

**State Rehabilitation Council**  
Quarterly Meeting  
Friday, April 27, 2012  
NM Division of Vocational Rehabilitation  
State Office  
435 St. Michael's Drive, Building D  
Santa Fe, New Mexico 87505  
Quarterly Meeting - 10:00 a.m. – 3:00 p.m.



---

## **I. Call to Order/Roll Call**

Ms. Bernadine Chavez welcomed members and called the meeting to order at 10:12 A.M. Ms. Chavez congratulated Mr. John Fullinwider on his promotion to a Field Operations Director. Mr. Fullinwider addressed the Council and stated that he appreciates the opportunity to be present at today's meeting.

Ms. Chavez asked Ms. Krista Martinez to call the roll. There were not enough members present to establish a quorum. Ms. Chavez opted to hold off on action items until quorum is achieved as additional members were expected but were arriving later.

## **II. Action Items**

### **A. Approval of Agenda**

Mr. Alex Martinez motioned to accept the agenda, Ms. Treva Roanhorse seconded the motion. There being none opposed and no abstentions, the motion passed.

### **B. Approval of Minutes – January 13, 2012**

Mr. Jeff Diamond motioned to accept the minutes as written, Mr. Alex Martinez seconded the motion. There being none opposed and no abstentions, the motion passed

### **C. Approval of By-laws**

Mr. Jeff Diamond motioned to accept the bylaws as written, Mr. Alex Martinez seconded the motion. Members discussed the by-laws. Ms. Treva Roanhorse clarified that there can be more than one representative of 121 programs. There being none opposed and no abstentions, the by-laws were approved with the ability to edit or strike as needed to make corrections.

## **III. Director's Report – Ralph Vigil**

Mr. Ralph Vigil welcomed the Council and gave his Director's report. He reported that the LIFT project will begin again with Ms. Terri Douglass and Mr. Vigil doing a roadshow throughout the state. Applications for next co-hort will be accepted beginning on May 1, 2012.

Mr. Vigil reported that Mr. John Fullinwider from Rio Rancho office has been promoted to a Field Operations Director. He mentioned that Mr. Fullinwider has worked in southeast area of the state, Area 2, and will help Mr. Vigil with the state plan.

Mr. Vigil referred to a handout for Order of Selection (OOS) and stated that currently there is no waiting list for the category with people with Most Significant Disabilities (MSD).

Ms. Yvonne Hart stated that some disabilities do not allow for the person to identify what is needed. The whole picture of the person is what you need, someone who has family or a good social support needs less help than someone who is alone in the world.

Mr. John Fullinwider stated that there were functional limitations, they tightened up areas with too much leeway, and made more succinct definitions for each category.

Members asked how much diagnostic work is being done now.

Ms. Ava Gutierrez stated that doing diagnostics has been reduced since OOS began.

Mr. Fullinwider stated that it needed tightening up in the first place, and diagnostics are supposed to be our usual routine.

Mr. Vigil stated that you have to have sufficient budget and staff to handle the service delivery level capacity. OOS is a temporary measure. Our goal is to get out of it. Our expenditure patterns have changed. DVR will probably have some carry over money. You don't want to have too much left over especially when you are reviewed by the legislature and questioned when requesting more money even though all monies were not expended from previous budgets.

He reported that 964 individuals on the waiting list would most likely be moved into service. Mr. Alex Martinez asked if DVR would be asking for additional funds.

Mr. Vigil stated that DVR will be on OOS next year as well. We have to operate that way until we can match all the federal funds available to us.

Mr. Vigil gave a Legislative update.

Mr. Jeff Diamond expressed concern about the Carlsbad office. He mentioned that the New Mexico State Personnel Office (SPO) is taking a long time to process job postings. He expressed concern that he doesn't want to see DVR's senior counselors get burnt out and leave. He asked if the agency could light a fire under SPO to get these positions filled faster.

Mr. Alex Martinez expressed concern that making any type of move could be considered adversarial and may not be appropriate at this time.

Ms. Treva Roanhorse stated that she thinks it is important that the Council support Mr. Vigil and the Agency and agrees that there should be a letter of thanks on behalf of our constituents. Ms. Bernadine Chavez stated that the Executive Committee can write an official letter on behalf of the Council, to the Governor with a cc: to the Education Secretary and the Director of SPO.

Mr. Gilberto Romero suggested that Council members and DVR staff sit down and have a visit with Legislators, they can do it administratively or legislatively. Visits have more power than the little people.

Mr. Vigil addressed changes to the agency's Manual of Operating Procedures (MOP). The Agency has received guidance from RSA, and is looking at a tentative date in July for training. Afterward, the MOP will be released.

Mr. Vigil mentioned that a list of Fair Hearing requests has been included in his handouts.

Mr. Vigil reported on the process of the 2013 State plan. We are in the process of working on the details, I am still figuring it out.

Mr. Vigil stated that he heard at CSAVR that there are possible hints of reauthorization. One house bill was dropped by Representative Kline. Vocational Rehabilitation will continue to be under Workforce. Kline talked about consolidating VR, infrastructure of one stops?

Expertise, interacting more with business. Federal employment has tried new initiatives in hiring. National employment team established by VR program. Gaining momentum nationally. No word on Commissioner replacement. It doesn't seem like an appointment will be made before the presidential election.

Ms. Bernadine Chavez reported that employers such as Walgreen's and Marriott made a presentation, and Lowe's made one on the last day. She mentioned that it was interesting to hear how they approach hiring someone with a disability. It is really important that the person is ready to be employed.

Mr. Vigil stated that nationally the USDA and the Forest Service are two of our federal partners as employers of persons with disabilities.

Mr. Rich Smith stated that the Bureau of Land Management has been keeping us apprised of their job openings. We will be participating in a job fair with them on May 5<sup>th</sup>.

Mr. Gilberto Romero asked what relationships do we have with institutions of higher learning? What could we do to improve or enhance those relationships?

Mr. Vigil responded that the agency sends them students. We don't really have any formal agreements other than Highlands that has a VR counselor degree program. Getting scholarships for our students is a comparable benefit that would be helpful.

Mr. Romero stated that recently his circle has gotten smaller, Northern New Mexico College, Sustenga Program and others that are community oriented. Encourage them to have job fairs and asking DVR to coordinate those.

Ms. Chavez stated that Disability Rights NM and DVR has partnered on job fairs such as the veterans event that took place a couple of weeks ago in Las Cruces. She mentioned that counselors have become more familiar with programs and resources to be able to refer participants especially now with Order of Selection's information and referral.

Mr. Alex Martinez stated that this is in line with what we do in our agency. (SER jobs for progress).

Ms. Treva Roanhorse stated that they are very resourceful and have great connections. You have to be resourceful. They are the advocates in doing the work and bringing the resources to the table. Support from the administration for that is needed. What can you do to strengthen that relationship.

Ms. Yvonne Hart stated that this training is something we have been trained on as state employees.

Ms. Connie DeHerrera, Center for Self Advocacy Director, DDPC. Training for self-advocates, job-seeking skills training session: transferable skills, dressing for success, problem solving on the job, thank you for letting me be here. Mr. Vigil? Ms. Chavez? Stated that Ms. DeHerrera is a former private rehabilitation counselor and former DVR employee, we look forward to her participation with the Council.

### **Order of Selection**

- See handout for data
- All individuals in Priority Group One are no longer on the waiting list. This group will remain open with no one going on the waiting list.
- 702 individuals in Priority Group Two transitioned off of the waiting list in February. This is another significant milestone as Priority Group Two was not previously opened up.
- Order of Selection (OOS) has forced the agency to develop different strategies for budgeting case service activities and enabled more detailed analysis. This remains a challenge for projecting costs and how many individuals can be served. At some point in the next three to six months, expenditure levels are anticipated to rise, which will cause the agency to evaluate if more people can be transitioned off of the waiting list.
- The OOS has enabled staffing to keep pace with service delivery activity. NMDVR will be filling additional field positions, so this will increase agency capacity.
- With more people being released, it is hoped that more people will be encouraged to apply for services.

### **Legislative/Budget Update**

- This legislative session, the agency received a minor increase in budget which is intended to cover employee PERA contributions. Last year, the legislature increased employee contributions. This is scheduled to expire in June, which means that the agency will have to pay the additional amount that employees will no longer be covering. The agency also received additional general fund dollars in order to cover staff salary and benefits for the purpose of providing administrative support to independent living (non-VR activities). This became necessary based on the Rehabilitation Services Administration (federal oversight agency) findings that indicate that Title 1, VR funded staff cannot administer independent living contracts using basic support grant dollars. A slight reduction in the personnel line item was applied. This essentially applied a 3% vacancy rate (assumes that the agency will carry this percentage through attrition). The

vocational rehabilitation (case service) grant was essentially flat funded otherwise.

Overall, there is a sense that more legislators are interested in restoring government services and are becoming more keenly aware of agency matching issues and services to people with disabilities.

- NMDVR has been given the approval to proceed with filling additional positions. The Division has posted approximately 20 positions. This will bring some much needed relief to every unit. The process has been somewhat delayed because of a backlog at the State Personnel Office and the implementation of new personnel management software – NEOGOV. The interviewing and selection process is currently underway. It is anticipated that the agency will be allowed to fill additional positions. The amount is still undetermined, but the strategy is to fill as many as possible.

### **Manual of Operating Procedures (MOP) Update**

- The Rehabilitation Services Administration (RSA) has sent feedback on the MOP revisions. These are currently being reviewed for final revisions.
- The final revisions will become an official part of the MOP and staff will receive training on substantive changes. This is scheduled to occur in July.

### **Fair Hearing Requests**

- See handout

### **State Plan**

- RSA hosted a webinar on 2/23, launching the next cycle for the completion of the State Plan (federal fiscal year 13).
- Work is under way to complete the State Plan. There is one section that belongs to the SRC, which has been provided to the Chair and Vice-Chair.
- Due date for completion of the State Plan is July 1.
- This year's activities will include public hearings to be held in late May and early June. The agency is exploring other possible strategies for disseminating information (electronically or otherwise). RSA encourages using different venues. No public hearings are required when there are no substantive changes. No substantive changes are anticipated this cycle.

## **NEW MEXICO DIVISION OF VOCATIONAL REHABILITATION**

### **Summary Level Status of OOS Waiting List As of 2/15/2012**

---

**Disability Priority currently being served: MSD (Category 1)  
and SD (Category 2)**

On the OOS Waiting List, there are currently:

0 Customers with MSD as their Disability Priority

823 Customers with SD as their Disability Priority

141 Customers with NSD as their Disability Priority

964 TOTAL CUSTOMERS ON WAITING LIST

DVR TRANSITIONED 1884 CUSTOMERS OFF OF THE ORDER OF SELECTION LIST SINCE APRIL 1, 2011

Releases:

RELEASE DATE	NUMBER OF PARTICIPANTS RELEASED
April 1, 2011	26
May 2, 2011	25
June 1, 2011	54
July 1, 2011	54
August 2, 2011	56
September 1, 2011	48
October 3, 2011	154
November 1, 2011	504
December 7, 2011	261
February 15, 2012	702
TOTAL TRANSITIONED TO DATE	1884

**FY 2012 722 ANNUAL REPORT TRACKING SYSTEMS  
FOR HEARINGS FILED WITH NMDVR  
FROM OCTOBER 1, 2011 THRU APRIL 30, 2012**

DATE REC. DATE	PARTICIPANT	REASON	STATUS	STATUS
Oct. 11, 2011	xxxx	Priority Assign.	Withdrew	11/2/11
Dec. 15, 2011	xxxx	Closure	Dismissed	1/22/12
Jan. 27, 2012	xxxx	Post-Empl. Serv.	Settled/Withdrew	2/17/12
Feb. 6, 2012	xxxx	Closure/OSS	Dismissed	3/22/12
Mar. 23, 2012	xxxx	Closure	Withdrew	4/10/12
Received withdrawal by email on 4/11/12				
Apr. 5, 2012	xxxx	Denial of Service	Open	

## FY 2010 CARRYOVER CIVIL REVIEW

xxxx

Service Provision

Civil review still pending

### IV. SRC Chairperson's Report – Bernadine Chavez

Mr. Jeff Diamond stated that his office sponsored a workshop for local attorneys. Ms. Veronica DeLeon Dowd and Ms. Terri Douglass represented DVR. There were 35 people in attendance, two reps from Goodwill, Michelle Lujan Grisham, George Parascandola finance director from DOH. We presented the nuts and bolts of getting DVR services. It was a great presentation for rotary groups, legal groups, they were clearly interested in getting their clients employed. CLE credits were also offered.

Mr. Alex Martinez stated that they had nice commercials on t.v.

Ms. Bernadine Chavez expressed her thanks to Mr. Vigil for being allowed to participate in CSAVR. She reported that the Acting Commissioner, Ed Anthony, addressed the group. SRC's are the (use citation from blue book) re: consumer voice. This is an important job. You are the voice of the consumers. Everyone has been advocating the online orientation provided by RSA.

She reported that regarding Public hearings the SRC is to assist the agency with public hearings. SRC should be at the table to plan hearings and provide outreach. More transparency and more contacts at the local levels.

Mr. Alex Martinez asked what would we accomplish?

Ms. Bernadine Chavez stated that the accomplishment would be partnering with the Agency. Members would participate in the hearings in their areas, get the word out, informing the community about DVR and its services. We need to try to bring people in.

Ms. Chavez reported that a group went to the Office of the Governor. The group talked about membership, and the issue about not having appointments made by the Governor. Ms. Chavez gave Mr. Jeremiah Ritchie the guidance from RSA regarding using Federal funds for reimbursement. He stated that the Department of Public Safety (DPS) is doing background checks and interviews are being conducted with potential board members. He mentioned that Boards and Councils that are problematic (creating problems) are the ones that are getting the Governor's attention at this time.

### V. 121 program report and Statewide Independent Living Council (SILC) report – Sarah Michaud

Ms. Sarah Michaud reported that the Statewide Independent Living Council (SILC) will meet on May 11<sup>th</sup>. There are currently three members: Ms. Sarah Michaud, Mr. Albert Montoya, General Archibeque and an ex-officio member Mr. Ralph Vigil.

Ms. Michaud reported on the Jemez Vocational Rehabilitation training? Recently held. They had a fantastic speaker on Hidden disabilities and also spoke on AIDS, Isadore Bonnie.

Job Fair last month.

Ms. Treva Roanhorse reported that they are working with the high schools, drawdowns and focusing on performance and employment outcomes. Tom is very much involved in that. They will do the keynote.

We signed an MOA between CANAAR and RSA to strengthen the relationship

Dr. Fermin Park, Office of Indian Education, Director appointed this week.

## **VI. Client Satisfaction Survey update**

Rich reported that the contractor was completing the work and should have results by the next SRC meeting.

## **VII. Hearing Officers training and contracts update**

Given in Ralph's report.

## **VIII. Other Business**

### **A. SRC webpage**

Get a sample of what it would look like.

Agenda

Minutes

By-laws

Membership list

Mission Statement

For comments: contact: State Rehabilitation Council c/o NMDVR at address

Has to be friendly (welcoming)

Who we are? What qualifies us? What is our authority?

Blurb about specific member

Find out about having a comment page (from IT staff)

### **B. Strategic Planning meeting**

Ms. Bernadine Chavez attended an informal session in Bethesda. She stated that you have to bring someone from the outside to formulate this and you need a full day. The TACE staff have done this before and are willing to help us with strategic planning. Terry Brigrance is a great resource. We may possibly have a planning session in Albuquerque.

Ms. Chavez stated that she will find out if the Open Space Center in Albuquerque is available for two days, July 12<sup>th</sup> and 13<sup>th</sup>.

Mr. Gilberto Romero asked two things: objectives and resources by what date?

1<sup>st</sup> part: brainstorming

2<sup>nd</sup> part:



### **C. Schedule future SRC meetings**

September 14, 2012: New independent living center in Farmington? San Juan College, SJCI

### **VIII. Comments from Public/DVR Staff/Members**

Yvonne reported that the state had submitted their application for the Medical Medicaid program, which was posted yesterday on the HSD website. Before the new law takes effect in two days – requiring public input. Frequent flyers: someone using more than five prescriptions. Will have an individual Plan of care and individual case manager. This was the fastest executed contract for the national consultants. DD waiver is very complex and hard to understand. She encouraged everyone as experts to look at this and register your comments.

CNM disability resource center, 28,000 current student load  
Provide counseling over the computer – Richard's first this coming week  
Blackboard IN, create workstations  
Happy to have Andi Czaban  
David Baer, retired and shortly afterward passed away  
VA employee will be on campus to provide VR counseling services  
A therapist will be brought in once a week

### **X. Adjournment**

There being no further business to discuss, the meeting was adjourned at 2:51 p.m.