

## State Rehabilitation Council

Quarterly Meeting

September 21, 2023

DVR Administrative Office

2935 Rodeo Park Drive East, Santa Fe, NM

SRC Meeting 10 am

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- I. Call to Order/Introductions/Roll Call, call to order at 10 a.m.  
Meeting called to order at 10:00 am

**Present:**

Sarah Michaud, Present  
Jennifer Gelhardt, Present  
Rebecca Sandford, Present  
TJ Chester, Present  
Tracy Agiovlasis, Present  
Veronica Alonzo, Present  
Casey Stone-Romero, Present  
Kendra Garcia, Joined at 12:15pm

**Guests:**

Roberta Aragon, Division of Vocational Rehabilitation (DVR)  
Michelle Bowdon, Division of Vocational Rehabilitation (DVR)  
Jeff Levine, Division of Vocational Rehabilitation (DVR)

**Not present:**

Dolores Harden, Absent  
Bernadine Chavez, Absent  
Lisa Jones, Absent  
Marlencia Chee, Absent  
Paula Seanez, Absent

Quorum established with 6 voting members present

- II. **Action Items**

- A. Approval of Agenda  
TJ Chester motions  
Tracy Agiovlasis seconds motion  
Passed Unanimously

- B. Approval of Minutes  
Tracy Agiovlasis motions  
TJ Chester seconds motion  
3 approved  
3 abstentions  
Motion passed

- III. DVR Directors Reports

- A. Agency Director – DVR Staff for Casey Stone-Romero
  - a. Update on State Plan and Needs Assessment

- i. CSNA is ongoing, Wendy will be in NM to conduct interviews the week of 10/16 and Chaz 10/23
  - 1. Chaz will be covering Albuquerque and Santa Fe
  - 2. Wendy will be covering Las Cruces and rural communities in the SW and SE region on the state
  - 3. Surveys have been sent out
- ii. Background check legislation will not be submitted in 2024
  - 1. Unable to get it revised in time
  - 2. Pushing for it to be submitted in 2025
- iii. Stat Plan Public Meetings in November
  - 1. Roswell
  - 2. Las Vegas
  - 3. Albuquerque
  - 4. Virtual
  - 5. Dates to be determined
- iv. Massive technology updates in field offices
  - 1. Laptops
  - 2. Scanners
  - 3. Printers
  - 4. New Phone system
  - 5. Increasing bandwidth
  - 6. Updated client machines
  - 7. New copiers
  - 8. Smartboards for training and general conference room upgrades
  - 9. Purchase of UbiDuos for all field offices-assists with generating speech from typed text
- v. NMDVR reallocated \$3,901,195 of federal for FY23
  - 1. Bringing our match requirement to \$5,600,000.00 and Pre-ETS requirement \$3,103,661.97
- vi. Legislative Education Study Committee (LESC) has requested a presentation on Project SEARCH
  - 1. Charlene Chavez and Casey Stone-Romero will attend in October
- vii. DVR managers/supervisors participated in Financial Training with the VRTAC QM in June 2023
  - 1. Reviewing of the code of federal regulations
- viii. Social Media
  - 1. Regularly posting
  - 2. In round the Roundhouse and several news stories and articles
- b. Update on RSA responses to 2020 monitoring CAP and PreETS CAP
  - i. 7<sup>th</sup> Quarterly Corrective Action Plan Response (CAP) was sent to the Rehabilitation Services Administration (RSA) on Thursday, July 27, 2023
    - 1. RSA had no additional comments on all submissions in their response to the 6<sup>th</sup> Quarterly CAP submitted 4.30.2023
    - 2. VR continues to make significant gains with coming into compliance with the RSA Monitoring Findings issued July 2021

## B. RSU Update

- a. Update on Vacancy Rate for VRCs and VRTs
  - i. Hiring Stats
    - 1. Since last August 18 positions have been moved from ASU and DDS to RSU to better support provision of Rehab Service
    - 2. Turnover rates (04/01/2023 – 06/30/2023)
      - a. ASU 6.66%
      - b. RSU 3.14%
      - c. DDS 8.42%

- d. Overall agency rate 5.61%
  - b. Assistive Tech Conference 2023 NMDVR had 12 liaisons attend and participate
    - i. NMTAP MOA still in process
  - c. Marketing/Communication Plan-Ongoing
  - d. Expedited eligibility pilot (Region B)-Ongoing
    - i. Making participants eligible day of initial intake
  - e. Business Outreach interviews took place Wednesday 13th in Roswell and Thursday 14th in Las Cruces
  - f. MOU with PED
    - i. Updated all corrections/edits will be submitted for review and to David for next steps
  - g. Statewide staff meeting planning is underway
    - i. Agenda was sent out on September 15<sup>th</sup>
    - ii. Meeting will be in Bernalillo, NM September 26<sup>th</sup> and 27<sup>th</sup>
  - h. Working with and assisting potential vendors through the vetting process of becoming Job Developers
  - i. Job Developer restructure of payment process and update minimum qualifications
    - i. Job developer case file audits in process
  - j. Statistics from the completed fiscal year
    - i. Average days in application: 26
    - ii. Average days in eligibility: 54.75
    - iii. Successful closures: 439
      - 1. Slight increase from previous year
    - iv. Eligibilities completed in 26 days, on average
    - v. Eligible participants moved into an Individual Plan for Employment in an average of 1.8 months
    - vi. Acceptance rate of individuals applying: 89%
    - vii. 5,995 authorizations were closed
- C. DDS Update
- a. Hiring
    - i. Recruited 30 new adjudicators
    - ii. Implemented an Admin Service Coordinator position
    - iii. Onboarded 6 new employees and a supervisor
  - b. Training
    - i. 7 Adjudicators completed their training
    - ii. 30 new adjudicators will begin their training on 10/02/2023
    - iii. 13-week program
  - c. Phones
    - i. Successfully integrated headsets with our new Avaya phone system
  - d. Supervisor and Manager trainings
    - i. Implemented a total of 17 new supervisory trainings
  - e. FY24 Budget
    - i. Not expecting and new hires or replacements
- D. Update on Fair Hearings – Michelle Bowden
- a. Introduction of Nathan Adams and Donna Wysong new NMDVR Attorney's
  - b. NMAC Updates to begin in Fall
    - i. Working to amend our NMAC rules to fill in gaps
    - ii. Reviewing other State VR rules
    - iii. Looking for independent training for hearing officers, NMDVR attorneys and DRNM
  - c. Fair hearings
    - i. Fair hearing on a closure of participants case, Hearing officer motioned to dismiss
    - ii. One pending fair hearing, extension requested by the participant

- IV. 121 Report – Paula Seanez
  - a. Not present no report sent
- V. SRC Chairperson’s Report – Sarah Michaud
  - a. Involved in weekly meetings with DVR for CSNA
    - i. Will provide feedback for DVR response/SRC response for combined State Plan
    - ii. Focus on rural communities
    - iii. Tribal VR programs
    - iv. Session held with SDSU, SILC and SRC
    - v. Need to memorialize the process for next round
  - b. Annual Report work needs to begin
  - c. Satisfaction Survey
    - i. Development of survey with SRC/DVR
    - ii. Veronica would like to be a part of this to share with their survey department
  - d. Council of State Administration Vocational Rehabilitation (CSAVR) / National Coalition of State Rehabilitation Council (NCSRC), Savannah, Georgia October 27<sup>th</sup> – November 1<sup>st</sup>
    - i. Tracy Agiovlasis, SRC
    - ii. Paula Seanez, SRC
    - iii. Veronica Alonzo, DWS/SRC
    - iv. Casey Stone-Romero, DVR
    - v. Anthony Harkness, DVR
- VII. Old Business
  - A. No Old Business discussions
- VIII. New Business
  - A. Membership Updates - Tracy Agiovlasis
    - a. New Members
      - i. 3 business vacancies
        - 1. Amazon
      - ii. Casey to ask PED for a good candidate
        - 1. Does RSU have any businesses that might be interested in joining SRC
    - b. Committees
      - i. Employment and Community Partnerships Committee
      - ii. Executive Committee
      - iii. Program Review Committee
    - c. NMTAP
      - i. DVR sent 13 employees to ATC Assistive technology program,
      - ii. Presentation on technology
      - iii. Possible NMDVR table there next year
  - B. Strategic Planning for SRC – Sarah Michaud
    - a. 2-3 years, setting goals and a budget
    - b. SWOT Analysis, host at DVR location Spring 2024
  - C. Annual Report for SRC – Sarah and Tracy
    - a. Every year a report has been completed by Chair and/or Vice Chair
      - i. Will be an executive committee role this year
      - ii. Data request from DVR
        - 1. Success Stories
        - 2. Service statistics
        - 3. Statistical year at a glance, prior year/current year
        - 4. DVR Process and expected timelines
  - D. SRC Recommendations for DVR for annual report – Sarah Michaud
    - a. Group reviewed SRC recommendations
      - i. Communication plan

- ii. Sarah will make suggested wording changes and send out to the group by the end of September for response by DVR early November
  - E. Review and acknowledge compliance with the open meetings act – Sarah Michaud
    - a. Formally read this into the minutes:
      - i. Article 15 of the bylaws, Roberts Rules of order
        - 1. Roberts Rules of Order shall govern the conduct of business of all Council and Committee meetings in which they are applicable and not in conflict with the Council Bylaws
        - 2. Meetings shall be conducted in a manner accessible to the Council and the general public in accordance with the Open Meetings Act. In addition, all meeting minutes, agendas, and reports will be posted in the NMDVR website under the SRC section
        - 3. A visual and auditory vote will be taken each time a vote is called.
        - 4. All documents created by the Council will be available in alternative formats upon request
      - ii. Formally acknowledging that bylaws, do operate in compliance
      - iii. Article 4, items F and Article 8 Item C name needs to be changed
      - iv. Membership document needs to be updated to match Bylaws
        - 1. Include membership requirements in the SRC bylaws in next revision
  - F. Consumer Satisfaction Survey – Sarah Michaud
    - a. Send Sarah an email if you are interested
  - G. Next Meeting
    - a. In Person, 10:00 am - 2:00 pm December 1<sup>st</sup>, 2023 @ NMTAP in Albuquerque
- IX. Comments from Audience
  - A. No comments from audience or council members
- X. Adjournment
  - TJ Chester motions
  - Veronica Alonzo seconds
  - Meeting adjourned at 1:10 pm

*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 NM DVR 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 NM DVR. Telephone numbers: 1-800-224-7005 or 505-954-8500.*

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(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.)