

## **SRC Quarterly Meeting**

**October 17, 2019**

**9:00 a.m.**

**Location: DVR – Administrative Office**

**2935 Rodeo Park Drive East**

**Santa Fe, New Mexico 87505**



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## **SRC Quarterly Meeting**

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

Meeting called to order at 9:12 a.m.

#### **Members Present:**

Sandy Sandoval, Chair

Sarah Michaud, Vice Chair

Tracy Agiovlasitis

Bernadine Chavez

TJ Chester

Yolanda Montoya – Cordova

Charles Hamlin

Rebecca Holland

Keith Maes

Paula Seanez

Guy Surdi

#### **Members Absent:**

Andrea Leon

#### **DWS Staff:**

Cabinet Secretary Bill McCamley

#### **DVR Staff:**

Diane Mourning – Brown, DVR Executive Director

Lucinda Garcia, DVR RSU Deputy Director

Eileen Marrujo, DVR ASU Deputy Director - Absent

Anna M. Vigil, DVR Independent Living Program Manager

### **II. Action Items**

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

Guy Surdi moved to approve the agenda

Paula Seanez seconds

Unanimously approved

#### **B. Approval of Minutes**

TJ Chester moved to approve minutes

Bernadine Chavez seconds

Unanimously approved

#### **C. Election of Officers**

Sandy Sandoval moved to nominate Sarah Michaud for SRC Chairperson

Bernadine Chavez seconds  
Unanimously approved  
Sarah Michaud accepts the position of SRC Chairperson.

Sarah Michaud – my position of Vice Chair is now vacant we will need to elect that seat.

Bernadine Chavez moved to nominate Tracy Agiovlasis for SRC Vice Chair  
Paula Seanez seconds  
Unanimously approved  
Tracy Agiovlasis accepts the position of SRC Vice Chair.

Sarah Michaud – we will now need to fill Rebecca Holland’s position of Sergeant of Arms reason being her term is expiring.

Rebecca Holland moved to nominate Paula Seanez for the Sergeant at Arms position  
Bernadine Chavez seconds  
Unanimously approved  
Paula Seanez accepts the position of SRC Sergeant at Arms

Diane Mourning – Brown – What exactly is Sergeant of Arms?

Rebecca Holland – what it is, is to keep order of meetings, abide by open meetings act.

Basic Definition - During meetings, the sergeant at arms keeps order. If other board members or meeting attendees are disruptive, the sergeant may warn them and, in extreme cases, eject them from the meeting. The role may involve some administrative tasks such as collecting ballots, tallying votes and recording attendance.

### **III. 121 Report – Paula Seanez and Rebecca Holland – Hard Copy and Digital Copy of report provided**

Paula Seanez – I want to note that several previously funded agencies were not funded under RSA this year, but no NM 121 programs were impacted as they didn’t apply this year. Jemez and Navajo were not in Order of Selection this year but Laguna/Acoma were. They are no longer in OOS.

Sarah Michaud – thank you both for the great information

### **IV. DVR Directors Reports**

#### **A. Agency Director - Dianne Mourning-Brown**

Diane Mourning – Brown – I want to thank you all for attending the Disability Concerns Committee meeting in September; letter was great so thank you. I didn’t print out the entire Power Point Presentation (50 pages) but I can have Lucinda send it out to you, if you want it. Senator Linda Lopez was happy with the presentation. The committee did not come out with any recommendations. We have a new PED Cabinet Secretary, Ryan Stewart. I will be introducing him tonight at 7:00 pm at the Albuquerque State Bar Association Building. The LFC will be meeting on 31 October 2019 @ 1:30 p.m. room #322. I will email the room number and would like you to come if you’re available. We have a budget request of 3.3 million (PRE-ETS and IL/TTW). Our internal audit is underway and going well, it doesn’t appear that we have any audit findings. We have a new HR Manager, Tina Tawater. She is doing great things, making changes, reviewing policies, developing staffing, restricting the HR department and positions, putting professional development plans in place, joint training with Work Force Solutions, and we will have 30 vacant positions posted by

25 October 2019. We have hired an attorney supervisor; her name is Michelle Bowdon. She is coming to us from PED. We will be hiring an attorney and a paralegal, as well.

B. ASU Deputy Director – Eileen Marrujo – Absent

C. RSU Deputy Director – Lucinda Garcia – Hard copy of report provided  
Lucinda Garcia – we sent 3 program managers to ADA Training. Update on MOP – as I had mentioned last meeting, we were having many formatting issues and our IT staff have been trying to iron out all those issues but we decided to hire MA Strategies to fix those issues; target date for draft MOP is 31 December 2019. Looking at my report we served 4,096 students.  
Yolanda Montoya-Cordova – can you map out where your students are served so we know the gap is?  
Cabinet Secretary McCamley – we are working with SPO (Ben Coleman) to help recruit and sustain counselors.  
Lucinda – we are making progress in the schools and moving forward with hiring counselors that will stay long term.

D. DDS Director Report – Alan Hamlin – Hard copy of report provided  
Alan Hamlin – again a major issue we face is staff retention. Employees are tasked with doing more, getting paid less. We have accomplished end of year goals; we met and exceeded our goal. NM DDS continues to be one of the regions top performer in quality.  
TJ Chester – What I am hearing from the clients in the field is that DDS does not always answer nor return phone calls? What is the issue there?  
Alan Hamlin – we put a process in place if a call isn't answered it immediately goes to a supervisor. We need to change our internal policy on returning calls.

**\*\*\*Break – 11:35 a.m. to 12:05 p.m.**

**Sarah Michaud – meeting reconvened at 12:08 p.m.**

**V. SRC Chairperson's Report – Sandy Sandoval**

Many of us SRC members attended the Disability Concerns Sub-Committee last month. Thank you, Sarah, for writing the letter. I want to thank everyone for supporting me as SRC Chair. I'm sorry I have to step down. I over committed; I bit off more than I can chew, I want you to know that this council is very important to me and disabilities are also very important to me. I wasn't doing a good job. I dropped the ball for the last meeting and I'm sorry.

**VI. Old Business**

A. Review of Established Committees – for role definition of committees please refer to your SRC Bylaws, specifically page 6 and 7.

**Legislative and Outreach Committee:**

Bernadine Chavez – Chair

Diane Mourning-Brown – member

Sandy Sandoval – member

**Membership, Training and Awards Committee:**

Tracy Agiovlasis – Chair

Guy Surdi – member

Keith Maes – member

## **Transition, State Plan and Outcomes Committee:**

TJ Chester – Chair

Diane Mourning-Brown – member

Yolanda Montoya-Cordova – member

Sarah Michaud – member

Rebecca Holland – member

Paula Seanez – member

B. Committee Assignments – Rebecca Holland and Tracy Agiovlasis have re-applied but have not heard anything back from governor’s office/boards and commissions.

C. By-laws Discussion and review

Rebecca Holland – Rebecca Holland will send Paula Seanez the amended 2018 bylaws electronically. Everyone should read the bylaws and if there’s anything that you see that is out dated or not in compliance please let Paula know. There are three areas that I feel are weak, Resignation, Voting and the Conflict of Interest form. Those areas either need to be tightened up or deleted. It would be a good idea to create policy and procedures.

Sarah Michaud – I suggest everyone review the bylaws and we can discuss/address any ideas and concerns. When we meet in December please bring your suggestions/comments.

TJ Chester – What’s the history of the bylaws? Is there an SRC model?

Bernadine and Rebecca in unison – yes there is an SRC model.

Rebecca Holland – 30 days prior to vote get comments to Paula by 30 Nov 2019 then we decide if we need revisions.

## **VII. New Business**

A. Sub-committee Planning Meetings – break into your committee groups for 20 minutes

B. Review 2018 Annual Report Recommendations –

1. Clearance of wait list for OOS for NMDVR, along with regular updates on this process.
2. SRC involvement in selection and training of hearing officers for New Mexico.
3. Facilitation of public forums to collect feedback regarding DVR services.
4. Continue planning for State Plan activities in 2019.
5. Exploration of public hearings in conjunction with other boards and disability service agencies. (This one was removed per SRC decision)
6. Review of SRC bylaws and responsibilities to ensure council members are fully aware of federal regulations.
7. Create a training program to ensure that SRC members are fully versed and aware of services throughout the state.
8. The SRC has established criteria for an award honoring NMDVR staff and employers that hire DVR participants. Nominations were solicited from all state offices, and three VR counselors were selected to be honored for their work serving participants with disabilities. The award ceremony was held at the SRC summer meeting. The SRC looks forward to this annual event, and is looking to also continue to include an employer award. (The one will be modified per SRC discussion to state instead: The SRC has established criteria for awards honoring NMDVR staff and employers that hire DVR participants. The SRC looks forward to this annual event, and request ongoing support from NMDVR to promote this activity.)

9. The SRC will encourage NMDVR to initiate a public relations campaign to promote this activity as a method for enhancing the image of NMDVR and increasing awareness of disabilities services in New Mexico.
10. The SRC recommends that NMDVR establish a culturally competent outreach program for Native Americans that will meet each individual community needs and provide a consistent presence in these communities to gain credibility and establish a positive relationship with the 121 programs.

The SRC agreed to carry forward these recommendations for 2019, so NMDVR responses to each point will be required for the annual report. These can be sent to Sarah Michaud by 15 November 2019.

### C. SWOT Strategic Planning – Analysis after group discussions

- **STRENGTH** – what we do well, unique internal strengths, what separates us from others
- Diversity, lots of expertise, committed members (passionate)
- Well informed on issues related to DVR/Disability, skilled diplomats
- Consistency (members), strengths-based focus, a unified voice
- Advocacy for all individuals with disabilities, good ideas around the table want to accomplish things, resourceful members, creative thinkers
- Excellent services provided, ability not to dwell on past-look for new solutions
- Potential for partners, the partnership with DVR
- **WEAKNESSES** - things we lack-resource limitations-things others do better
- Limited time together, 4 meetings not enough, lack of communication, rural areas not well represented and or visited for meetings
- Consistent leadership to keep moving forward, unknown budget for SRC work, resource plan, lack of money
- Inability or not being done to hold meeting via video conference, lack of annual meeting dates, executive committee to develop agenda
- Access to additional training, need annual strategic plan and then do it
- **OPPORTUNITIES** – how can we grow: what could make us more effective – how can we stand out?
- Have (improve) SRC training, solid workplan, completing tasks-following through-everyone carrying the work load
- SRC training/on boarding, potential to be true partners with DVR
- Do what has never been done, think outside the box, flyers at field offices about SRC meetings to inform pts, DVR visibility, SRC visibility, SRC controls focus on outreach and public relations
- To be fully constituted, elevating our work by collaborating with other agencies and governor’s office, outreach/presentations on what SRC is
- DVR as commission, a stand alone VR\*\*\*\*
- **THREATS** – what obstacles do we have, what could mitigate our success
- Limited control of outside forces (i.e. state budget, SPO, hiring practices)
- Delay in governor appointments to the council, short terms if members term expires without renewal/replacement
- Lack of participation, lack of communication, national/state attitudes towards disability, small group, more members, time restraints
- DVR leadership turnover, lack of membership from all areas of disabilities
- Potential move from PED, potential move to WFS, gov. appointments

**D. Public Forum Discussions – SRC Goals 2020**

- Consistent meetings/scheduled in advance and not changed, include committee meetings (9:00 am-10:00 am), quarterly meetings start at 10:00 a.m. \*executive committee meeting before
- Formal training plan and orientation for new members and existing members, orientation packet, mentorship, track membership
- Determine SRC budget and establish resource plan for council, have after action reports

**VIII. Comments from Audience - None**

**IX. Information on Next Meeting**

**10 December 2019 @ 9:00 a.m.**

**DVR Administrative Office**

**5200 Oakland Avenue NE**

**Albuquerque, NM 87113**

**X. Adjournment**

Rebecca Holland moved to adjourn meeting

Paula Seanez seconds

Unanimously approved; meeting adjourned at 2:53 p.m.

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