

State Rehabilitation Council

Quarterly Meeting

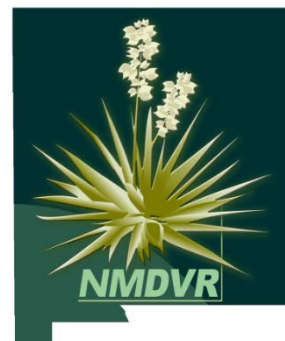
September 18, 2015

NMDVR State Office

435 St. Michael's Dr. Bldg. D

Santa Fe, NM 87505

10:00 a.m. – 3:00 p.m.



Members Present:

Alex Martinez
Richard D. Jirón
Sarah Michaud
Bernadine Chavez
Ron Garcia
Melinda Garcia
Larry Rodriguez
Jeff Diamond

DVR Staff Present:

Michael Mulligan
Adrian Apodaca
John Fullinwider
Constance Maes

I. Call to Order/Roll Call

Meeting was called to order at 10:23 A.M.

Mr. Jirón, Sergeant at Arms called the roll.

II. Action Items

A. Approval of Agenda

Addition: Under new business-Approval of Impartial Hearing officers

Mr. Jirón motioned to approve the agenda with changes, there being none opposed, the motion passed.

B. Approval of Minutes – June 26, 2015

Mr. Jirón motioned to accept the minutes, there being none opposed, the motion passed.

III. Customer Satisfaction Survey & Needs Assessment

Ms. Chavez discussed the final results of the Customer Satisfaction Survey & Needs Assessment. Contracted by Davis Innovations. (See attached power point).

SRC Recommendations/Concerns:

- Area offices provide a survey in the office at the time of service, ongoing process, not just every three years
- How the consumer has the knowledge of large caseloads, who's providing information and why, needs to be addressed
- Not satisfied with the contractor, more depth of research needed
- SRC must approve the questions on survey
- Needs Assessment should be done yearly by DVR

IV. Interim Director's Report - Paul Aguilar

Mr. Aguilar gave the SRC a brief background of himself.

Regarding DVR Staffing, Mr. Aguilar explained that they are actively seeking a Director and the RSU Deputy Director Position has been posted again, should have someone in place within the month. PDS Deputy Director will be reclassified to a FOD position, wants a total of 4 FOD. Concerned about the number of Fair Hearings.

Update on DVR's vacancy rate, wants to re-organize the division, focus on vacancy rate. Reclassify the counselors to have VR Supervisor, VR advanced and VR operational position's due to case load and provide support for the program manager.

Regarding the FY 16 Budget, Mr. Aguilar covered the changes in ASU with the budget.

Maintenance of Effort will continue to be a focus, and would like to disengage from 30 year old Jackson Law suit.

SRC Recommendations:

- Consistency throughout the State with all offices for self-employment
- Economic Impact report
- SRC Annual Report due December 31, 2015
- Request to have letter from Director and success stories by end of October 2015
- Letter from the Director needed for the SRC Annual Report

V. SRC Chairperson's Report - Sarah Michaud

- Ms. Michaud reported that last SRC meeting will be December 2015 due to accepting another. A nomination committee at the end of this meeting to nominate and elect new officers in December. Mr. Jirón, Sergeant at Arms will be attending the NCSRC/CSAVR conference in November 2015 in Seattle, Washington. Ms. Michaud reported working with Tracy to prepare for this meeting before her last day with DVR on September 11, 2015. Ms. Michaud has transition requests due to Tracy leaving. Ms. Michaud requested the meeting minutes be done within 10 working days of the meeting, the email list needs to be updated, meeting binders need more information the tabs are empty. Also expressed the need for the

website to be current. SRC is requesting more Council Members, a representative for VR Counselor, from PED possibly Mario Vigil, Parents Reaching Out and/or Epics. Mr. Aguilar will follow up on getting them to apply thru the Governor's Office and will also follow up on Status of Appointment of Eileen Tohonnie.

SRC Recommendations/Requests:

- SRC would like to be notified of LFC meetings
- Postings in office to advertise upcoming meetings
- Update DVR website to include upcoming meetings

VI. DVR Staff Updates

- MOP – on to do list, waiting on final regulations (under review with US Dept. of ED)
- Discussion regarding who should be contacted when there are questions and complaints about DVR
- Discussion regarding waiting list for clients; there is no waiting list.
- Discussion regarding budgets

VII. Committee Meetings

There will not be individual committee meetings today since there is a small group, instead we will meet as a whole group.

SRC Annual Report:

- Quotes from membership due to Alex by the end of October.
- Report due December 31, 2015
- Compile SRC recommendations ASAP, to send to DVR for comments
- Success stories from DVR, pictures of participants, statistics needed.
- Recommend highlights of customer service survey to be included in report
- Recommend that website be included in report
- Recommend that fiscal year data be included in report

SRC Awards:

- Have one nomination each for staff member and employer. Received 2 nominations for counselor (Cheryl and Christine). Discussion regarding awarding both counselors. Motion by Ms. Michaud to award both counselors, there being none opposed, the motion passed. Letter to be drafted by Chair to the awardees.

VIII. Committee Reports

- See notation above.

IX. New Business

Nomination Committee:

- Form a committee to compile nominations to compile nominations for Chair and Vice Chair; elections to happen at December meeting.

State Plan:

- Review of requirements due in early March. Reminder that comments from DVR to be included in State Plan. 2017 submission.
- Requesting SRC to submit questions and review recommendations, if anything is missing from 2013 State Plan. Email any discrepancies to Chair.

Approval of Impartial Hearing Officers:

- SRC committee not included in reviews and recommendations. Mike lists the following Law Firms that were awarded contracts:
 - Sheehan & Sheehan awarded \$10,000
 - Hayes Law Firm awarded \$5,400
 - Romero & Associates awarded \$25,000
 - Daniel Salazar awarded \$10,000
 - Rogera Law Firm awarded \$5,400

Discussion regarding missing one firm in the list, will confirm. Questions regarding if the Firm will be the Impartial Hearing Officer or the entire firm. DVR legal counsel to answer questions regarding Hearing Officers.

SRC Recommendations/Requests:

- Future recommendations of Hearing Officers need to come before the SRC committee to be in compliance.
- Include compliance in State Plan

X. Comments from Public/DVR/Members

- No comments

XI. Other Business

- 121 Program Report - Ms. Michaud no longer represents 121 Program Report, this item will be removed from agenda.

XII. Other Business

The next SRC Meeting is scheduled for:

- December 11, 2015 in Las Cruces, NM from 9 A.M – 3:00 P.M. SRC Meeting
Recommended location: Thomas Branigan Memorial Library. Library is located at 200 E. Picacho Ave. Library phone number is (575) 528-4000.

XIII. Adjournment

There being no further business to discuss, the meeting was adjourned at 3:16 p.m.