

State Rehabilitation Council
Quarterly Meeting
March 17, 2022
Virtual Meeting-Minutes (**FINAL**)
SRC Meeting 10 am



I. Call to Order/Introductions/Roll Call

Meeting called to order at 10:03am

Members:

Sarah Michaud, Chair - *Absent*
Tracy Agiovlasis, Vice Chair
Bernadine Chavez
Chris Boston- *Absent*
Dolores Harden
Jennifer Gelhardt
Meta Hirschl
Joseph Cruz
Keith Maes
Paula Seanez- *Absent*
Sbicca Brodeur
TJ Chester
Marlencia Chee- *Absent*
Yolanda Montoya-Cordova
Lisa Jones

DDS Staff:

Charles Hamlin- DDS Administrator- *Absent*

DVR Staff:

Casey Stone-Romero, Agency Director
Nash Sisneros, DVR RSU Deputy Director- *Absent*
Alicia DeVargas, RSU Executive Secretary & Admin Assist
Therese Trujillo, DVR Chief Financial Officer

All Others:

Michelle Bowdon- DVR Attorney- *Absent*
Jennifer Salazar- DVR Attorney
Julia Petrucelli- DVR Attorney
Jeff Levine- DVR PR Coordinator
Rudy Grano- DVR Field Operations Director
Mario Lucero- DVR Field Operations Director
Antoinette Holmes- DVR Field Operations Director

II. Action Items

A. Approval of Agenda

Yolanda Montoya-Cordova moved to approve agenda.
TJ Chester seconds
Unanimously approved.

B. Approval of Minutes

Bernadine Chavez moved to approve minutes.
Joseph Cruz seconds
Unanimously approved.

C. 121 Report- Paula Seanez

D. DVR Directors Reports

I. Agency Director- Casey Stone- Romero

- a. COVID impact on services and staffing
 - b. LFC Hearing Updates and needs for next year
 - c. Update on RSA Monitoring
 - II. Chief Financial Officer-Therese Trujillo
 - III. RSU Deputy Director-Nash Sisneros
 - a. Monitoring update if available.
 - IV. NMDVR Legal Counsel- Jennifer Salazar, Michelle Bowden, Leslie Garcia
 - V. DDS Administrator- Charles Hamlin
- E. SRC Chairpersons' report- Sarah Michaud
- F. Committee Reports
 - I. Legislative and Outreach Committee- Bernadine Chavez
 - II. Membership, Training and Awards Committee- Tracy Agiovlasis
 - III. Transition, State Plan and Outcomes-TJ Chester
- G. Old Business
- H. New Business
 - I. Combined State Plan for 2022 and 2023
 - a. Preparation and set dates for work on DVR State Plan due in 2023
 - II. Discussion of Committee Structure
 - a. Update Membership
 - III. NCSRC Update-Bernadine Chavez
 - IV. SRC Resource Plan/Budget
 - V. PR Coordinator collaboration
 - VI. Elections for officers- Chair, Vice Chair, and Sargent at Arms
 - VII. 2022 Meeting Dates
 - a. Return to in-person meetings?
- I. Comments from Audience
- J. Adjournment

III. 121 Report – Paula Seanez

Tabled/Loop Back.

IV. DVR Directors Reports

A. Agency Director – Casey Stone-Romero

Field Operations Directors- Rudy Grano, Mario Lucero and Antoinette Holmes, will report out on behalf of Nash Sisneros-RSU Deputy Director. Also, joining, and welcome to newly appointed SRC member: Vocational Rehabilitation Counselor- Lisa Jones and Public Relations Coordinator- Jeff Levine.

COVID impacts- January 2022 staff returned to 100% telework due to the increase of COVID Transmission and hospitalizations. March 8, 2022, DVR returned to the office in a hybrid model- 3 days in office, 2 days telework.

No Major updates on the LFC. DVR is currently working on and preparing the FY23 budget, in order to have this ready by summer.

RSA Monitoring- there are errors with the data reporting in the dashboards. The errors have been confirmed.

DVR is working with VRTAC (Voc. Rehab. Tech. Asst. Center) on quality management, technical assistance, and internal controls.

DVR is happy to report the Order of Selection (OOS) has drawn down more consumers off the waitlist. Feb 28, DVR releases 305 participants. DVR plans to release another 100 significantly disabled (SD) participants on March 21, 2022. DVR continues to remove participants off OOS on a monthly basis (between 50-200 per month). The waitlist continues to flatulate. RSU leadership reviews impacts by area/office, status of the case, budget and outcomes of the OOS participant waitlist, prior to release.

Currently RSU has a 12% vacancy rate; retention remains important for the management team. FODs are working together to implement new types of supports for staff- more welcoming and creative ways to retain staff. There are 11 VRC vacant and 1 VRCS.

SPO has approved to Host (1) virtual Rapid Hire event; this will allow to generate more statewide publications and announcement and allow use of social media.

HR onboarding process- is providing a list of eligible applicants to program managers quicker, thus allowing RSU management to interview within a 2-week period and offers be made faster, as to not lose potential applicants. HR has reimplements NEO (New employee orientation) beginning Feb 1, 2022. During its first meeting there were 35 new hires in attendance. NEO will continue and be held once a month.

Jeff Levine will be reestablishing Social Media pages for the agency (Facebook, Instagram and LinkedIn). Jeff is also working a monthly internal Newsletter- DVReporter and will be maintain reports to the Roundhouse. Jeff will be working on maximizing the use of the DVR website, with updates to article and publishing community events and success stories. If there are any stories or events you would like shared, please email these to Jeff.Levine@state.nm.us .

As director of the agency, Ms. Casey Stone-Romero has committed to a Director's weekly update, to ensure communication from the top down for staff, while also maintaining a monthly all staff meeting.

DVR is working on replacing old equipment. DVR has repurposed old equipment and has donated these to Adelante. DVR is working on providing Laptops for all staff use going forward.

B. Chief Financial Officer- Therese Trujillo

DVR has secured 7 pre-ets contractors; Some new contractors are Las Cruces Public Schools, Best Buddies, Taos Municipal Schools, Rio Rancho Public Schools. Continuing contractors Rocky Mountain Youth Corps, Mandy's Farm and UNM. Schools are offering employment based and worked based learning; these contracts are a 2 year term. ASU has been available to provide technical assistance for use of funding and audit. DVR is on tract to spend above the 15% preETS Match. Currently, contractors share 3.8 million for preETS per calendar year.

ASU and RSU meet weekly, on Tuesdays to discuss budget, contract, building and vehicle issues for the agency.

ASU is working on the FY23 budget and upcoming budget information to be submitted to the LFC September 2022.

C. RSU Administrator – Nash Sisneros

FODs filling in for Nash Sisneros.

Rudy Grano-comment: "DVR is a rewarding job, big welcome to Casey Stone-Romero."

Antoinette Holmes-comment: "DVR is moving in a good direction, there are many positive changes coming out of the new leadership."

D. NMDVR Legal Counsel- Jennifer Salazar, Michelle Bowden and Julie Petrucelli

Welcome to Julia Petrucelli, new DVR Attorney (started Nov 2021).

Fair Hearing request memo sent to SRC on behalf of DVR Counsel by Nash Sisneros. Recap: 5 requests; 3 request resolved informally; 1 dismissed by the Hearing Officer at the request of both parties; 1 dismissed by Hearing Officer on NMDVR motion to dismiss.

Question: Who in the SRC is involved in Fair Hearing?

Response: Rehabilitation Act requires DVR to present in a confidential manager. Names are redacted. 80% of requests are resolved informally- handled informally at the field level. RSU is quick about resolving within 60 days. When requests are submitted, it is escalated to the management and the RSU Deputy director to review and attempt to resolve at the field level, prior to escalation to a fair hearing. The SRC reviews the hearing officers resumes and votes on who DVR should contract with.

*Tracy to forward memo to all SRC. *

E. DDS Administrator- Charles Hamlin

Casey Stone-Romero reporting on behalf of DDS. DDS got a brand new phone system implemented-VioP; first DDS nationally to receive this phone system. Most non-essential staff are working in a hybrid model and doing it effectively, as there is not enough office space for the staff. DVR is looking at space options as well. Currently, there are 42 adjudicator vacancies. There has been an increase in caseloads. DDS is being proactive to reduce caseload size and to provide training, while focusing on retention. 67% of adjudicators are new, with less than 2 years of experience. DDS is performing above performance rate. DDS has received National Recognition for their performance.

F. SRC Chairperson's Report – Sarah Michaud

Tabled.

VI. Committee Reports

A. Legislative and Outreach Committee – Bernadine Chavez

No updates.

B. Membership, Training and Awards Committee – Tracy Agiovlasis

All new members attending training and orientation. Review of training/orientation slide show for members.

C. Transition, State Plan and Outcomes Committee – TJ Chester

Proposal- would like someone to take over or people to join committee.

Reminders: State plan is due in July. Annual report is coming due in Dec 2022 and will need support on this project.

VII. Old Business

None

VIII. New Business

A. Combined state plan for 2022-2023

DVR and CFB to submit performance indicators by March 19, 2022. (5) submitted data employment rate 2nd qtr. and 4th qtr. median income earnings, credential obtainment and measurable skills gain

B. Discussion of Committee Structure

Proposal to have 5 committees: 1. Legislative committee 2. State plan and outcomes committee 3. Membership, training, and awards committee 4. Transition committee 5. Targeted Populations Committee

Vote on committee changes next meeting and review bylaws.

Sibecca, Dolores and Lisa volunteer for Transitions Committee

Joseph and Marlencia volunteer for the Special Populations Committees

C. NCSRC-Bernadine Chavez

Next meeting in June- NCSRC is running on zoom. Upcoming events/training: August training- How to look at SRC data. October- CSAVR conference, April 2023- CSAVR spring conference.

Announcement: Sherry Taylors passed away last week. NCSCR founder and driving force.

D. Public Relations Collaboration

When selecting nominees for awards (memberships committee), DVR would like to do press to share the successes of the agency and success stories of the participants being served.

Jeff to be a consistence presence for the SRC

E. Elections for officers- Chair, Vice Chair, and Sargent at Arms

Chair, Vice president and Sargent of Arms- Vote of acclamation by role

TJ Chester motion to move

Joseph Cruz seconds

Unanimously approved.

- F. 2022 Meeting Dates
Pending COVID positivity rate and hospitalization, Hybrid option, use of MS Teams will be available.
- June 23, 2022 at 10am
- September 22, 2022
- December 8, 2022
- IX. Comments from Audience
None
- X. Information on Next Meeting
June 23, 2022 at 10:00am
- XI. Adjournment
01:08pm
TJ Chester motions to adjourn ; Joseph Cruz Seconds

If you need a language translator or you are an individual with a disability who is in need of a reader, amplifier or any other form of auxiliary aid or service to participate in this meeting, please contact Casey Stone-Romero or Nash Sisneros at the telephone number(s) listed below. Public documents, including the agenda or minutes can be provided in various accessible forms. For additional information, contact Casey Stone-Romero or Nash Sisneros. Telephone numbers: 1-800-224-7005 or 505-954-8500.

(Note: the SRC attempts to follow the order of items listed on the agenda; however, it should be noted that the order of specific items is tentative and may vary from the date of the printed agenda.)