

State Rehabilitation Council

Quarterly Meeting
Friday, July 13, 2012
Commission for the Blind
Skills Center
2200 Yale Boulevard SE
Albuquerque, New Mexico 87106
Quarterly Meeting - 10:00 a.m. – 3:00 p.m.



Members Present:

Bernadine Chavez
Jeffrey Diamond
Ava Gutierrez
Richard Dennis Jiron
Alex Martinez
Andrew MacRae
Sarah Michaud
Louise Williams

Members Absent:

Yvonne Hart
Treva Roanhorse

Guests:

Connie DeHerrera
Greg Trapp

DVR Staff Present:

Tracy Alcaraz
Krista Martinez
Richard Smith
Ralph Vigil

I. Call to Order/Roll Call 10:02 a.m.

Welcome by Greg Trapp
Seven voting members are present representing a quorum.

II. Action Items

- A. Approval of Agenda – Jeff motioned, Alex seconded. Motion passed.
- B. Approval of Minutes – April 27, 2012 – put on hold until next meeting as not everyone received the minutes. The minutes will be discussed at next meeting on September 14, 2012.

Mr. Alex Martinez brought up the requirement for minutes to be turned in is 10 days after the meeting.

This will also be discussed at next meeting.

III. Director's Report – Ralph Vigil

Introductions- Terri Douglass who is the Field Operations Director and Tracy Alcaraz who will be filling in until the Administrative Support position is filled.

Krista Martinez will be no longer with DVR as of today. She will be going to another state agency. Krista's position as Administrative support will soon be filled.

SWOT analysis – staff support for SRC.

OOS – 2519 off the waiting list, priority group two largest remaining in the list. All people in both categories will be removed off of the waiting list. There is insufficient resource and staff to serve everyone needing services. Staffing is still a challenge, approval to hire 18 positions, 4 or 5 pending at this time, challenges in NEOGOV system. HR manager received approval to streamline process and review applications. New request to fill 19 positions, close to approval. There is sufficient budget for this. Analyst wanted to see progress with last request before approving new request. Fiscal unit has been largely understaffed. More staff will be available for service delivery. Look at expenditures, some carry over, but not off of OOS yet. Goal to keep priority groups open but complete thorough analysis of budget and expenditure. Last year we took a conservative approach and held people on the waiting list longer. This year we hope for more applicants. Other advantage we need to spend full budget or will prompt questions from the legislature. This last presentation to HAFC was longer than in years past. A lot of questions about federal funding, state match and staffing levels. This year update them on where we are with the waiting list. We have been instructed to go into the next budget cycle with a flat budget. DFA and LFC analysts have indicated we will probably have to stick with a flat budget. On our end we need to continue to educate legislators. We are not receiving our total match due to funding cuts.

We just submitted our state plan for FY 13. We hosted a series of public hearings, not a lot of substantive changes. We changed our figures and projections. We are trying to take a different approach for hearings, Terri for Roswell, Shirley for Las Cruces, John for Rio Rancho, and Ralph for Santa Fe to obtain information from the public. RV and BC have had discussions on how to gain information from the public. RV wrote the plan for the past two years but Terri and John are now more involved in the process now.

Division sense and mood is pretty good and much better than last year. Less staff last year, RSA review more fresh, audit process. More optimistic this year, new staff coming on board

Lift coaches training this week. Original planning committee, a lot of staff are not with the agency any more. Stephanie, Judy, Richard, and Andy – demonstrating the need for developing new leaders.

Ms. Terri Douglass: 21 in next cohort, steering committee – accessing training, exposed to training concepts: leadership, accountability, culture of learning, get back to our professional pride. My pleasure to be involved but may need to involve SRC. Projects are generating according to an affinity process by the participants. We are excited to see this year's projects. Development skills in project management, I&R project presentation in San Antonio this year.

Mr. Richard Dennis Jiron asked "As a referral source to DVR what do I tell my clients"?

Mr. Ralph Vigil said encourage applications soon to get to the point where they are declared eligible. All priority groups are going to be open for a few months, they will be served. Others will be placed on waiting lists after a few months. Next week the first half of the priority groups will be eligible and the second half groups will be eligible next month.

Mr. Alex Martinez talked about the Legislature. What is operating budget, when you go before legislature, they are going to ask about positions

Mr. Ralph Vigil stated Federal 25 million Vocational Rehab, DDS 10 mil, 11 or 12 mil traditionally in case services, now about 6 mil. We didn't know how long we could sustain before going into OOS. Cost containment measures have also changed the picture to allow more money to be used for case services. Our offices that have currently closed are in Anthony, Raton, and Moriarty. Itinerant offices, Socorro and taos are co-locating with other state agency. Realizing more carry forward money. Last year different prediction tools than this year. We do have to carry forward money due to state and federal fiscal years overlapping.

We were about 23% vacancy. Roughly about 20 positions, 10-12%. Retirements pay out of vacation time. We would have to crunch the figures.

Ms. Terri Douglass mentioned that last time she visited, we were taking comments on MOP revisions, responded to rsa comments, training started yesterday. Revisions go into effect august 1st. Fiscal processes, using positions a little differently. We are working on our response to the consumer satisfaction survey. Need to have a meeting regarding training for vendors to help them submit more accurate billing.

Mr. Ralph Vigil said Terri Douglass and John Fullinwider next meeting will talk to SRC about agency realignment. Audit, we've had a disconnect, more internal controls, natural by product to responses to audit findings.

Mr. Jeff Diamond asked about a seminar he sponsored. Is there direct access for individuals to vendors for ticket to work. Do they do intake or do we send them to DVR first?

Ms. Terri Douglass replied "Depends on the vendor."

Ms. Bernadine Chavez also replied "Depends on whether vendor is an employment network."

Mr. Jeff Diamond asked if they are providing services or is there an Order of Selection for them?

Ms. Bernadine Chavez replied "No, but they can choose who they serve."

Mr. Ralph Vigil stated the vendors can also refer back to DVR, partnership plus

Mr. Jeff Diamond asked "Do they apply/do we refer to both?"

Mr. Ralph Vigil recommended to refer to DVR first but definitely can refer to both, look at how reimbursement is distributed. Individual can choose where to assign their ticket. Benefits advisement has been absorbed in rehab services but only to DVR clients.

Ms. Bernadine Chavez stated that another overview of Ticket to Work will be discussed at a future SRC meeting.

IV. SRC Chairperson's Report – Bernadine Chavez

Welcome back Andrew, thank you for sticking with the process. Alex, Bernadine

List vacancies on 105 chart

Committee structure, do elections. Andrew started that work, two positions have resigned. Asked if anyone wants a different assignment. Membership and training and awards committees will be combined.

Thank you to those who participated in the strategic planning yesterday. It is very clear that the SRC has to conduct public forums. We can either work in conjunction with dvr and public hearings or in conjunction with an SRC meeting.

Ms. Bernadine Chavez said it would be a good idea to tag along with other established activities

Mr. Jeff Diamond mentioned The Southwest Conference on Disability will be held in Albuquerque in beginning of October. Repeat what we did in January with ticket to Work, and keep track with DDS.

Ms. Bernadine Chavez- NM Ticket Partners work group (bc and smich), job fair at SW Disability Conference – federal job fair, I will send out information to src on job fair specific to ticket holders.

Ms. Louise Williams- Like Terri's suggestion, plan at least one forum in conjunction with SRC meetings or other established activities. Advertisement

Mr. Richard D Jiron- State plan public hearings was held in conjunction with GCD meeting/hearing

Mr. Ralph Vigil- Use funds from room rental for advertisements

Ms. Bernadine Chavez- I will contact tony

Ms. Connie DeHerrera- I'm on planning committee

Mr. Alex Martinez- Looking at SRC responsibilities, we need to have forums but be careful not to let them get out of hand. Save resources in combining advertising for ex, combine quarterly meetings and forums

Mr. Rich Smith- Mailing list 400 people, educational reps

Ms. Bernadine Chavez- Difference in telling us how your clients – rehab
Double duty would be cost-effective
September SRC meeting, October DEAM

Ms. Louise Williams- Gets captured and synthesized, notify src of all these events. Start with key points and help with their voice and shape where we go from there.

Ms. Bernadine Chavez- What do we do with the information we receive from the forums

Mr. Richard D Jiron- DDPIC and brain injury council does a really good job on forums, maybe someone could attend and report back to SRC.

Ms. Louise William- Having worked at one-stop, when we have to pool resources and collaborate, help hear the voice

Mr. Ralph Vigil- Webinars and teleconference, we may have to look at open meetings act, have someone moderate and track comments.

Mr. Andrew MacRae- What are we doing to advertise? Are we doing radio spots? What outreach? Maybe we need to make it more people friendly, forums in morning

Mr. Rich Smith- Agenda webpage, we sent out agenda to about 400 disability oriented individuals with map.

Mr. Richard D Jiron: Blitz local offices, flyers a month in advance, pass the word, Albuquerque – encourage everyone to come; we have to have our house in order. You can't unsend it.

Ms. Ava Gutierrez- In our office we post the agenda, counselors can do a better job of informing.

Ms. Connie DeHerrera: Our meetings are successful we call people personally and we offer food.

V. Strategic Planning Discussion

Mr. Alex Martinez- I appreciated it, and I learned a lot.

Ms. Louise Williams: Lift, training, SRC should be certified, take pieces, professional development, knowledgeable, forum potential.

Ms. Bernadine Chavez- Do a few modules at SRC

Ms. Louise Williams- Commitment to complete

Ms. Connie DeHerrera- Assign that as a homework project.

Ms. Bernadine Chavez- Was it helpful? When I started there was no orientation?

Ms. Connie DeHerrera- Very helpful to understand our role, be more active not passive

Ms. Bernadine Chavez- Membership committee strategize

Mr. Richard D Jiron- Why reinvent the wheel, this fantastic training. Just get people to commit to doing it. Everybody should be required within a specific time frame.

Mr. Alex Martinez- Very valuable exercise we went through yesterday. I asked for the federal register. I liked doing it with the group, my preference is to do it at every meeting.

Mr. Richard D Jiron- Record who did what module?

Ms. Louis Williams- Work on your own as well as work as a group

Mr. Jeff Diamond- Website: erehab.org

Ms. Bernadine Chavez- We came up with some pretty good things yesterday, do a SWOT analysis, was very helpful.

Mr. Alex Martinez- What is RV's thought?

Ms. Ralph Vigil- What is this body responsible for and what can they do? There are a lot of eager people, their expertise, there is a common focus: what we do to serve people with disabilities. We have to keep things focused, practical and manageable. How do you prioritize and focus? Collaboration -

Mr. Richard D Jiron- Yesterday you heard my comments about the state plan. I have a concern about the comprehensive needs assessment. We have an opportunity

Ms. Bernadine Chavez- Solidify us as a group, we are the voice of the consumer. I don't want to have a meeting just for the sake of having a meeting. How do we complete our work with our given time frame. In a couple of years do another strategic planning.

VI. 121 Program Report and Statewide Independent Living Council (SILC) Report – Sarah Michaud and Treva Roanhorse

Ms. Sarah Michaud: SILC in transition, have 5 new members. Planning to meet this month and each month until the end of the federal fiscal year. Next year will be work on the SILC State Plan.

121 extremely busy in the entire state. June was CANAR conference, tribal VR opportunity to meet with RSA, competitively funded every five years, training on social media. We are subject to the tribe's management. Tribal VR is constantly hopeful to become included in language for permanent funding. Would like to not have to compete. With OOS we have seen exponential growth in intakes. Sixteen years, took five years to reach 100 consumer, this year we did that amount in seven months this year with one staff down. Grateful for partnership with vr, Rio rancho has maintained involvement in activities. 15th conference, 3rd wed in March.

Ms. Ava Gutierrez: Native American liaison program was very helpful for outreach to pueblos.

We are restricted to our service delivery, must serve on tribal lands.

Mr. Ralph Vigil- Part of case service budget, contract with an entity, resource dependent activity, served pueblos and two apache tribes. Resurrect when budget became available.

Mr. Andrew MacRae- A reminder email for SILC meetings.

Ms. Connie DeHerrera- Are you still looking for consumers to be on silc?

Yes, some still in process. Some have been declined.

VII. Client Satisfaction Survey Report – Marcie Davis

Mr. Ralph Vigil- Marcie Davis couldn't be here today. Although not stated strongly, this was mostly driven by the SRC. SRC is primarily the contact. Emphasize to this body that the SRC had a lot of input in construction as well as comment afterward. We are primarily a service industry. What can people get into as a career path. Santa Fe had the highest response rate of the entire state. As part of their methodology, three separate mailings went out. Albuquerque would generally be expected to be the higher response city.

Mr. Richard Smith- One of their criticisms was of themselves. Use a random number generator, choose 1 through n, to choose the people to send the surveys to. They use the whole population instead of stratifying for each area. That way you make sure you are getting a distribution from all of the areas in the state. That was an observation of theirs in the report. This is the first survey I have run through and have learned some things I would do differently. Maybe Spanish and English on one page might not be a great idea. Use a different sampling method to allow more areas of the state to participate.

Mr. Ralph Vigil- Some surveys in the past have been more stratified. There are many ways to approach it. Now we have some dormant case loads. Doing a broad spectrum made more sense at this time. It did identify some trends for presentation to this body. Richards comments are good about how do we want to craft the next survey. For the SRC to be able to look at what we want to look at and what we want to do.

Mr. Jeff Diamond- Affirmative action to hire African American?

Mr. Ralph Vigil- No, just look at qualifications.

Mr. Jeff Diamond- Do you have an explanation for why that appears that way?

Mr. Ralph Vigil- I don't have a guess. Some would depend on a response rate.

Mr. Ralph Vigil- Someone in DVR to work with African Americans.

Mr. Jeff Diamond- How does the SRC find out if we are making improvements, are we adequately serving that population.

Mr. Ralph Vigil- We have standard and indicator by federal requirement.

Mr. Richard D Jiron- State plan has a page with a chart and measures required by the feds, speaks to underserved populations. We always exceeded our measure in that area.

Ms.Terri Douglass- People were selected randomly, six were African American. Those that were chosen may not be representative.

Mr. Ralph Vigil- Asian not necessarily representative either. We still have work to do.

Mr. Alex Martinez- Richard Jiron's comments:, part of the work of the SRC, we are not doing an adequate job to get data to be helpful, consumer satisfaction survey as you finish the program.

Ms.Terri Douglass- Terri, Judy Lejeune, Nancy Schneider were working on a local survey. Hopefully get back to that soon and work with the SRC to do it.

Ms. Bernadine Chavez- Yes

TD: Ms.Terri Douglass- We haven't figured out how to make one work.

Ms. Bernadine Chavez- Dr. O'Brien's instrument provided an opportunity for people to be contacted. This instrument didn't include that.

Mr. Ralph Vigil- This wasn't a bad survey. There are areas for improvement. We want to have a better product.

VIII. Workforce Connection Report – Alex Martinez

Recognized Terri Douglass, Louise Williams and Ralph Vigil as having served or are currently serving on local workforce boards in NM.

I don't believe in duplicating things, therefore I will share a presentation on WIA that the DWS developed to inform local boards about the WIA in their role as the designated State Administrative Entity. WIA is an effort of Congress to bring local decisions and local control in the development of a local workforce development system that is business-driven and based on jobs, trends and economic development. There are 19 mandated partners as part of the workforce system, DVR being one of them.

The WIA will provide job seekers with industry recognized credentials, , on the job training opportunities, individual training accounts – working with colleges to provide certificate programs. WIA offers customized training for expanding businesses requiring a new skill-set for their current employees.

The local boards have an interesting job in trying to engage 19 different partners. My observations are that most boards are more concerned with receiving the federal funding and not looking at the letter of the law and developing a local workforce system

USDOL has some training resources available online. Some resources may assist in the use of a computer, employability skills training, employer job openings. The State's

reporting system, VOSS (Virtual One Stop System) allows individuals to interact with employers.

Mr. Jeff Diamond- what is your position in workforce

Mr. Alex Martinez- SER is the One Stop Contractor overseeing the training resources in the northern and central workforce board areas, covering half the state.

Mr. Ralph Vigil- He is the Executive Director of SER. WIA is the umbrella of the rehab act, we are a mandated partner

Mr. Jeff Diamond- On Sept 7 recruit, as a presenter

Ms. Louise Williams- It is critical to know about WIA and how DVR fits into how mandated partners fit together. Core, intensive and training services provided, there is a lot of duplication. Figure out ways to leverage the resources

Mr. Alex Martinez- as an example, adult basic education programs serve those who dropped out of school or adults wishing to acquire a GED. The ABE help youth and adults to attain their GED's then helps them enter into workforce or pursue education. The workforce system can help these kids already receiving these services by giving them the tools they need to participate, i.e., transportation or child care assistance and thus eliminating duplicative efforts to serve the same client. I believe we should be looking to share some of the WIA resources to help partners further their programs.

Mr. Richard D Jiron- ¼ at least are older individuals, imperative to know what the whole picture looks like.

Mr. Alex Martinez- A big push from Washington to look at those individuals who have been displaced due to the economy.

Ms. Bernadine Chavez- Thank you, great handout

IX. Other Business

A. SRC Webpage

Dvrgetsjobs.com is homepage
Items we want to highlight we would put in hot topics. Make information readable for most people. Rehab guide for example

School to work trifold, sent to the printer, get them to a level where many people can access it.

Mr. Richard D Jiron- Where would I look to find src information? Top ribbon?

Mr. Rich Smith: Place where someone can go to give comments or complaints, we need to be careful that we differentiate and not be too close to the agency

Mr. Richard D Jiron- Something different for SRC logo

Ms. Bernadine Chavez- North Carolina src has its own logo with an opportunity to 'CLICK HERE'

Mr. Richard D Jiron- Make the box the outline of the state

B. SRC Sub-committees planning time

2:15 TO 2:45 meetings

Select chair

Set up time to meet, conference call

Send out an email to set up a work plan. 45 minutes for committees to tie up work. 30 minutes for a brief report

C. Schedule future SRC meetings

September 14th - Farmington - Public Forum will begin at 9am-10am. SRC meeting will begin at 10:00am. Would like local DVR staff to do a presentation.

December 7th - Albuquerque Council of Governments, Center for Self Advocacy for future meetings: Connie de Herrera

March 22nd - Albuquerque, Center for Self Advocacy, 2230 Menaul, east tower

X. Comments from Public/DVR Staff/Members

XI. Adjournment

Meeting Alex motioned, Sarah seconded. 3:11 p.m.