Supporting Diverse Customers to Employment Success (SDCES) Project
1/15/04 Steering Committee Meeting Minutes

**Steering Committee Members Present and Who Each Represents:**
BonNet Gurule (DD Provider, Alternate), Ginger Blalock (Transition Cadre), Richard Jiron (State WIB and BLN, Alternate), Ileana Johnson (Protection and Advocacy, Alternate), Terri Douglass (Eastern WIB), Glenn Ford (Advocate), Victorina Garcia (Eastern OSCC Model Site - Roswell), Dolores Haley (Southwestern OSCC Model Site - Socorro), Marilyn Johnson (Laguna Acoma Vocational Rehabilitation, American Indian Vocational Rehabilitation), Connie Leyva (NMDOL), Frances Padilla (Northern OSCC Model Site – Santa Fe), Dee Martinez (GCCH), Mary Modrow (Central WIB), Jon Peterson (Advocate), Rebecca Shuman (Arc NM, Advocate)

**Guests Attending:** Lawrence Maestas (Navigator, Project NEON), Luz Gonzales (NMDVR), Fanny Pearce (NMDVR)

**Topic 1: Welcome and Today’s Outcomes**
Members were welcomed to the second Steering Committee meeting for the Supporting Diverse Customers to Employment Success (SDCES) Project. Each Steering Committee member represents a stakeholder key to the success of this project. The meeting outcomes were reviewed, which included:

- Meet other Steering Committee Members
- Share successful job placement stories
- Learn about recent project happenings
- Write down resources related to training topics
- Show and share resources you can offer to support employment placement by One-Stops
- Learn current BLN employment contact efforts
- Add your ideas for increasing employment contacts
- Learn the next meeting dates
- Share legislative updates
**Topic 2: Introductions**

SDCES Steering Committee members introduced themselves and shared whom they represent. Each member was invited to share a brief story about a successful job placement of a person with diverse abilities that they had supported, heard about, or personally experienced. The following list of job placement supports used to support successful job placement was developed as the stories were shared:

- Discover the person’s skills
- Review resume and refine
- Have a "pep talk" before the interview
- Have benefits advisement
- Access Independent Living Resource Centers
- Support the applicant to call the employer every 2 weeks after interview
- Start as a contractor, then transition to being a term employee
- Take GED classes
- Start with part-time employment
- Refer to DVR
- Resolve transportation issues (carpool)
- Assist with substance abuse issues
- Improve living conditions
- Use school transition programs
- Make connections with resources
- Do an assessment of career issues
- Help the person discover their goals
- Assess what is needed (technology)
- Accommodate work space
- Use adaptive devices in the home (help prepare for work)
- Encourage the person to verbalize their needs
- Find a job that directly relates to the person’s dream
- Provide on-the-job training (WIA)
- Person is willing to learn job skills
- Support groups of applicants with common vocational, occupational and motivational interests
- Teach counselors about brain injury
- Inform applicants that self-employment is an option
- Have employment referrals
- Build relationships
- Work with DVR (provided computer to one person served)
- Recognize the person’s qualifications
- Consider micro-enterprise
- Use person-centered planning
- Person is clear about what she/he wants and doesn’t want to do
• Circle of friends and support
• Join Chamber of Commerce as a business owner
• Have a board of directors for business
• Use Self-Determination Waiver
• Use Trust fund to protect funds and start a business (Arc NM)
• Have team support and creativity

**Topic 3: Learn About Recent Project Happenings**

**Project Time, Scope and Outcomes Review:**
The project description was distributed to those who were not at the first Steering Committee meeting. The project time, scope and outcomes were reviewed: *Supporting Diverse Customers to Employment Success* is a two-year project funded by Employment and Training Administration, United States Department of Labor. Guided by this Steering Committee, the Project has four outcomes to increase the ability of One-Stop Career Centers to provide appropriate services to people with disabilities leading to job placement success.

1. **Build One-Stop disability expertise and capacity through development of a Navigator System.** The three rural regions (Eastern, Southwestern, and Northern) will have a Navigator who will provide assistance to customers with diverse abilities onsite as well as provide information to satellites within the region. The Central region will receive support for the Navigator working with Central and DVR Project NEON.

2. **Increase employment outcomes for people with disabilities including job retention and career advancement at each site.** This includes strengthening employment contacts, knowledge of career planning and job placement techniques that work for people with diverse abilities and identification of implementation techniques that increase job placement. CDD’s Information Center and LINC will provide information and resources.

3. **Develop and implement an on-going external quality assurance process.** This process will use “Mystery Shoppers” who are trained individuals with diverse abilities to give feedback on services at each Model Site. The feedback can be given on the web or by hardcopy. Each Model Site will have a chance to look at the feedback for that site and to respond.

4. **Develop a mentoring process to assure on-going disability expertise.** Each of the four regions will have a three person Mentor Team that include a person with a disability, the Navigator, and an existing One-Stop Center staff member.
Update of Project Activities:

- **Status of Model Site Agreements** (signed for Roswell, Santa Fe, Socorro; pending for Albuquerque)
- **Navigator Skill Analysis** (existing One-Stop model site staff completed individual questionnaires in Roswell, Santa Fe, Socorro)
- **Development of Customized Training Plans** (project staff met with One-Stop staff and provided a project overview; gathered input from them on how to make the training accessible to them and support their participation; shared summary and trends from Navigator Skill Analysis; prioritized top three training topics)
- **Training Topic Categories** (see Attachment A for initial training topic categories - invited SDCES Steering Committee input of resources)
- **“Introduction to Serving Customers with Diverse Abilities”** (Basic Principles training is scheduled for One-Stop model site staff on the following dates: Santa Fe (1/30 and 2/27, 1-3P); Socorro (2/12, 9-12P & 1-4P); Roswell (2/18, 8:30-11:30A & 1:30-4:30P)
- **Recognition** (quality standards developed with statewide input as part of the NMONE project were featured as “Publication of the Week” on the electronic national “One-Stop Toolkit Resources of the Week”)
- **National Connection** (The Information Center for New Mexicans with Disabilities is now linked with Boston’s National Center of Workforce and Disability, 888-886-9898)
- **Information Requests** (Most recent information request to the CDD LINC is finding out the number of people with disabilities in New Mexico)
- **Mystery Shopper and Co-Trainer Recruitment** (see Attachment B for flyer that was disseminated for recruiting mystery shoppers and co-trainers for the four model site areas)
- **Status of Hiring Navigators** (DVR is in the process of getting the Navigator position posted)

**Topic 4: Resource Sharing of Employment Placement Supports**

Each SDCES Steering Committee member had the opportunity to share resources that their organization and the people they represent can offer to support employment placement of customers with diverse abilities by One-Stop Centers.

**Business Leadership Network (BLN)**

- Working with businesses to create demand to employ people with disabilities and to network and support each other to acquire and maintain employees with disabilities

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Community Support Alliance at the Center for Development and Disability – Page 4
• Brainstorming to create business-effective perspectives, reasons and methods to employ people with disabilities
• Encouraging business owners to employ/contract outside businesses, owned by people with disabilities, to eradicate workers compensation issues
• 501 3-c organization that DVR is supporting until the BLN can maintain on its own

**Project Succeed**
- Check Project SUCCEED website for up-to-date benefits information:
- [http://www.succeedvr.com](http://www.succeedvr.com)

**The Arc of New Mexico**
- An outreach advocacy organization to help connect people with services and information
- Has a Trust available, call JoAnn Baxter for more information (505) 883-4630

**Governor's Committee on Concerns of the Handicapped**
- Has resource information about disability etiquette and fact sheets on different disabilities
- Offers training on disability etiquette

**Brain Injury Association**
- Offers “Brain Injury 101” class
- Working on getting Brain Injury waiver for services
- [http://www.braininjurynm.org](http://www.braininjurynm.org)

**Protection and Advocacy (P&A)**
- P&A Legal Office is a non-profit organization that provides several free services including: information and referral, advocacy and transition services

**Transition Cadre**
- Will e-mail Steering Committee members the Transition Cadre listing
- [http://nmtransition.org](http://nmtransition.org)

**Laguna/ Acoma Vocational Rehabilitation Program**
- Services to Laguna/Acoma people, call (505) 552-0619
- [http://www.ldoe.org](http://www.ldoe.org)
Vistas Sin Limites, New Mexico Highlands University (community provider)

- Has Job Coach Apprenticeship program
- Working to set statewide standards and to be able to serve people on waivers and registry
- Serving people in San Miguel and Mora counties
- Want to move into health care and more/different career options

One-Stop Model Sites (Eastern, Northern, Southwestern)

- Workforce Investment Act Partners and Services available
- Core, Intensive and Training service options
- On-the-Job Training Program
- Local Employer job listings

Topic 5: Increase Employment Contacts

Business Leadership Network gave a brief overview of how their organization is increasing employment contacts statewide. There have been a variety of strategies recently implemented throughout the state. Therefore, the Steering Committee recommended to discuss these and new strategies at the next meeting, after they have had the opportunity to be used and evaluated.

Topic 6: Next Meetings

The next SDCES Steering Committee meetings will be held:

- **April 22nd, 2004, 1:30-4:30PM, Room 129**
- **July 15th, 2004, 1:00-4:00PM, Room 129**
- **October 21st, 2004, 1:00-4:00PM, Room 129**

Topic 7: Legislative Updates

The SDCES Steering Committee members shared brief legislative updates from state and federal legislation. These updates included the following topics:

- Traumatic Brain Injury Waiver
- Self-Directed Services
- Mental Health
- Medicaid cutbacks
- WIA Reauthorization

Minutes Prepared By:

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