadership and whatever the structure is in your state. We showed you probably in great detail what our structure is in Nevada. All states have a Governor's Workforce Board. All states have local boards. And we have a seat on those boards. The Economic Development office as we work more closely with them as they are enticing employers to come to your state as they are in Nevada, they're having conversations with these employers. During negotiations about hiring people with disability and perhaps, you know, suggesting some kind of diversity initiative for employers that are coming to the state and asking them to consider, you know, civic planning, transportation in particular as they come to the state.

The business development teams as I said has been identified as the best practice by RSA. And certainly we are seeing that in Nevada. Their work is invaluable as far as how many consumers they are working with and how many employers they're liaisoning with. Creating these readiness program. We're working with Walgreens, CVS and hospitals to do similar programs. The idea of employers as consumers is a new way of thinking for both rehab programs. Instead of looking at what we provide as a social service or human service, truly we are preparing people for the world of work and self-sufficiency. We have to meet employer needs to be successful in meeting our consumers with disabilities need.

And then as Ken said, two key pieces which is emphasized in the Workforce Innovation Opportunity Act especially for students and youth but for everyone is getting them work experience. Rehab can do that through paid experience. These work readiness programs will you community based assessment even job shadowing, getting work experience and that second component soft skills. Employers in Nevada are saying, none of our employees have soft skills. Not just people with disabilities. But none of the employs-- there's a lack of soft skills. We ensure to provide that to all of our consumers whenever needed. And it's offered through our community colleges as well as service providers and our work readiness programs. And that last bullet inform

throughout reach media, Social Media and participation in other boards and council. We launched a media campaign. You can see we're on Facebook, LinkedIn, and Youtube. And we have a website. And they're designed for employers in mind. Not for consumers. We have a different campaign to let them know what we have. It's for employers to see what we do and what we provide are skilled dependable employees that they can use in their businesses. I should say you have an elevator speech ready for employers. You should talk about hiring people with disabilities. It's a skilled workforce. VR can pay them to learn on the job.

So this concludes our presentation. And your presenters are listed there. And our contact information, we'd be happy to hear from you. I believe we have time for questions. I'll turn it over to Phillip.

>> Shelley, Janice, Ken thank you so much. I was taking notes through this whole thing. You guys are doing great things. I have questions but I want to first give people either on the chat box or on the phone the opportunity to ask their questions. Operator, could you quickly explain how somebody on the phone can ask a question.

>> Yes, if you have calls in. You-- press 7 followed by the hash key on your phone now.

>> Great. While we're waiting for anybody else, I'm curious, you mentioned blending and braiding funding through Medicare and Medicaid. Can you talk about how that works, what you've done.

>> Yes, thank you, Janice, do you want to take that one, or you want me, too?

>> I'll defer to you, Shelley.

>> Okay. So what we have are a couple of programs where we work with individuals who are identified in sub minimum wage employment. And we have workforce programs that work with those individuals to move them out of that environment, into competitive integrated employment. Those individuals who are on Medicaid waivers, what we do is match the funding that's provided to them for those waivers. So if it's \$80 a day, then the rehab provides \$80 a day for that individual to receive more specialized work readiness, behavioral support type training. We have an intricate program to do what I spoke about. That's the career development academy is what we're calling it in northern Nevada and high Sierra industries. We have a similar program in Southern Nevada with opportunity village. And we basically match the Medicaid waiver funding with our funding so we can provide specialized training.

>> Great. Um, operate for, any phone questions?

>> No questions on cue.

>> Okay. I'm curious, I want to go back and again, I'm really curious, you mentioned Social Media. Obviously Social Media is a great way to connect. I don't

think a lot of people think about it to connect with people in disabilities jobs. Can you talk about your use of Social Media as an outreach tool.

>> Sure. This is Shelley again. So what we thought was most important are to have success stories. And we also thought that we should use employers telling other employers about their experience in hiring and having employees with disabilities. Because it's one thing for state agency to say that. And it's quite another thing for an employer to speak to another employer. So we have a number of videos on our website and Youtube channel that is exactly that. Employers talking about their experience in hiring individuals with disabilities, sometimes about what supports the rehab program provided. But more importantly how it affected the culture which is an international tended consequence that we're seeing. There's a cultural shift with these employers when they start hiring people with disabilities and they come back and say we want more. Also they talk about the skill sets that these employers are bringing into the work enforce and and what it's like to work with them. We see that as a strong tool for employers to tell other employers about their experience in working with people with disability.

>> Great. Well, I know we're running out of time. Last call for questions either on the chat box or on the phone? Operator? Anybody?

>> Oh, just in time. We do have a question. Rebecca, go ahead, please. Rebecca, you're live.

>> Can you hear me?

>> Yes, we can. what was your question, Rebecca?

>> Okay, can you hear me now?

>> Yes, we can.

>> Okay, I'm so Cory. I'm having phone difficulties. My question is, I sit on the board of organization in Nevada. I'm the National Down Syndrome Ambassador for Nevada. I'm excited about this program. I want to know how I can get more involved. And it's also-- if you knew about the DS work act that is coming forth that's going to be able to provide, we're trying to have it so people with disabilities with earn more money and still keep their Medicaid. And I'm wondering if that's integrated in this plan at all.

>> Shelley or Janice you want to take that one?

>> Sure. This is Shelley. And then I'll let Janice answer if she has information. So I'm not familiar with that fact. And I would love to know more. I would just say that my contact information is there on the screen, the office phone number and and email. And certainly talk about how we can integrate what you're doing with what we're doing.

>> Okay, fantastic. I'm excited for everything going on. I just moved here in August. So this is just a wonderful, wonderful time for me to get involved. Thank you. I

will contact you. And thank you for taking my question. I'm sorry about my phone difficulties.

>> I'm glad you're able to get through us. It sounds like there's a great connection now. With that we're out of time. I want to thank our presenters, Shelley, Janice, Ken. Their contact information is on the screen. I think they're doing incredible work, doing the right things. They're moving the needle to empower Nevadans with disabilities to find employment. I'm excited to learn from them today. This concludes today's webinar. I want to give a huge shout out to JPMorgan Chase for their support. They make it possible for us to provide webinars. We're in the process of developing a whole new slate of webinars for the coming weeks. Those of you today on today's webinar, you'll get an email with exciting announcements of new topics. Lastly here's your RespectAbility contact information. Thank you for joining us today. Thank you very much..