



Two Entities - One Goal

Annual Report 2012





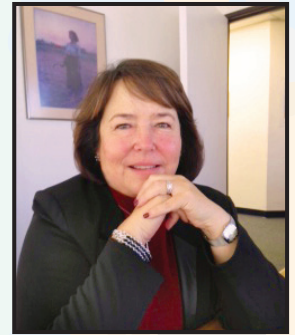
October 1, 2011 through September 30, 2012

**435 St. Michael's Drive, Bldg. "D"
Santa Fe, New Mexico, 87505**



Table of Contents

CHAIR PERSON LETTER	1
ACTING DIRECTOR LETTER	2
STATE REHABILITATION COUNCIL AT-A-GLANCE	3 - 7
RESPONSE TO 2011 RECOMMENDATIONS	7
DEDICATION = JOBS	8
PARTICIPANT JOB STATISTICS	9
SRC ACCOMPLISHMENTS	10 - 11
CONSUMER SATISFACTION SURVEY	12
CONSUMER NEEDS ASSESSMENT	13
SRC COMMITTEE ACCOMPLISHMENTS	14 - 16
SWOT ANALYSIS	17
SRC RECOMMENDATIONS	18
ORDER OF SELECTION	19
SRC AND REHABILITATION ACT	20
NMDVR AT-A-GLANCE	21
SRC MEMBERSHIP	22-23
NMDVR OFFICE LOCATIONS	24



Bernadine Chavez

December 28, 2012

Honorable Governor Martinez and Secretary Skandera,

The New Mexico Division of Vocational (NMDVR) State Rehabilitation Council (SRC) is pleased to present to you the Council's Annual Report for Federal Fiscal Year 2012. The SRC is proud of the successful outcomes made possible through its ongoing collaborative efforts with the NMDVR. It is because of NMDVR's continuing, outstanding support to the SRC that it is possible to achieve our mutually beneficial objectives.

This has been a particularly challenging year for the agency, with the implementation of "order of selection". In this difficult time of double-digit unemployment, a stagnant economy, and a still challenging vacancy rate in professional VR staff; NMDVR is to be commended for real results. The agency has proven to be accountable, yet demonstrates creativity and commitment in achieving success for its clients' goals: assisting individuals with disabilities to employment and helping them individually to choose a path toward improved self sufficiency and increased self esteem. The SRC supports the agency's commitment to reduce its waiting list and to serve as many New Mexicans with disabilities as possible. The primary focus of the SRC and NMDVR collaboration continues to be job creation for those individuals with disabilities who are served by the NMDVR.

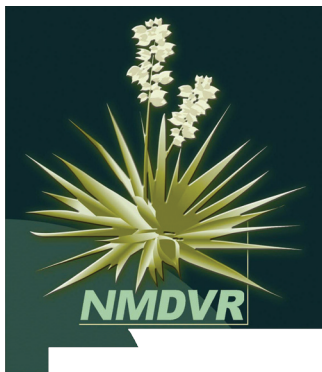
This report summarizes the collaborative efforts of the SRC and NMDVR over the past year and hopefully will provide its readers with a clear understanding of our mutual focus toward that primary goal. The partnership between NMDVR and the Rehabilitation Council continues to strengthen and grow.

The members of the SRC have worked diligently to support this mission. We continue to face a challenging fiscal environment and will work with NMDVR in meeting the needs of New Mexicans with disabilities seeking vocational rehabilitation services. The Council remains committed to advocate for this vocational rehabilitation program that provides effective, results-oriented services for New Mexicans to be ready for success.

Sincerely,

Bernadine Chavez
SRC Chair

435 St. Michael's Dr. Bldg. "D"
Santa Fe, NM 87505
800-224-7005



December 28, 2012



Ralph Vigil

Greetings:

It has been an honor to work in partnership with the New Mexico Division of Vocational Rehabilitation's (NMDVR) State Rehabilitation Council (SRC). This partnership has been important to the work of the Division and to the disability community.

During the past year, NMDVR continued to experience budgetary and operational challenges. This has necessitated that NMDVR provide services under an Order of Selection (OOS). In this environment, the agency can no longer serve all applicants for services, and as a result, has established a waiting list with prioritized service delivery groups.

During much of the past year, only participants in "Priority Group One" were released from the waiting list. That is, participants with most significant disabilities. Recently, and on a more positive note, the agency has been able to remove all participants in remaining two priority groups off the waiting list. Budget will be a determining factor in how long the waiting lists can remain open. During the past year, NMDVR staff worked with SRC members to complete a Needs Assessment and Consumer Satisfaction Survey. This along with the valuable input that NMDVR has received from the Council has been very beneficial to agency activities including completion of the State Plan.

NMDVR, in partnership with the SRC, remains committed to providing the highest quality of vocational rehabilitation services, in spite of the challenging economic times. This collaborative effort will continue to benefit persons with disabilities, the business community, and the overall economy.

I thank the SRC for its continued support, and I look forward to our joint efforts in moving the agency forward in a positive and meaningful direction.

Truly,

Ralph Vigil
Acting Director for Vocational Rehabilitation

SRC AT-A-GLANCE

Mission

The New Mexico State Rehabilitation Council is responsible for assisting with the operation of the New Mexico Division of Vocational Rehabilitation program through advisement, evaluation and partnering to support access to employment and promoting a diverse workforce statewide.

Vision

To ensure the highest quality services are made available to New Mexico citizens with disabilities seeking support and services.

Operating Principles

- Provide guidance for the development and expansion of vocational rehabilitation (VR) services, programs and concepts on a statewide basis to maximize employability, independence and integration of persons with disabilities into the workforce and the community.
- Provide guidance to state agencies and local planning and administrative entities that affect or potentially affect the ability of individuals with disabilities to achieve rehabilitation goals and objectives.
- Advocate for the promotion and expansion of VR services within the State of New Mexico.

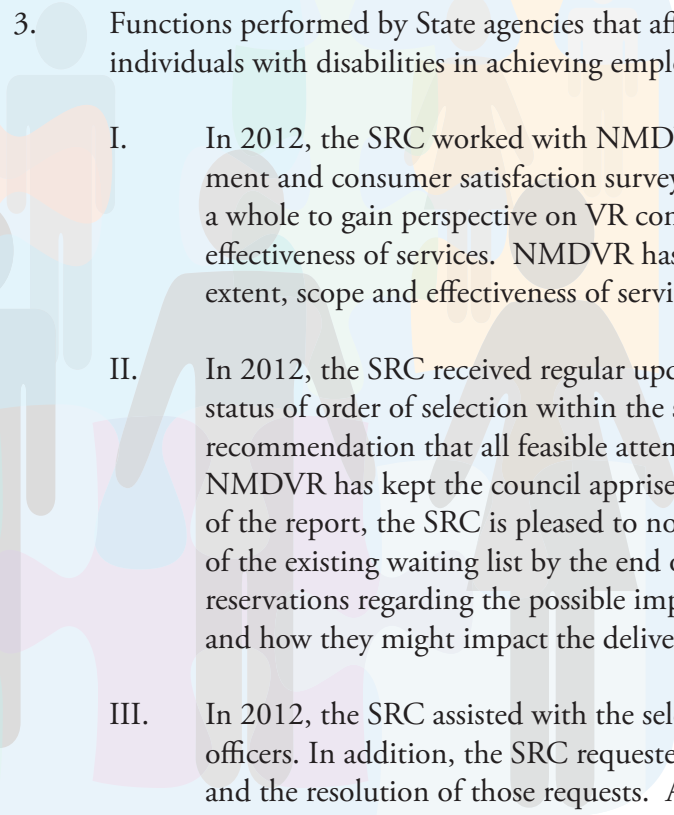
Goals

- Request and receive continued updates from NMDVR regarding the status of order of selection, its impacts on services and the number of people moved off the wait list.
- Completion of the Statewide Needs Assessment and Consumer Satisfaction survey tool, and review relevant findings and disseminate to all NMDVR personnel so that discussions take place on how to incorporate the findings into departmental protocols to ensure service implementation.
- Ongoing training for all NM SRC members to ensure the council remains aware of their responsibilities and works together to establish and pursue a common goal in keeping with the vision and responsibilities of the group.

Functions

The Council must, after consulting with the State Workforce Investment Board, accomplish the following tasks.

- A. Review, analyze and advise NMDVR's responsibilities as listed below.
 1. Eligibility, including OOS;
 2. The extent, scope, and effectiveness of services provided; and,

- 
3. Functions performed by State agencies that affect or potentially affect the ability of individuals with disabilities in achieving employment outcomes.
 - I. In 2012, the SRC worked with NMDVR to complete a statewide needs assessment and consumer satisfaction survey. Results were reviewed by the council as a whole to gain perspective on VR consumer views regarding the scope and effectiveness of services. NMDVR has provided ongoing updates regarding the extent, scope and effectiveness of services.
 - II. In 2012, the SRC received regular updates from the NMDVR regarding the status of order of selection within the state of New Mexico. The SRC made the recommendation that all feasible attempts to clear the waiting lists be made, and NMDVR has kept the council apprised of their efforts to do so. As of the date of the report, the SRC is pleased to note that NMDVR anticipates full clearance of the existing waiting list by the end of the calendar year. The SRC still has reservations regarding the possible impact of budget cuts related to sequestration and how they might impact the delivery of services in the next fiscal year.
 - III. In 2012, the SRC assisted with the selection and training of 4 fair hearing officers. In addition, the SRC requested updates on the requests for fair hearings and the resolution of those requests. As a result, the SRC now receives quarterly updates regarding this issue. The SRC also remains informed on NMDVR efforts to enhance professional development of staff to increase service quality to consumers and their efforts to develop collaborations that could increase employment outcomes.
 - IV. The SRC Chair or Vice Chair provides training about the role of the SRC to new staff that participate at the Rehabilitation Academy in order to facilitate a better understanding of the partnership.

B. In partnership with NMDVR-

1. Develop, agree to, and review state goals and priorities
2. Evaluate the effectiveness of the vocational rehabilitation program and submit reports of progress to the Secretary,
 - I. In 2012, SRC members assisted with planning and attendance at public hearings to gather community feedback regarding the implementation of OOS, changes to the NMDVR Manual of Operating Procedures (MOP), and public hearings to gather comments for the NMDVR Annual Report to RSA. In addition, the SRC will begin planning public hearings for the State Plan in the next fiscal year.
 - II. In 2012, SRC members attended Legislative Finance Committee meetings to support DVR efforts to secure funding needed to maintain service levels, fill vacant positions, and minimize the impact of order of selection on consumer service delivery. NMDVR provided the SRC with regular

updates regarding evaluative efforts and worked with the SRC to plan and implement the process of completing the SRC annual report.

- C. Advise the NMDVR regarding activities carried out to assist in the preparation of the State plan and amendments to the plan, applications, reports, needs assessments, and evaluations.
 - 1. In 2012, SRC members completed a strategic planning meeting to gain training on the responsibilities of the membership in regards to state plan development and the charge of the SRC per the code of federal regulations.
 - 2. As a result of training, the SRC re-established a committee structure to assist with planning and implementation of SRC responsibilities related to the state plan, reports, and program evaluations.
- D. Conduct a review and analysis of the effectiveness of, and consumer satisfaction with:
 - 1. The functions performed by NMDVR,
 - 2. The VR services provided by state agencies and other public and private entities responsible for providing vocational rehabilitation services to individuals with disabilities and,
 - 3. The employment outcomes achieved by eligible individuals receiving services, including the availability of health and other employment benefits in connection with those employment outcomes.
 - I. In 2012, the SRC assisted with the development and review of the Statewide Needs Assessment/Consumer Satisfaction survey to ensure that the questions posed addressed areas of concern for both NMDVR and the SRC membership.
- E. Prepare and submit to the Governor and to the Secretary an annual report on the status of vocational rehabilitation programs operated within the State and make the report available to the public through appropriate modes of communication.
 - 1. In 2012, the SRC's newly created State Plan Committee, which also has responsibility for the annual report, began collecting input from all committees and from NMDVR for the development of the annual report. This has been an ongoing charge of the SRC, and it is our intent to make this effort an ongoing one throughout the year – ensuring that the council remains aware of its charge, goals and steps taken to achieve them.
- F. Avoid duplication of efforts and enhance the number of individuals served, coordinate activities with other councils in the state, including State Independent Living Council, Disabilities Education Act, Developmental Disabilities Planning Council, State Mental Health Planning Council, and State Workforce Investment.
 - 1. In 2012, the SRC worked to build membership for the council itself to ensure representation from other state councils and disability service agencies. Membership has been slow to build, but the SRC is working with NMDVR and the Governor's office to ensure that applicants are assessed in a timely manner to ensure ongoing coordination of effort.

- G. Provide for coordination and the establishment of working relationships between the NMDVR and the SILC and centers of independent living within the State.
1. In 2012, the SRC began exploring the possibility of joint public hearing meetings with the NM SILC to assist in gathering information for the state plans for both agencies. The SRC Vice-Chair was recently elected the Chair of the SILC, which enhances this flow of communication and may help with ensuring that the SILC representative spot on the SRC is filled within the next fiscal year.
- H. Perform other comparable functions as the Council determines to be appropriate, that are comparable to the other functions performed by the Council.
1. In 2012, the SRC completed a review of the council bylaws and responsibilities as part of its strategic planning process. The Council completed and compared a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis to prior ones for future planning and goal setting to assist NMDVR in prioritizing service provision.

SRC Response to FFY11 Recommendations

1. Request and receive continued updates from NMDVR regarding the status of order of selection, its impacts on services and the number of people moved off the OOS “wait list.”
2. Completion of the Statewide Needs Assessment and Consumer Satisfaction survey tool, and review of relevant findings. The SRC also strongly recommends that this information be disseminated to all NMDVR personnel and that discussions take place on how to incorporate the findings into departmental protocols to ensure service implementation.
3. Ongoing training is sought out for all SRC members to ensure the council remains aware of responsibilities and to work together to establish and pursue a common goal in keeping with the vision and responsibilities of the group.

Follow Through During FFY12

1. The Acting Director of the New Mexico Division of Vocational rehabilitation (NMDVR) attended the quarterly SRC meetings, and delivered a report regarding the current state of affairs within NMDVR. Amongst these briefings included statistics regarding the numbers of participants released from the OOS “wait list” and the number remaining in each disability category.
2. The SRC in cooperation with NMDVR developed a contract with Davis Innovations, LLC to create, disseminate, statistically evaluate and deliver a report, “Consumer Satisfaction and Needs Assessment,” The State of New Mexico Division of Vocational Rehabilitation.”
3. Members of the SRC and NMDVR researched, developed and presented information during each quarterly meeting. Some topics included the following:
 - Review of Federal law and NMDVR implementation of an order of selection, the priority categories, disability requirements, and status throughout the fiscal year;
 - Review and discussion of the SRC bylaws, applicable Rehabilitation Services Administration (RSA) requirements, and the SRC Mission, Vision, and Functions;
 - Align SRC efforts with strategic partners, and their current updates;
 - Instructing new members and development of a binders of critical information necessary to fully participate in quarterly meetings;
 - Discussion of issues related to maintaining a full membership as required, and the barriers that have made this difficult. Alternative proposals for action were discussed;
 - Information regarding new policies and procedures for the NMDVR MOP; Opportunities,, and Threats (SWOT) analysis to
 - Technical Assistance and Continuing Education (TACE) centers one-day planning session for orientation of federal regulations for the SRC; and a
 - SWOT analysis guiding SRC goals for the next year.

DEDICATION = JOBS



One could say that James Marin thinks outside the box, except that he works in one! His truck has been equipped

like any barbershop but his is also equipped with satellite TV. Essential features for small business include creativity, determination, and hard work, and James has demonstrated he has the right stuff. Around Silver City, James is known as the man who comes to you for a haircut. For somebody who is busy or hates to wait, the Mobile Barbershop is cut-out for you. James was a bit surprised how busy he was from the startup of his business, serving 11 to 12 customers each day. One feature is the speed that he gets to his customers, but his prices are great; he charges \$10 for a men's haircut! The *Mobile Barbershop* exemplifies the capabilities of individuals with disabilities. James wanted his own shop, and that dream has been realized. Call James at (575) 519-9837 and he'll be there. Your job is to save time and savor the service!



To say that Ron Elguera has a passion for painting is really an understatement. Working in his studio in his home Ron has the ability to work in oil, watercolor, and charcoal. His command of color, depth, light, and brushwork is remarkable, and self-taught. Equally in-

teresting is Ron's use of several genres; he is comfortable with painting landscapes, portraits, whimsical, abstract, and opera.

Ron is strongly influenced by his love of opera, and has painted famous scenes from Puccini's *Madam Butterfly* to modern composers. This work is particularly dramatic, and sometimes a bit dark. His interests do not stop there. He has illustrated the librettos, or a very detailed description of the opera's story. Ron has published three books of librettos. As one admires his landscapes, portraits, and other art it is so obvious that his disability does not hinder production. Painting since 1986, Ron is a hidden talent. He has a website, artbyelguera.com. Visit, you will love it.



Shown here is Jennifer Killian, her mother Marian, and VR counselor, Jack Osborne. The trio is really a team, although Marian denies

her part. Jennifer said, "I was received without any judgement, and Jack was always upbeat and supportive. He really helped me make decisions." Jennifer is a licensed esthetician. "What" one may ask? She is a professional who specializes in beautifying the skin. She is skilled with chemical peels, scrubs, and much more to retain a healthy and youthful skin. "It was great that I went to work with Jack who is skilled, and you just trust him." After finishing schooling, she was encouraged to become an instructor. Yet Jennifer wanted to practice, and now offers personalized services utilizing the latest in high end products. "One day I will work independently," she says. To find Jennifer call her in Albuquerque at (505) 933-1100. She's got the skills!



Andrea Valles shows her typical mood, smiling and exuding a positive attitude. She wasn't so sure of herself, and wondered, "Maybe I can't go past high school." "My counselor did not focus on my health issues. Instead I received encouragement to increase my expectations, that I am no different than

anyone; I just use this wheelchair to work." So Andrea increased her expectations completing a bachelor's degree in Family Studies and a master's degree in gerontology. "I encourage people to go to DVR and work to find success for whatever is their passion." Andrea is an advocate for Disability Rights New Mexico, and her supervisor says, "I almost have to kick her out the door at the end of a day." As an advocate Andrea helps represent individuals with their particular workplace issues. Her work ethic and genuine empathy are perfect characteristics for advocacy. There is no "dis" in this able and this very caring person!

Participant Job Statistics

SFY12 Client Jobs by Occupation

Career Category	Closures	Percent
Service Occupations	266	37%
Professional, Paraprofessional and Technical	186	26%
Prod, Const, Operating, Maint & Material Handling	126	18%
Clerical and Administrative Support	58	8%
Sales and Related Occupations	40	6%
Managerial and Administrative	19	3%
Homemaker and Unpaid Family Worker	17	2%
Agricultural, Forestry, Fishing and Related	4	0.5%
Education, Training and Library Occupations	1	0.1%
Community and Social Service Occupations	1	0.1%
Total Rehabilitated Clients	718	

SFY12 Clients' Income Stream Before and After Rehabilitation 718 Clients

Primary Income Stream	Application	Closure	Positive Stream
Client Income	113	527	414
Family and Friends	374	61	313
Public Assistance (SSI, TANF/AFDC)	87	60	27
All Other Public Sources	26	3	23
Miscellaneous Income	27	3	21
General Assistance	10	1	9
Social Security Disability Assistance	69	61	8
Worker's Compensation	8	1	7
Annuity or Other Non-disability Insurance	3	1	2
Public Institution - Tax Supported	1	0	1

These tables illustrate progress for the 718 successfully rehabilitated individuals in FFY12. The first chart shows the general category of jobs these clients achieved. The second chart shows the positive change in income sources after going to work. For instance "Client Income" shows 113 individuals relied on their own income, in part, to live prior to NMDVR services. After rehabilitation, 527 individuals relied on their own income to support themselves. The remainder of the clients reveal less dependence on public support after rehabilitation. This chart reveals these rehabilitated individuals achieved 79% greater income self-reliance!

The average income, per person, at application was \$3,834 and rose to \$18,288 after rehabilitation. The national median income for disabled individuals was \$17,000, a 7% difference! Together these 718 individuals earned \$13,130,907, improved the quality of their lives, and contributed to the state treasury. The positive effect of these millions of dollars, was a return on investment of \$1 of State Funds in NMDVR returned \$3.09 to the state treasury. This means NMDVR MAKES MONEY for the state. This is a remarkable number in hard economic times, and supports the quality outcomes NMDVR produces.

SRC Accomplishments

- Needs Assessment with opportunity to create effective instrument for next state plan cycle.
- Participant success in the process of removing barriers for work.
- Education and advocacy for NMDVR to key decision makers.
- Better use, response and evaluation of needs assessment information.
- Better use, response and evaluation of consumer satisfaction survey information.
- SRC Training and on-going professional development in relation to the state plan requirements.
- Prioritizing SRC recommendations not already addressed by NMDVR.
- Transition planning with local education agency (LEA) individuals and others to better use resources and provide services.
- Recognition that individuals become reluctant to work for fear of losing Social Security Administration (SSA) benefits. More benefits advisement staff helps individuals plan for work and become increasingly independent resulting in benefits savings.
- Greater encouragement and advertising for public participation at quarterly meetings.
- Planning for participation at legislative meetings to educate legislatures of the \$3.09 return on investment for each state dollar allocated to NMDVR.
- Participation in planning of meetings to review MOP changes.
- Planning, development, and approval of new SRC Bylaws.
- Participation in a Rehabilitation Services Administration (RSA) instructive webinar.
- Monitoring of NMDVR progress with order of selection and release of individuals for services.
- Review and discussion of the RSA monitoring report for NMDVR.
- Continued review and discussion of any Fair Hearings scheduled for NMDVR, and the need for additional Hearing Officers. A Request For Proposals for new Hearing Officers was submitted.
- Presentation of the history and challenges of the Tribal VR 121 programs, developed in accordance with section 121 of the Rehabilitation Act As amended, to provide services specifically to Native Americans with disabilities. Navajo Tribal VR was first – it paved the way for 82 others.



- Development of a SRC hyperlink on the NMDVR public website for the public to review minutes, annual reports, and other publications.
- Review, discussion and approval of the 2012 NMDVR State Plan.
- SRC members requested to review, study and test for the training modules that all new NMDVR rehabilitation counselors are required to complete.
- Functions performed by NMDVR that effect or potentially effect the ability of individuals with disabilities in achieving employment outcomes.
- Review and comment upon the NMDVR strategic plan.
- Assist with the public hearings, preparation of the state plan, and amendments.
- Conduct a biennial consumer satisfaction survey measuring NMDVR functions, services, job outcomes, and post-employment rehabilitation needs.
- Avoid duplication of efforts, enhance the number of individuals served and services received by coordinating activities with other councils; a partial list includes the following:
 1. State Independent Living Council (SILC);
 2. Individuals with Disabilities Education Act (IDEA);
 3. New Mexico Developmental Disabilities Planning Council (DDPC);
 4. Governors Mental Health Planning Council, and
 5. State Workforce Investment Board (WIB)



2012 Consumer Satisfaction Survey

Major findings from the 2012 Consumer Satisfaction Survey indicated:

- With the exception of the outlier question of gaining a job quickly, 67.5% of respondents strongly either agreed or agreed with the overall satisfaction of NMDVR services.
- Overall 74.3% of respondents indicated that they either strongly agreed or agreed that the Orientation meeting was helpful.
- Overall 63% of respondents indicated that they either strongly agreed or agreed that they were satisfied with the quality of service they received from NMDVR.
- Overall 82.2% of respondents indicated that they either strongly agreed or agreed that all staff treated them courteously.
- Overall 77% of respondents indicated that they either strongly agreed or agreed that their counselor knew their disability and their needs.
- Overall 40.8% of respondents indicated that they either strongly agreed or agreed that the Client Assistance Program could help them with their problems.
- Overall 58.4% respondents either strongly agreed, or agreed that their services enabled them to set and reach their goals.
- Overall respondents either strongly agreed or agreed that 73.4% of counselors helped them understand their strong points to help them reach their goals
- Overall 71.1% of respondents indicated that they either strongly agreed or agreed that they learned about the services available from NMDVR.
- Overall 28.1% of respondents either strongly agreed or agreed that they got a job quickly.



2012 Consumer Needs Assessment

Major findings from the 2012 Needs Assessment indicated:

1. 77% of respondents either strongly agreed or agreed that they were satisfied with their living situation. 16.8% disagreed or strongly disagreed. The remainder did not know or they had no opinion.
2. 82.1% of respondents either strongly agreed or agreed that they had transportation to get them where they needed to go; however, only 40.2% strongly agreed or agreed that they had access to public transportation.
3. 61% of respondents either strongly agreed or agreed that they were able to get medical services that they needed. 28.5% disagreed or strongly disagreed. The remainder did not know or they had no opinion.
4. 49.5% of respondents either strongly agreed or agreed that they had the technology needed for their disability. 34.2% disagreed or strongly disagreed. The remainder did not know or they had no opinion.
5. 36% of respondents either strongly agreed or agreed that their income was enough for their basic needs. 55.8% either disagreed or strongly disagreed. The remainder did not know or they had no opinion.
6. 47.7% of respondents strongly agreed or agreed that they have the training or education needed to get the job they want. 39.8% either disagreed or strongly disagreed. The remainder did not know or they had no opinion.

The content of the needs assessment has been shared with all NMDVR field staff and it is being discussed by management staff. A review of service delivery patterns will take place to determine how the agency can positively effect each of the major findings, but more particularly number 5 and 6 above.

With the anticipated increase in the number of participants that are going to be served in the next fiscal year, this is expected to increase earning, training, and educational opportunities for more NMDVR participants. Further analysis will take place to review service delivery trends and how those can be effectively linked to economic and employment opportunities.



SRC Committee Accomplishments

SRC EXECUTIVE COMMITTEE

Bernadine Chavez, Chair

The Executive Committee must meet on a continual basis. The committee is composed of the Chairperson, Vice-Chairperson, and the Chairpersons of the other four standing committees of the Council. The Executive Committee also includes the Director or designee as an ex-officio member. The Committee also meet also meet at the call of the Chairperson. The Executive Committee functions as the policy development and information review agent for the full State Rehabilitation Council.

The Chair may appoint an ad hoc committee to address issues/projects that may arise. This committee or work group shall operate only until their work or task is completed.

SRC BYLAWS AD HOC COMMITTEE

Alex Martinez, Chair

Active Goals: Periodically (annually, or as needed,) review and update the bylaws for the SRC. It was determined that they needed to tailor to the Federal Register in Section 105 of the Rehabilitation Act of 1973, as amended and Code of Federal Regulations for 34 CFR 361.16-361.17 and 34 CFR 361.16-361.17.

Progress: A subcommittee was formulated with the State Rehabilitation Council Chair. The bylaws were reviewed, five (5) standing committees were reassigned and implemented. The bylaws were presented in a draft format and after SRC discussion and considerations, the amended bylaws were adopted as revised at the April 2012 regular meeting of the SRC.

LEGISLATIVE AND OUTREACH COMMITTEE

Jeff Diamond, Chair

Active Goals: The Legislative and Outreach Committee is responsible for “educating” legislators and pertinent legislative staff on both the local and national level. This committee sets goals of providing information and sharing DVR’s successes as part of an annual outreach plan to help promote the agency and its work. This committee also acts as a partner in assisting the agency with public hearings by doing outreach and getting the word out to try to get more public input and participation.

Progress:

1. Attend any LFC hearings that the DVR Director feels would be beneficial to the agency.
2. Educate legislators utilizing talking points developed by DVR Director.
3. Develop an SRC brochure that summarizes our goals and utilize it can be utilized for our outreach and education efforts.
4. Conduct public forums for feedback on VR services. We will try to coordinate the public forums along with other events such as the Southwest Disability Conference or agency public hearings.
5. Continue forward with the client satisfaction survey. The committee wants to continue sending surveys with each closing letter and will work with DVR staff on how best to implement this goal.

Recommendations:

1. This committee will continue to act as a partner in assisting the agency with public hearings, outreach and getting the word out to try to get more public input and participation.
2. The Outreach and Legislative Committee should ensure supporting the agencies efforts to educate
3. The other two areas to reinforce are to provide outreach and educate the general public about what he agency does.

MEMBERSHIP AND TRAINING COMMITTEE (MTC)

Connie DeHerrera, Chair

Active Goals: Assure that the SRC complies with the statutory requirements for membership. If a member cycles off the SRC or leaves, this committee will recruit and assist with the process of appointing replacement members. New members receive an orientation, and the SRC assigns a mentor. This committee along with the SRC chair assigns new members to a committee according to the committees' needs. The MTC develops training goals for the SRC annually. MTC training topics enable SRC members in becoming increasingly informed regarding disability issues and SRC assist topics that will enable the SRC to become more informed SRC members. The chair of the MTC serves on the Executive Committee.

Progress:

1. Analysis of vacancies in the SRC quarterly meetings, to comply with federal regulations.
2. The SRC Chair directed that the Membership Committee work toward filling these vacant positions by soliciting nominations and encouraging individuals to apply for the SRC through the Governor's website: [http://Governor.state.nm.us/Boards Commissions.aspx](http://Governor.state.nm.us/Boards_Commissions.aspx).
3. The Membership Committee tracks Council Member absences and works with the SRC Chair to determine appropriate action according to the SRC by-laws. NMDVR staff provides a roster of attendance for past meetings / or a review of SRC quarterly meeting minutes, and reports to the MTC chair.

Recommendations:

1. Send e-mail to all SRC members informing them vacant positions.
2. SRC members e-mail the MTC individuals who may help fill vacant statutory positions.
3. The SRC sends an initial inquiry determining the individual's interest.
4. Inform the MTC of interested individuals with contact information for follow-up.
5. The MYC guides interested individuals through the process of submitting an application to the Governor's Office.
6. The MTC and the SRC Chair coordinates and monitors the application status until the Governor makes an appointment decision.
7. Similar type of process above, but somewhat tweaked, for organizations who may have interested individuals.

SRC AWARDS COMMITTEE

Andrew MacRae, Chair

Active Goals: This committee aims to set up an annual process for selecting a staff person or a group of staff persons from NMDVR that shall be recognized as significantly contributing to the success of the agency by going above and beyond. This committee will develop the criteria, review the nominations and select the candidates to present to the SRC as a whole that will receive the SRC award on an annual basis.

Progress: Work is underway to recognize a staff person or group who has significantly contributed to the success of NMDVR by going above and beyond. The committee is hoping for next spring to have that person or persons honored at a regular SRC meeting.

Recommendations: Work on outcome base criteria and a nomination form, to exclude any NMDVR staff that have, will have or have provided direct support to the SRC; a list has been compiled.

SRC STATE PLAN COMMITTEE

Louise Williams, Chair

Active Goals: This committee will be responsible to advise the New Mexico Public Education Department and the NMDVR regarding activities authorized to be carried out in accordance with Public Law 105-220, and assist in the preparation of the state plan and amendments to the plan, applications, reports, needs assessments and evaluations required.

This committee will assist the RSA in preparation and submission of an annual report to the Governor and the RSA commissioner on the status of vocational rehabilitation programs operated within the state. The committee is charged with collaborating with NMDVR to conduct statewide needs assessment, at least triannually, for purposes of the state plan. This committee will also ensure that such reports receive the widest possible distribution and are made available to the public. NMDVR liaison staff will be identified and appointed by the NMDVR Director to work with this committee.

Progress: Work of the committee is focused on the responsibilities of the SRC as it relates to Title I, Vocational Rehabilitation Services, and Public Law 105-220 under the Workforce Investment Act. The committee continues to assist the SRC in reviewing the federal registry, and in meeting the council requirements. A review of the previous annual report recommendations are reviewed and brought to the attention of the chair for the council's actions.

Recommendations:

1. The committee will continue to focus on professional development and to create awareness of the responsibilities assigned to the SRC by regulation.
2. Ongoing tracking of recommendations and SRC activities for the annual report
2. Careful review of the minutes to ensure input to the state plan accurately reflects the position of the council.



SWOT Analysis SRC - NMDVR Congruence

Overlaps below show SRC SWOT analysis with NMDVR analysis:

STRENGTHS

1. Impact of VR services
2. Member expertise and commitment to goals
3. Commitment to outcomes enhancing services for people with disabilities
4. Comprehensive focus.

WEAKNESSES

1. State General Fund cuts and loss of Federal funds
2. Staff vacancies and the process for filling those open positions
3. Political clout

OPPORTUNITIES

1. Creative solutions
2. Broader collaboration with partner agencies
3. New SRC projects to enhance weaknesses
4. Enhanced customer service approach

THREATS

1. Bureaucratic focus on larger programs
2. Weak national economy and deepening debt
3. Unknown changes to the Rehabilitation Act



SRC Recommendations - 2012

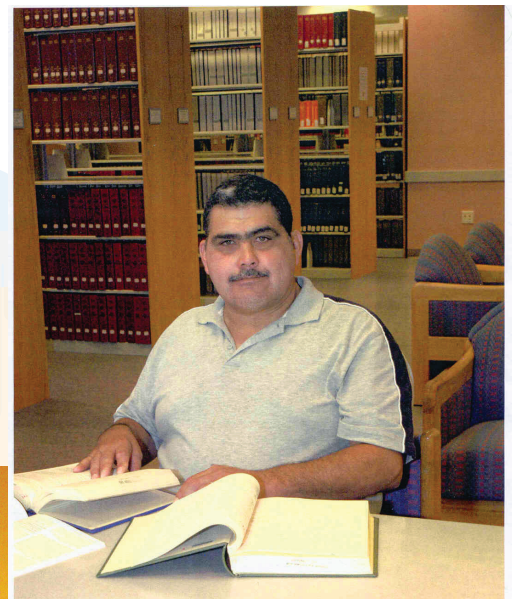
1. Completion and review of satisfaction survey and needs assessment
2. Completion of SRC strategic planning to establish strengths, weaknesses, opportunities and threats or the council in coming years.
3. Re-establish the SRC committees to facilitate work of council
4. Clearance of wait list for OOS for NMDVR, along with regular updates on this process.
5. SRC involvement in selection and training of hearing officers for NM
6. Facilitation of public forums to collect feedback regarding DVR services
7. Beginning of planning for state plan activities for 2013
8. Exploration of public hearings in conjunction with other boards and disability outreach venues.
9. Review of SRC bylaws and responsibilities to ensure council members are fully aware of federal regulations guiding the SRC and member responsibilities key to the council.



Order of Selection

NMDVR was forced to enter into an Order of Selection (OOS) in February 2011, to present because of budgetary cuts and reduced staff. Budgetary cuts have resulted in a loss of approximately \$3 million. OOS means:

1. Clients are placed on a waiting list once determined eligible;
2. Three priority groups have been established – “Group One” serving persons with most significant disabilities, “Group Two” – serving persons with significant disabilities, and “Group Three” – serving persons with a disability;
3. A “waiting list” means less people receive services and less people with disabilities enter the work force;
4. Obtaining more state general fund is necessary to match all available federal dollars. - when this doesn't occur, New Mexico dollars go to other states; and,
5. In the short run, more funding means more people off the waiting list!



NMDVR At-A-Glance

By 1920, Congress started the Public Rehabilitation Program, and services formerly reserved for soldiers returning from WWI became available to civilians. A basic paradigm shift occurred; the seed for enabling individuals with disabilities and treating them as equals was planted.

Today's modern Rehabilitation Act dates to 1973, and was amended in 1998. The Americans with Disabilities Act of 1990 enhanced it. Strengthened to assist individuals with disabilities on and off work, NMDVR bases policies on the precepts of these acts.

“Quality” certainly is the cornerstone of NMDVR efforts. Technology is merely a tool. NMDVR employs creative, caring, and empathetic counselors and support staff. It is this “Human Element,” as each client embarks on a new vocational journey. NMDVR continues to deliver service excellence during significantly difficult economic times, despite 20% shortages in counselors and support staff.

Often individuals ask, “What kind of services can I get?” That simple line becomes extremely hard to answer. Each person's disabilities and any barriers to work are unique. Each IPE has different service needs. As one reads about successful clients on the next page, it becomes evident that VR counselors are very flexible and creative.

NMDVR in partnership with the SRC contracted with a consultant, Davis LLC, to develop “Consumer Satisfaction Survey.” This report reviews critical opinions and client needs. The information helps the agency with strategic planning. Vocational rehabilitation outreach, service provision, and the disability community's work ethic validates; “We hold these truths to be self-evident, that all men are created equal...”

377% Average wage increase for vocationally rehabilitated individuals*

\$3,834 Average annual salary increased to \$18,288 - national median \$17,000

9,675 Applied and received services

6,325 Received complex vocational rehabilitation services

3,695 Continue individualized rehabilitation plans

1,842 School-To-Work teens received services

718 Found and retained job consistent with their plans

90% Had significant physical/mental disabilities

97% Rehabilitated individuals have competitive or self-employment

* Statistics from NMDVR FY12 Annual Report

SRC And The Rehabilitation Act

The Rehabilitation Act of 1973 (as amended) dictates that NMDVR develop a strong partnership with the SRC to improve vocational rehabilitation practices and outcomes as promulgated by Section 105 of the Vocational Rehabilitation Act. Together they partner in a mutually beneficial manner on behalf of people with disabilities, to jointly conduct business.

The challenge of the law is to blend responsibilities and share responsibility for the development of certain tasks, policies and advocate for individuals with disabilities. The SRC, composed of professional and skilled volunteers from many aspects of the community collaborates with NMDVR with the primary focus of successful employment outcomes for people with disabilities. This partnership includes several key required activities, but is not limited to these tasks below:

1. Developing, agreeing to, and reviewing an annual NMDVR state plan;
2. Evaluating the effectiveness of NMDVR programs and services for people with all disabilities;
3. Reviewing and analyzing consumer satisfaction with NMDVR services;
4. Writing an SRC annual report;
5. Examining agency policy, procedures, and performance; and,
6. Selecting impartial hearing officers and mediators.



SRC Membership - 2012

Statewide Independent Living Council (SILC)

Vacant

Business Industry and Labor (Four representatives)

Jeffrey B. Diamond, Yvonne Hart, Alex Martinez, Vacant

Parent Training and Information Center (IDEA)

Andrew MacRae

Section 121 or American Indian Vocational Rehabilitation Services

Sarah Michaud, Director, Pueblo of Jemez Vocational Rehabilitation (SRC Vice Chairperson)

Treva Roanhorse, Director, Navajo Nation Vocational Rehabilitation

State Educational Agency (IDEA)

Louise Williams

Disability Advocacy Groups

(representing persons who have a physical, cognitive, sensory, or mental disabilities)

Connie DeHerrera

Representatives of Individuals with Disabilities

(who have difficulty representing themselves or are unable to represent themselves)

Vacant

Current or Former NMDVR Participants

Richard Dennis Jiron

Community Rehabilitation Program Service Provider

Vacant

Vocational Rehabilitation Counselor (ex-officio, non-voting member)

Ava M. Gutierrez, VRC, NMDVR

Client Assistance Program (CAP) Disability Rights New Mexico

Bernadine Chavez, Director (SRC Chairperson)

State Workforce Investment Board

Vacant

Director of New Mexico Division of Vocational Rehabilitation (ex-officio, non-voting member)

Ralph Vigil, acting Director of NMDVR

Employees of New Mexico Division of Vocational Rehabilitation (non-voting members)

Richard Smith, Public Information Officer

Tracy Alcaraz, Interim Administrator

NMDVR Office Locations

Alamogordo

2300 Indian Wells Rd.
Alamogordo, NM 88310
888-901-7868

Albuquerque Central

5301 Central NE, Ste 1600
Albuquerque, NM 87108
866-526-0863

Albuquerque Lomas

111 Lomas NW, Ste 422
Albuquerque, NM 87102
888-818-3259

Albuquerque Quail

5205 Quail Rd. NW
Albuquerque, NM 87120
818-3263

Albuquerque S. Valley

1710 Rio Bravo SW
Albuquerque, NM 87105
888-815-2981

Anthony (Call First)

3381 Del Rey Blvd.
Las Cruces, NM 88001
888-901-7866

Belen

911 Castillo Ave.
Belen, NM 87002
888-901-7902

Carlsbad

3605 National Parks Hwy.
Carlsbad, NM 88220
800-645-0258

Clovis

100 E. Manana Blvd. No. 17
Clovis, NM 88101
800-645-2143

Espanola

706-B La Joya St.
Espanola, NM 87532
888-901-3647

Farmington

2901 Hutton St.
Farmington, NM 87402
888-901-7901

Gallup

312 East Nizhoni Blvd.
Gallup, NM 87301
800-279-5681

Hobbs

726 E. Michigan, Ste 160
Hobbs, NM 88240
888-201-5859

Las Cruces

3381 Del Rey Blvd.
Las Cruces, NM 88012
888-901-7866

Las Vegas

2532 Ridge Runner Rd.
Las Vegas, NM 87701
888-901-7865

Rio Rancho

3791 Southern Blvd. SE, Ste 210
Rio Rancho, NM 87124
866-585-5446

Raton (Call first)

2532 Ridge Runner Rd.
Las Vegas, NM 87701
888-901-7865

Roswell

1014 S. Atkinson Ave.
Roswell, NM 88201
800-644-7732

Santa Fe

2540 Camino Edward Ortiz St B
Santa Fe, NM 87507
800-773-4072

Silver City

1622 E. Pine St.
Silver City, NM 88061
888-901-7861

Socorro

1014 N. California St.
Socorro, NM 87801
888-901-7903

Taos

145 Roy Road, Suite C
Taos, NM 87571
888-901-7869

