



SRC Quarterly Meeting Minutes

June 4, 2019

9:30am

**Location: Workers Comp and NMDVR Building
32 NM 65 Hot Springs Blvd., Las Vegas, NM 87701**

SRC Quarterly Meeting

I. Call to Order/ Introductions/Roll Call – Sarah Michaud

Meeting called to order at 9:42 a.m.

Members Present

Sandy Sandoval, Chair
Sarah Michaud, Vice Chair
Tracy Agiovlasis
Bernadine Chavez
TJ Chester
Yolanda Montoya-Cordova
Keith Maes
Paula Seanez
Guy Surdi

Members Absent

Rebecca Holland – Excused
Andrea Leon
Daniel Roper

DVR Staff Introduction

Diane Mourning – Brown, Director
Robert Alirez, CIO
Eileen Marrujo, ASU Deputy Director
Lucinda Garcia, Acting RSU Deputy Director
Anna M. Vigil, Independent Living Program Manager

II. Action Items

A. Approval of Agenda

Yolanda Montoya-Cordova moved to approve agenda
Tracy Agiovlasis seconds
Unanimously approved

B. Approval of Minutes

Sarah Michaud moved to approve minutes
Bernadine Chavez seconds
Unanimously approved

III. 121 Report – Paula and Rebecca

Sarah Michaud – since Paula and Rebecca are not here let's review the 121. Does anyone want us to read the report into the record or are you comfortable just reading the document? Head nods no, do not read into the record.

Yolanda Montoya – Cordova - just to clarify these are funds that are specific to the Native Americans?

Sarah Michaud - yes so it is specific to the programs that have 121 funding in NM that would be the Jemez Pueblo VR program, Navajo Nations, Living in Acoma Connections.

Yolanda Montoya - Cordova - so does the money actually flow through DVR ?

Eileen Marrujo - no it does not, it goes directly to the 121 programs.

Sarah Michaud - it is a federal grant competition that is granted every five years for the tribes. I actually previously ran Jemez VR Program before coming to New Vistas. So typically what happens is it's a separate funding stream, but we work in conjunction with DVR. We can actually share clients which is a wonderful thing to do as it allows for maximization of resources and outcomes but operate independently and reporting to the feds is reported independently. Each agency reports shared clients individually. It is a highly competitive process. Unfortunately, in the last 5 years we have had multiple AIVR programs lose funding. The clients are turned over to the state. Counselors work together to continue the care of the client.

TJ Chester - Question, you said highly competitive, is that within the state or nationwide?

Sarah Michaud – nationwide so every program is on a 5-year cycle. Our tribes don't compete at the same time but I think 2 compete at the same time I think Navajos are one year ahead or maybe one year behind. If a new tribe comes in and writes a really good grant programs can lose funding and that has happened in the past and most recently I think it happened to Hopi.

TJ Chester – so quick follow up so you lose funding for the year and you can re-apply the next year?

Sarah Michaud – you can re-apply but the clients you are serving have to go to the state. Paula walks in. We were just discussing the AIVR reports. Maybe you can tell us what the projection is for AIVR?

Paula Seanez – I'm not sure what the projections are.

Sarah Michaud - we are getting calls from folks who may not be in the catchment area of the Native American VR program but because of the DVR Order of Selection they're not getting services either. We are getting more and more of those calls.

Yolanda Montoya-Cordova – I know for us it is going to be very important, well from the DWS perspective it is critical that this should be included in the next Combined State Plan. I'm just curious how much money comes through for Native VR, this would be helpful for our Combined State Plan and partners with DVR.

Paula Seanez – I can get you exact numbers later and we can ask Rebecca too.

Yolanda Montoya-Cordova – ok, I would really like to get this information because it really is a coordinated effort between us and VR.

*****Director Diane Mourning-Brown – brief introduction**

- My first day with DVR was yesterday; learned a little bit about everyone; off to a great start
- Worked in NM for the Martin Luther King Jr. Commission prior to that I worked for the state of Colorado. I'm from Denver; 25 + years in non-profit administration
- Executive Director for YWCA in Albuquerque
- Spent time with 3 different United Ways in Denver, Tucson, and Albuquerque
- Social worker career (child protection, adult protection and adoption)
- I am happy to be with DVR. I have some personal reasons for that. I have an adult child. She is 22 years old on disability; working through her challenges has been interesting.
- Worked with Medicaid in Denver and DVR's there and I'm happy to be here

IV. Director's Report – Robert Alirez (Hard Copy Provided and Emailed Prior to Meeting)

Robert Alirez – same old same old we are still on Order of Selection. Hopefully come July 1 we will open up some categories. We are still having challenges in staffing, but we have 8 new hires that started on Monday, yesterday.

Guy Surdi – I have a question, I don't understand how some categories are closed

Robert Alirez – the budget is the driving force on why we went to order of selection

Guy Surdi – so Order of Selection is an agency decision based on budget and staffing.

There's no performance issue?

Eileen Marrujo – no not performance. Also, we have a plan to post for example if we have 5 vacant counselor positions we will leave them open posting continuously until they are filled.

Lucinda Garcia – WIOA mandates a specific degree for VR counselors so that causes a challenge finding, hiring, and then training the counselor to meet the specific criteria. Also, PED (Public Education Department) has licensing criteria as well and that can pose a challenge.

Guy Surdi – If you filled all your vacancies do you have budget to do so?

Eileen Marrujo – No, but no agency has the budget for 100% fill. Every state agency has between a 12 and 15 % vacancy rate. At any given rate we fill a position we have attrition.

Director Mourning-Brown – If I may add HR is basically my number one priority because we are short staffed in our office to hire, train and recruit. We are undergoing a plan to get those major positions filled.

TJ Chester – At one-point Governor Martinez centralized Human Resources and now is being deconstructed have you begun that process?

Robert Alirez – well we never really consolidated we had one HR management position and we are looking to fill it.

V. Eileen Marrujo, ASU Deputy Director (Hard Copy Provided and Emailed Prior to Meeting)

Guy Surdi – so there is not 5 million dollars available to spend?

Eileen Marrujo – No, the only budget that was available not being utilized was the PRE-ETS FY 18 and 19 it is available, but we were able to expend it on Pre-Employment Transition Services.

TJ Chester – Why did the Disability Determination Services funding go down?

Eileen Marrujo – we adjusted that budget based on what they are actually receiving. Also the feds are looking to reduce DDS budget by 3.8%.

Eileen Marrujo – I will get you a report of any audit findings from our audits once I am provided with that information.

Robert Alirez – Oh a reminder Lucinda sent you a copy of the customer satisfaction survey. The results for the most part were very positive.

Bernadine Chavez – I'd like to see DVR continue a follow up of customer satisfaction survey because this is just a snapshot in time. If there's a way to do this on a continual basis we would have more of a true picture and what we need to improve upon but also what we are doing well.

Sarah Michaud – I agree. It would be great to tell the good work DVR is doing because more and more we see DVR on the news with just negative things. I would like to show DVR in a positive light to the public eye.

Bernadine Chavez – it would be helpful for legislators to hear the good work DVR does.

Sandy Sandoval – it would be good to get out during the legislative session.

Yolanda Montoya-Cordova – maybe we can help DVR, because we are getting ready to conduct our own customer satisfaction survey and where we co-locate with DVR, we can tell legislators that if clients don't get a service from DWS they get a service from DVR and if not from DVR it is elsewhere but they are getting service somewhere.

Tracy Agiovlasis – I just want to say it so nice to have these reports ahead of time and in front of us because especially Eileen talks faster than I can think and so many acronyms; we all have our own acronyms it's hard to keep up. I really appreciate having all these reports.

Eileen Marrujo – sorry, sorry.

Laughter Laughter

Lucinda Garcia – I have to give credit to Anna, she actually gave us deadlines.

VI. Lucinda Garcia, RSU Acting Deputy Director (Hard Copy Provided and Emailed Prior to Meeting)

Lucinda Garcia – as I mentioned at the last meeting we drafted a copy of the MOP (Manual Of Operating) Procedures sent it to RSA for technical assistance. The final MOP was mess (formatting issues) we are working with Jana Gallegos to fix that then a copy will be given to each of you. Charlene Chavez does a great job of going out there. We are getting our counselors out there from south to North. The Northern area is doing great. Project search we have five partners. Reyes Gonzales is providing orientation and career counseling to individuals earning sub-minimum wage. He has a support employment coordinator vacancy.

Paula Seanez – can we go back for a minute; do we have job development contracts?

Lucinda Garcia – we don't have a contract per se. The cost was not beneficial to the

agency. We trained our counselors on job placement.

Tracy Agiovlasis – what about job exploration?

Lucinda Garcia – we do have our counselors and techs do that.

Tracy Agiovlasis – it is good so we don't have a duplication of services; coordination is key.

Yolanda Montoya-Cordova – we need to have a partnership through focused conversations so we can maximize services and resources.

VII. Daniel Roper, DDS Deputy Director (Hard Copy Provided and Emailed Prior to Meeting)

Eileen Marrujo – correction on Daniel's report he listed 111 FTE's it should be 110; he has 2 part time employees that job share so it is only one full time position; I just want to clarify that.

VIII. SRC Chairperson's Report – Sandy Sandoval

We (me, Sarah, Rebecca, and DVR staff) had an executive meeting on May 22, 2019 at DVR's Oakland location. We discussed the following issues:

- Communication – Sandy will do better to get information to members and DVR
- Turn over going into this calendar year (member appointments by governor's office)
- We lost the SRC person, we got Anna now – she does a fabulous job
- Strategic Planning for SRC and goals
- Budget – as the SRC we are at the will of the DVR; other states have a budget and their own staffs
- Order of Selection
- Committee Structure – AD Hoc Committee's, who gets appointed and how, roles and responsibilities of the officers of SRC, and the Chairperson's role and responsibility

IX. Old Business – None

X. New Business

A. Discussion of Public Forums (New Ideas)– Sandy Sandoval

- We can't seem to get any attendance to public forum
- Yolanda Montoya-Cordova – maybe if we have specific information or intentionally invite a target audience
- Anna Vigil – Mr. Chairman, I can assist by pushing out the information at my ESGR and VAB meetings. I am the Chairperson for Employer Support Guard and Reserve and a member of the Veteran's Advisory Board
- Eileen Marrujo – Mr. Chairman, I think we should appoint Anna as the Veteran member for this board.

B. Review of By-laws- Rebecca Holland

- Sandy Sandoval – even though Rebecca is not here, she wanted to go over the bylaws, so let's get some discussion and get it into the hopper.
- Sarah Michaud – does she have a mark up of the bylaws? If we can get a copy of those and take it from there.
- Bernadine Chavez – I attended the National Coalition for State Rehab Council Conference. There was a lot of discussion at that conference on SRC bylaws, framework, needs assessment and a state plan. The next conference will be in Jacksonville, Florida. I sit on that board and we are putting together a guide/framework on bylaws and the structure of the SRC.
- Sarah Michaud – SRC challenges – how we work together effectively. Going back to our bylaws (they outline what our committee work should be), we want to provide support and promote DVR and its consumers for the best outcomes
- Yolanda Montoya-Cordova – how many vacancies do we have
- Sandy Sandoval – we have 11 on our committee; so 4 vacancies
- Bernadine Chavez – we should have 15 members; a minimum of 15
- Sandy Sandoval – Legislative & Outreach Committee – Bernadine Chavez will serve as the Chair. Membership training & awards – Tracy Agiovlasis will serve as Chair. State Plan & Outcomes – TJ Chester will serve as Chair. Director Mourning-Brown volunteers for the State Plan & Outcome Committee. Sarah Michaud in charge of the meeting reminders and annual report.
- Yolanda Montoya-Cordova – the combined state plan committee will be hosting focus groups. Meeting the 1st Friday of every month. The Combined State Plan effective date Jan 2021.

XI. Comments from audience

- Sarah Michaud – we should schedule so committees can work on their projects, get a framework for the strategic plan the DWS combined plan, agency strategic plan. Do you know when that was submitted? Our actions should be aligned with our partners.
- Sandy Sandoval – well I think that should be our starting point
- Eileen Marrujo – it was updated/submitted September 1, 2018 with FY 20 request.
- Yolanda Montoya-Cordova - the state plan is generally 4years – with modification in the 1st 2 years
- Tracy Agiovlasis – again thank you to everyone that put a report together
- Sandy Sandoval – thank you Robert and staff for the needs assessment survey it was great. I am impressed, fabulous job. Welcome to Diane again.

XII. Set Time, location, date for next several meetings – Sandy Sandoval

- We are wanting to hold 5 meetings October – September (Federal Calendar) the following is our **tentative** schedule:
 - ❖ October 17, 2019 in Santa Fe
 - ❖ December 3, 2019 in Albuquerque
 - ❖ March 12, 2020
 - ❖ June 2020
 - ❖ August 2020
- **September 12, 2019 Thursday @ 9:00 a.m. – 4:00 p.m. DVR Office (1day Strategic Plan Meeting)**
Gibson Medical Center
5400 Gibson SE
Albuquerque, NM 87108
- Bernadine Chavez – are we breaking for lunch; I have to step out I have a conference call now at 1:00 p.m.
- Sandy Sandoval – let's just push through we are almost finished. Do we want the meeting in September to be facilitated? I know a facilitator and will check with her on her availability. Can we pay for a facilitator?
- Eileen Marrujo – yes, we will need 3 quotes, is she a vendor with us?
- Sandy Sandoval – I will find out.

XIII. Adjournment

TJ Chester moved to adjourn this meeting

Paula Seanez seconds

Unanimously approved; meeting adjourned at 12:52 p.m.