

State Rehabilitation Council

Quarterly Meeting

December 1, 2023

NMTAP Office

Silver Square Building

625 Silver Ave SW

Albuquerque, NM 87102

SRC Meeting 10 am



- I. Call to Order/Introductions/Roll Call
Meeting called to order at 10:06 by Vice Chair
Sarah Michaud, Present
Dolores Harden, Present
Bernadine Chavez, Present
Jennifer Gelhardt, Present
Rebecca Sandford, present
Tracy Agiovlasis, Present
TJ Chester, Present
Kendra Garcia, Present
Marlencia Chee, Absent
Paula Seanez, Present
Veronica Alonzo, Present

Guests:

Casey Stone-Romero, Division of Vocational Rehabilitation (NMDVR)
Angelina Montoya, Division of Vocational Rehabilitation (NMDVR)
Jeff Levine, Division of Vocational Rehabilitation (NMDVR)
Lisa Jones, Division of Vocational Rehabilitation (NMDVR)
Gregory Butz, Public Education Department (PED)

- II. Action Items
 - A. Approval of Agenda
TJ Chester motions to approve
Bernadine Chavez seconds motion
Roll Call:
Sarah Michaud, approve
Dolores Harden, approve
Bernadine Chavez, approve
Lisa Jones, approve
Jennifer Gelhardt, approve
Rebecca Sanford, approve
TJ Chester, approve
Kendra Garcia, approve
Paula Seanez, approve
Veronica Alonzo, approve
Casey Stone-Romero, approve
 - B. Approval of Minutes
TJ Chester motions to approve
Rebecca Sanford seconds motion
Roll Call:
Sarah Michaud, approve
Dolores Harden, abstention
Bernadine Chavez, abstention
Lisa Jones, approve
Jennifer Gelhardt, approve

Rebecca Sanford, approve
TJ Chester, approve
Kendra Garcia, approve
Paula Seanez, approve
Veronica Alonzo, approve
Casey Stone-Romero, approve

III. DVR Directors Reports

A. Agency Director – DVR Staff for Casey Stone-Romero

- a. Charlene Chavez and Casey attended the Legislative Education Study Committee (LESC)
 - i. October in Carlsbad
 - ii. Project SEARCH presentation
- b. DVR hosted All Staff Meeting at Santa Ana Star Center
 - i. Breakout Sessions available for professional development
 - ii. VRTAC QM also joined us and provided sessions on Federal Regulations and out data reporting
 1. Strategic Finance Group
 - a. Creating short term goals and long-term goals
 - b. Meet monthly to talk about our budget and where we stand
- c. Update on State Plan and Needs Assessment
 - i. A draft version of report has been received
 1. A final version will be distributed once completed
 - ii. CSNA will also help us finalize our State Plan
 1. Public Meetings
 - a. 01/08/2024 in Albuquerque
 - b. 01/10/2024 in Santa Fe
 - c. 01/12/2024 Virtually
 - iii. Budget Hearing went well on the 10/26/2023
 1. Requested a 3% to match our federal grant award increase
 2. Implemented fiscal forecasting committee and a strategic finance committee to plan to spend our allotted funds
 - iv. PED applied and received DIF Grant funding
 1. We have provided a letter of support
 2. Breezy Gutierrez has been nominated as the PED Representative
 - a. Alex Lutz is managing the grant
 - v. Audit completed
 1. Will report more when the audit has been accepted by state auditor
 - vi. Gibson office will move out by Dec 31st
 1. Research location pending inspections
 - vii. Regular posting on social media and in Round the Roundhouse as well as News Stories and articles
- d. Update on RSA responses to 2020 monitoring CAP and Pre-ETS CAP
 - i. 8th Quarterly Corrective Action Plan Response (CAP) was sent to RSA on 10/26/2023
 1. Working with Commission for the Blind (CFB) to develop our first CAP response to our finding in FFY2020 where our 15% Pre-ETS reserve was not spent
 2. RSA accepted our CAP and Work plan at the end of September
 - ii. We met all 5 performance indicators that were negotiated for PY22
 1. Combined with CFB FY22 ended June 30th negotiated rate employment
 2. Employment 2nd quarter after exit negotiated rate 40% actual 41.3%
 3. Employment 4th quarter after exit negotiated rate 35%, actual 40.8%
 4. 2nd quarter after exit median earnings negotiated \$4,500, actual \$5,033
 5. Credential Attainment rate negotiated 26%, actual 37.6%
 6. Measurable Skill Gains negotiated 32.5%, actual 52.9%
- e. Update on CSAVR
 - i. Casey, Anthony, Gregory, Denise, Tracy and Paula
 1. Tracy and Paula also attended the NCSRC portion
 - ii. Conference was in breakout session format
 - iii. Leadership forum was information
 - iv. Presentation on AI

B. RSU Update

- a. Vacancy Rates as of 12/01/2023
 - i. 18% - Administrative Services Unit (ASU)
 - ii. 16% - Rehabilitation Services Unit (RSU)
 - iii. 15% - Disability Determination Services (DDS)
 - iv. 16% Agency total
- b. Turnover Rates Quarter 3(July – September 2023)
 - i. 6.06% - Administrative Services Unit (ASU)
 - ii. 7.29% - Rehabilitation Services Unit (RSU)
 - iii. 14.43% - Disability Determination Services (DDS)
 - iv. 9.73% Agency total
- c. VR Staff attended the Statewide Department of Workforce Solutions 2023 conference
 - i. DVR staff provided 2 breakout sessions
 1. Disability Etiquette
 2. Strategies to effectively serve students with disabilities
- d. Additional Technical Assistance Training Sessions confirmed to take place in New Mexico in March 2024
- e. NMTAP IGA draft submitted for review and edited, returned 11/22/2023
- f. Field Operation Directors and Program Managers completed a statewide audit
 - i. Review quality assurance and compliance
 - ii. Identify case development
 - iii. Train managers
 - iv. Consistency
- g. Business Outreach positions filled in Albuquerque, Las Cruces, and Roswell
- h. Mini Rehab Academy continues
 - i. Comprehensive Assessment
 - ii. Intro to Individualized Plan for Employment (IPE)
- i. Ongoing Proposals for Pre-Employment Transition Services currently being reviewed by RSU leadership team
- j. Transition Team
 - i. MOU's with the Native American VR programs first week of December
- k. 5,161 Total Open Cases as of 11/30/2023
 - i. Application status 312
 - ii. Eligible status 613
 - iii. In Service status 3,595
 - iv. Job ready status 234
 - v. Employed status 401
 - vi. Successful closures 159
 1. 100% of closures were competitively employed
 - vii. Days to eligibility is 25
 - viii. Days to plan 45.63
 - ix. No waitlist

C. DDS Administrator – Alan Hamlin

- a. Total Staff count 116
- b. Total Medical Consultants and Contractors 21
- c. Remain under tight budget
 - i. Anticipate full program funding in FY24 sometime in calendar year 2024
- d. Reduction in aged claims
 - i. 180- 239 days old
 - ii. 240-359 days
 - iii. >360 days old
 - iv. More claims getting assigned to caseloads
 1. Improved production public service indicators (PSIs)
- e. Claims Accuracy
 - i. In claims YTD NM had 100% accuracy and was 1st in the region, tied for 1st in the nation
 - ii. Recons NM had 100% tied for 1st in the region and tied for 1st in the nation
 - iii. CDR claims NM had 100% accuracy and was 1st in the region and tied for 1st in the nation

- f. Training for Managers/ Supervisors
 - i. Managers and supervisors will receive training on how to have Crucial Conversations with staff
 - ii. The trainings are used to encourage supervisors and managers to implement and improve company processes
 - g. 31 new trainees completing an intensive 13-week training program
 - D. Update on Fair Hearings – Michelle Bowdon
 - a. Working on 722 report
 - i. Due 12/30
 - ii. 5 Fair Hearings in the last year
 - iii. Final states will be reported once report is completed
- IV. 121 Report – Paula Seanez
- a. Federal RSA monitoring travel programs
 - a. Hopie was one of the tribes and VR programs
 - b. Primary recommendation with correcting action is funding spend down
 - c. Eligibility determination and making sure documentation is available
 - d. Week of December 11th CANAR will be hosting conference in California
 - e. Navajo still working on a Project SEARCH
 - i. Trouble finding opportunities for businesses to participate in Shiprock
 - ii. Gallup is running smoothly
 - 1. Community Rehab Program (CRP) is Dungarvan
 - iii. Shiprock is looking for more partners, we do not have a CRP
 - f. American Indian Tech Assistance Center will schedule regional training for the Southwest tribes
 - i. Motivational interviewing if they do come to ABQ
 - b. DVR and Jemez MOU completed
 - c. Grant is competitive grant cycle and funded for 5 years
 - a. Currently in our 3rd year
- V. SRC Chairperson’s Report – Sarah Michaud
- a. Statewide needs assessment
 - a. Joint sessions with SILC
 - b. Summary has been put together on steps that was taken to create the assessment
 - b. Working with Tracy on Annual Report for SILC
 - a. Due to RSA and Governor at the end of the month
- VII. Old Business
- a. No discussion
- VIII. New Business
- A. Review and Approval of Annual Report for SRC – Sarah Michaud
 - a. Correction on Statistical Year-At-A-Glance verbiage
 - b. Include pre-ETS information
 - c. Changes to page 12 on waitlist information and verbiage
 - d. Page 13- Stats typo
 - e. Page 20 adds semi colon before switch of different counties
 - f. Page 13 will be reiterated next year for claiming employment earnings
 - i. Will be taken out this year

Tracy Agiovlasitis motions to approve with changes

Paula Seanez seconds motion

Roll Call:

Sarah Michaud, approve

Dolores Harden, approve

Bernadine Chavez, approve

Lisa Jones, approve

Jennifer Gelhardt, approve

Rebecca Sanford, approve

TJ Chester, approve

Kendra Garcia, approve
Paula Seanez, approve
Veronica Alonzo, approve
Casey Stone-Romero, approve

- B. Update on NCSRC and CSAVR – Tracy and Paula
 - a. DVR will support 2 SRC members a year to attend
 - b. Next CSAVR is in April 2024 in Bethesda
 - C. Strategic Planning for SRC – Sarah Michaud
 - a. 1st meeting in 2024
 - b. SWOT analysis
 - i. Strengths, weaknesses, etc. for the next couple years and how we want to apply it to our budget
 - ii. DVR Research building space for SWOT analysis
 - iii. February Thursday the 29th, 2024 at 10:00am plan for research office and everybody needs to be physically present
 - D. Consumer Satisfaction Survey – Sarah Michaud
 - a. Last one completed was September 2021
 - i. Contract not until July 2024 (FY2025)
 - E. Next Meeting
 - a. Thursday February 29th, 2024, beginning at 10:00am
- IX. Comments from Audience
- A. Veronica Alonzo- Department of Workforce Solutions (DWS) Statewide conference
 - a. Good turnout, hosted at the Marriott
 - b. Enough space for 350+ people, 450 registered individuals attended
 - c. DVR had a presentation at the conference
 - B. State plan
 - a. Combined State Plan with COB and DVR information
 - b. Will go out for public comment 12/22/2023 and 01/22/2024
 - c. State board review and approve in February and submitted in March
 - C. Semi Vehicle Simulator (Be pro be proud)
 - a. Youth focused
 - b. New biggest partnerships with other agencies
 - D. Dolores Harden- Parents Reaching Out
 - a. Conference in March 21-22nd, 2024 in ABQ at the Embassy Suite Hotel
- X. Adjournment
TJ Chester motions
Veronica Alonzo seconds motion
Meeting adjourned at 12:36 pm

If you need a language translator or you are an individual with a disability who is in need of a reader, amplifier or any other form of auxiliary aid or service to participate in this meeting, please contact NM DVR at the telephone number(s) listed below. Public documents, including the agenda or minutes can be provided in various accessible forms. For additional information, contact NM DVR. Telephone numbers: 1-800-224-7005 or 505-954-8500.

(Note: the SRC attempts to follow the order of items listed on the agenda; however, it should be noted that the order of specific items is tentative and may vary from the date of the printed agenda.)