

State Rehabilitation Council

Quarterly Meeting

May 30, 2024

Disability Determination Services Office

7421 Bartlett Dr NE

Albuquerque, NM 87107

SRC Meeting 10 am



- I. Call to Order/Introductions/Roll Call
Meeting called to order by Chair at 10:05 am
Sarah Michaud, Present
Bernadine Chavez, Present
Jennifer Gelhardt, Present
Rebecca Sanford, Present
Tracy Agiovlasis, Present
TJ Chester, Present
Kendra Garcia, Present
Marlencia Chee, Absent
Lisa Jones, Present
Paula Seanez, Absent
Veronica Alonzo, Absent
Casey Stone-Romero, Present

Guests:

Angelina Montoya, Division of Vocational Rehabilitation (NMDVR)
Jeff Levine, Division of Vocational Rehabilitation (NMDVR)
Donna Wysong, Division of Vocational Rehabilitation (NMDVR)
Antoinette Holmes, Division of Vocational Rehabilitation (NMDVR)
Alan Hamlin, Disability Determination Services (DDS)
Angela Martinez, Disability Determination Services (DDS)
Roberto Cruz, Disability Determination Services (DDS)
Greg Duran, Disability Determination Services (DDS)

- II. Action Items
 - A. Approval of Agenda
Bernadine Chavez motions to approve agenda
Rebecca Sanford seconds motion
Approved unanimously
 - B. Approval of Minutes
TJ Chester motions to approve minutes
Tracy Agiovlasis seconds motion
Approved unanimously
- III. DVR Directors Reports
 - A. Agency Director – Casey Stone-Romero
 - a. VR portion of the State Plan was corrected and submitted 05/28/2024
 - b. Prepping for FY26 budget
 - i. Need a budget from the SRC
 - c. NMDVR is planning an All Staff meeting in late fall 2024

- d. NDEAM event will be held with DWS, GCD, and CFB in October 2024
- e. CSAVR
 - i. 4 staff members attended
 - ii. Casey Stone-Romero, DVR Director
 - iii. Jeremy Bangs, DVR Chief Financial Officer
 - iv. Rudy Grano, DVR Field Operations Director
 - v. Dominique Nunez, DVR Staff Trainer
 - 1. Casey presented at CSAVR regarding Fiscal Forecasting
- f. Comparisons
 - i. PY21 we returned to RSA over \$3 million
 - ii. PY22 we returned \$265k
 - iii. PY23 we anticipate spending our entire grant and are moving toward expending PY24 funds
 - iv. April 2024 compared to last April we have 500 more participants in service
 - v. July 1, 2023 – December 2023 we have accepted 1,500 more applications than 2022
- g. 10th Quarterly RSA CAP and 2nd Quarterly Pre-ETS CAP response were submitted 04/30/2024
- h. In Person Area Visits
 - i. Conducting a SWOT analysis at all DVR field offices
 - ii. Gaining feedback to develop an understanding of field needs
 - iii. After area visits are completed DDS and administrative offices will be scheduled
- i. VRTAC-QM
 - i. Visiting twice in July to provide continued training on Fiscal Forecasting and Data and application of the CSNA
- j. ASU, RSU, and DDS staff
 - i. Over the last year and a half, we have moved over 20 positions to RSU to create positions including:
 - 1. Business Outreach Unit
 - 2. Increase in Transition VRC's and Transition Supports
 - ii. Plans to conduct a larger re-org in the coming months
 - iii. DVR has also corrected pay in RSU and DDS
 - 1. We will also be conducting an analysis for ASU staff now that there is a stabilization of funds
- k. DVR signed an MOU with PED related to Disability Innovation Funds (DIF)
 - i. Casey serves on their advisory board
 - ii. More information to come
- l. NMDVR PY23 Quarter 3 Performance
 - i. Employment Rate- 2nd Quarter After Exit
 - 1. Negotiated Rate 42%
 - 2. Actual Performance PY23 47%
 - ii. Employment Rate- 4th Quarter after Exit
 - 1. Negotiated Rate 38%
 - 2. Actual Performance PY23 42.8%
 - iii. Median Earnings- 2nd Quarter after Exit
 - 1. Negotiated Rate \$4,600.00
 - 2. Actual Performance PY23 \$5,225.04
 - iv. Measurable Skills Gains

- 1. Negotiated Rate 35%
- 2. Actual Performance PY23 36.7%
- v. Credential Attainment
 - 1. Negotiated Rate 28%
 - 2. Actual Performance PY23 28%
- m. New Mexico Historical WIOA Performance

i.

Historical WIOA Performance	2017	2018	2019	2020	2021	2022
Measurable Skill Gains Rate	17.2%	19.8%	49.3%	13.5%	17.3%	52.9%
Employment Rate - 2nd Quarter After Exit	-	36.6%	43.6%	1.6%	39.3%	41.3%
Median Earnings - 2nd Quarter After Exit	-	\$4,045	\$3,850	\$5,741	\$5,182	\$5,033
Employment Rate - 4th Quarter After Exit	-	-	42.0%	1.8%	36.4%	40.8%
Credential Attainment Rate	-	-	3.4%	24.1%	32.9%	37.6%

n. Negotiated Level (NL) for PY24 and PY25 NM

i. Measurable Skills Gains

- 1. PY24 Final NL 53.4%
- 2. PY25 Final NL 53.9%

ii. Employment Rate- 2nd Quarter after exit

- 1. PY24 Final NL 43.0%
- 2. PY25 Final NL 44.0%

iii. Median earnings- 2nd Quarter after exit

- 1. PY24 Final NL \$5,080
- 2. PY25 Final NL \$5,120

iv. Employment Rate- 4th Quarter after exit

- 1. PY24 Final NL 41.5%
- 2. PY25 Final NL 42.5%

v. Credential Attainment

- 1. PY24 Final NL 39.1%
- 2. PY25 Final NL 40.0%

o. DVR Accomplishments

- i. Elimination of the waitlist
- ii. Officially off Order of Selection (OOS) in the 2024 State Plan
- iii. Development of Business Outreach unit
- iv. Recreation of RSU Training Unit and added an additional trainer
- v. Additional Transition Counselors and Program Coordinator
- vi. Created MOU's with 3 Native American VR Programs
- vii. ITAs with VRTAC-QM, VRTAC-QE, NTAICTC
- viii. Updated SE rates and looking to update them again in alignment with DDSD Rate Studies
- ix. Resetting fiscal reporting to be in alignment with Period of Performance
- x. Presence on Social Media and Media platforms
- xi. Creation of Tribal Transition VRC
- xii. Close to resolution of CAP and working with CFB on Pre-ETS CAP
- xiii. Reduced vacancy rate from 35% to 11%
 - 1. Focus on culture and retention
- xiv. Increase in participant applications
- xv. Exceeded Performance indicators for PY22 on a good track for PY23

- xvi. MOP rewrite, PII development, Public Meetings
- xvii. Redevelopment of the State Plan
- xviii. Staff attendance at Out-of-State Conferences
 - 1. NRLI
 - 2. LeadVR
 - 3. APSE
 - 4. Project SEARCH
 - 5. CSAVR
 - 6. NET Summit and many more
- xix. Comprehensive Statewide Needs Assessment continued support of ACRE Certification for staff & participation in PFE activities
- xx. Raised financial contribution for more access to services
- xxi. Increased collaboration with DWS, WCOSS training for staff
- xxii. Rewrote and implemented new Counselor Licensure NMAC to be in alignment with WIOA increasing applicant pool
- xxiii. Large project prioritization and fiscal planning
- xxiv. Established Contract Monitor position
- xxv. Internship hosting MOU's
- xxvi. Indirect cost study to ensure all staff are being billed appropriately
- xxvii. Increased Ticket to Work reimbursements from \$600,000 to \$1.3 million
- xxviii. Requested additional state vehicles for staff
- xxix. Development of an IGA with GCD/NMTAP to support assistive technology services for VR participants
- xxx. NM DDS receiving national recognition for being one of the top performing DDS's in the Nation
 - 1. National awards and speaking events to discuss their tremendous work
 - 2. NM DDS achieved top accuracy levels nationally and consistently meets and exceeds workload targets
- xxxi. Technology upgrades for all RSU staff
- xxxii. Developed new contract templates for CILS
- xxxiii. Updated the SRCA File Plan
- xxxiv. Supporting SRC members to attend national conferences
- xxxv. Improved relationship with SILC and CILS
- p. NMDVR Vacancy Rates as of 05/29/2024
 - i. ASU 17%
 - ii. RSU 15%
 - iii. DDS 24%
 - iv. Overall, 19%

B. RSU Update – Antoinette Holmes

- a. 2 Supervising VRC's that will complete the 2024 LeadVR National Training Academy this week
- b. College of Employment Services (CES) / Association of Community (ACRE)
 - i. 17 employees coming towards the completion of training and will obtain ACRE this fiscal year
- c. New Hire financial training 02/15/2024
 - i. 27 New employees went through RSU financial training
- d. Spring 2024 Rehab Academy Weeks 1 and 2 (02/29/24) and (03/25/24)

- i. 27 new employees complete several weeks of training on VR processes, case development from application to closure as well as presentations by external partners
- e. UbiDuo 3 training 02/07/2024
 - i. DVR purchased Ubi Duos across the state and staff were trained on the appropriate usage of the equipment
- f. VRTAC-QM Regional Training 03/12/2024 – 03/13/2024
 - i. These training courses were dedicated to addresses reporting expectations, applying real life case examples to reporting requirements and further solidifying understanding the concepts of these specific performance measures
- g. WCOS training with Veronica Alonzo
 - i. WCOS program that allows NMDVR staff to access the workforce reporting system to share wage data for more accurate reporting pf cases where co-enrollment is a factor
 - ii. Training is recorded for new employees
- h. Fair Hearing training was provided to RSU staff by our Legal team
- i. MOP Revisions/Updates
 - i. 3 public meeting planned
 - 1. 05/30/2024 In Person
 - 2. 06/04/2024 via Zoom
 - 3. 06/05/2024 via Zoom
- j. State Plan public meetings were completed in January 2024
- k. 19 VRC's issued licensure or obtained their renewal license from January – March
- l. CANAR Conference in Chandler, AZ
 - i. 06/03/2024 – 06/06/2024
 - ii. 3 DVR employees will be attending
- m. FY25
 - i. Formally promoting meaningful and sustained engagement statewide
- n. SILC Executive Director Advertisement
 - i. Albuquerque Journal
 - ii. Santa Fe New Mexican
 - iii. Indeed.com
 - iv. Social Media starting May 30th
- o. 3 Project Search sites will be receiving national award for 100% employment placement of their interns in an integrated setting
 - i. New Project Search site has been secured for FY25-26
 - 1. Deming High School- City of Deming beginning in Fall of 2024-2025
- p. NTACT Capacity Building Training on 05/06/2024-05/07/2024 was completed in North Carolina
 - i. The State of NM was represented by DVR, PED, and The Commission for the Blind
- q. Seven School To work Transition Team (SWTT) met successfully across the state this school year
 - i. SWTT teams included representatives from local school districts, regional NMDVR offices, Tribal Vocational Rehabilitation agencies, regional Workforce offices, Regional Education Cooperatives, local supported employment providers, and local businesses

- ii. Partners for employment supported the coordination of the team having a better understanding of how Pre-ETS delivery and coordination of services
- iii. VR counselors presented on VR process and pre-employment transition processes
- iv. SWTT Annual Survey PFE surveyed SWTT participants
 - 1. 25 responses, the majority 40% from school staff and 32% representing state agency partners
 - a. 100% responded agreeing or strongly agreeing that the PFE School to work facilitators being responsive and understanding
 - b. 96% responded agreeing or strongly agree that participation in SWTT has had a positive impact on their delivery services
 - c. 100% responded agreeing or strongly agreeing that their knowledge of different partner roles has increased due to their participation
 - d. 100% are satisfied with the information sharing and collaboration of SWTT teams
 - e. 88% believe that because of SWTT, they are better connected to resources for young adults in their communities

C. DDS Administrator – Alan Hamlin

- a. New Mexico has met their CDR goal for the year
- b. NM DDS staffing currently at 103 employees
 - i. Highest paying office in the region

D. Legal Update – Donna Wysong

- a. Fair Hearing and Alternative Dispute Rule Change
 - i. This rule has not been amended since 2020
 - ii. Re-write is currently at PED for review
 - 1. Client Rights and Responsibilities will now be sent out once a year
 - a. Options for Mediation and Fair Hearing are listed
 - 2. Public Hearing and Public comment dates will be scheduled in the near future
 - iii. Legal team is fully staffed
 - 1. Paralegal position is now a Law Clerk

E. Public Relations Update – Jeff Levine

- a. Jeffs new title at DVR: Public Relations, Communications, and Legislative Coordinator
 - i. Legislative Responsibilities
 - 1. Drafting a bill for 2025 State Legislative Session regarding criminal history background checks for any employee or and contractor who works with our participants or their personal information
 - ii. Brand Consistency
 - 1. Presentation review process for anyone who gives public presentations, written reports, brochures and flyers
 - 2. Staff will have a style guide which they can refer to

- b. Social Media
 - i. LinkedIn
 - 1. 1,024 impressions
 - 2. 149 engagements
 - 3. 25 new visitors in past month
 - ii. Facebook in the last 4 weeks
 - 1. 407 reaches
 - 2. 84 engagements
 - iii. Instagram
 - 1. 39 engagements
- c. Social media presentation to CSAVR communication committee next month
- d. Media
 - i. Los Alamos Daily post distributed a press release announcing Money Smart training for participants who are self-employed or entrepreneurs
 - ii. Round the Round House
 - 1. DDS National Recognitions from SSA
 - 2. Announcement of press release
 - iii. Valencia County News
 - 1. Success Story posted
- e. Disability Employment Awareness Month
 - i. Event in Albuquerque, NM in October in conjunction with NDEAM
 - ii. Working with DWS, GCD, CFB, and DDC
 - iii. Finalizing a draft of a Proclamation
 - 1. Governor issued a Proclamation for Disability Employment Awareness Month in 2022
 - 2. Media coverage in the coming months
 - iv. SRC awards to be presented at NDEAM event

IV. 121 Report – Paula Seanez

- a. Navajo Nations reviewing budget drawdowns and expenditures
 - a. A carry over budget was submitted due to personnel vacancies
- b. Navajo and Jemez staff attended a Pacific and Southwest Regional Training in Tucson, AZ on April 22-24, 2024
 - a. The American Indian VR Training and TA Center facilitated the session on leadership, case management, federal regulations and cultural responsive VR services
- c. AIVR VR project funding submission deadline was 03/26/ 2024
- d. Programs continue to have conference calls with Federal RSA
 - a. Annual reports were submitted 01/06/2024
- e. Vacancies for Navajo Nation
 - a. 1 VRC in Farmington
 - b. 1 Rehab Service Tech in Farmington
 - c. 1 Rehab Service Tech in Gallup
- f. NN Director participated in LeadVR
 - a. Leadership training facilitated by the University of Arkansas
 - b. Participant presentations will be held 05/30/2024
- g. JVR annual Disability Awareness Conference was a success
- h. Northwest Indian College (NWIC) in Washington State continues to provide college classes in rehabilitation

- i. Navajo OSERS Director continues to serve as an advisor to the University on Montana Rural Institute for Inclusive communities
 - a. Self-employment tool kit
 - j. NN VR Counselor will be representing the program at the International Project SEARCH conference in July
 - a. Project SEARCH in Gallup has been successful in working with participants with cognitive disabilities
 - b. Project SEARCH in Shiprock is underway
 - k. CANAR Conference 06/03/2024 – 06/06/2024 in Chandler, AZ
 - a. Theme for conference is “Breath of Renewal: Exhaling the Past, Inhaling the Future”
 - l. 02/21/2024 Dante Allen, RSA Commissioner visited the Pueblo of Laguna and met with Pueblo Officials, Laguna-Acoma Connections, Navajo Nation Advisory council members, Jemez and DVR staff
 - a. Recommendations were provided to Commissioner Allen regarding permanent funding, consolidated funding
 - i. Submission of grant applications
 - ii. Rural/Remote services
 - iii. Transportation problems
- V. SRC Chairperson’s Report – Sarah Michaud
- a. Spent a lot of time working on my roles as a SILC representative to the SRC
 - a. Attending meetings regarding the State Plan for Independent Living (SPIL)
 - b. Tracking the Manual of Operating Procedures (MOP) Public Hearings
 - c. Providing information to Casey on SRC memberships for the state plan
 - a. Will follow up as a new member inquired to fill the vacancy for the PRO representative
- VII. Old Business
- VIII. New Business
- A. SRC FY25 Budget
 - a. \$50,000.00 this will include in-state travel, out-of-state travel, surveys, and printing
 - b. Budget review every year around the November/December SRC meeting
 - B. Consumer Satisfaction Survey
 - a. Jen, Bernadine, Tracy, Sarah, and Alix from DVR
 - i. Start thinking of questions that you would like explored
 - ii. Sarah will send out some meeting dates
 - C. Disability Employment Month – October
 - a. Governor’s Commission on Disability
 - i. Currently looking for a location
 - ii. Looking for speakers around the following topics:
 - 1. Seen and unseen disabilities
 - 2. Accommodations for employees with disabilities
 - 3. Accessible technologies
 - 4. Self-identification
 - iii. Awards
 - 1. 2 Employers, one private and one public employer
 - iv. Hiring event possibility

- b. SRC Representation: Employment and Community Partnership Committee
 - i. TJ, Jennifer, Kendra and Angelina
 - ii. Kendra will be main point of contact
 - iii. DEAM meeting tomorrow @ 10:00am
 - 1. Planning event for numerous agencies DDSD, DDC, NMDVR, DWS, APS, GCD
- D. CSAVR/NCSRC Fall Conferences – October 19-25, 2024
 - a. Seattle, Washington
 - i. 2 SRC members may attend, notice to DVR by 08/16/2024
 - ii. Email will go out to the council members that aren't present today to extend the invitation
- E. International Project SEARCH Conference in Albuquerque – July 15-19
 - a. 60 attendees from New Mexico
 - b. Casey will be opening the awards banquet
 - c. 25 employees from DVR attending
 - d. Best Buddies folks from other states will be attending
- F. Planning for SRC Annual Report
 - a. Due in December
 - b. Let Tracy and Sarah know if you would like to help
 - i. Personal quote from council members to include in report
- G. Next Meeting
 - a. August 20, 2024 @ Gallup DVR Office 10:00am – 2:00pm
 - b. November 18, 2024 @ Las Cruces DVR Del Rey Office 10:00am – 2:00pm
- IX. Comments from Audience
 - a. no comments from the audience
- X. Adjournment
 - a. Meeting adjourned at 1:30 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 NMDVR 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 NMDVR. 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.)