Supporting Diverse Customers to Employment Success (SDCES) Project
10/25/04
Steering Committee Meeting Minutes

**Steering Committee Members Present and Who Each Represents:**
- Ginger Blalock (Transition Cadre)
- Bernadine Chavez (Protection and Advocacy)
- Tom Dillon (NM Commission for Deaf and Hard of Hearing Persons)
- Terri Douglass (Eastern NM WIB)
- Glenn Ford (Self-Advocate: High Desert Roads and Brain Injury Assn. Of NM)
- Margaret Garduno (Northern NM WIB)
- Dolores Haley (Southwestern OSCC Model Site - Socorro and Southwestern NM WIB)
- Tony Husted (Advocate: Family Member)
- Richard Jiron (NM State WIB)
- Marilyn Johnson (American Indian Vocational Rehab. Prog.)
- Judy Lejune (Central NM WIB)
- Len Malry (Office of Workforce Training and Development)
- Mary Modrow (Division of Vocational Rehabilitation)
- Jon Peterson (Self-Advocate)
- Joseph Pfander (Behavioral and Mental Health)
- Rebecca Shuman (Advocate - Developmental Disabilities, Arc NM)
- Ivie Vigil (NM Developmental Disabilities Planning Council)
- Robert Whitaker (Central NM OSCC Model Site)
- Al Wilson (Eastern NM OSCC Model Site - Roswell)

**Project Staff Participating:** Barbara Ibáñez, Judith Liddell, Karin Fulford

**Guests:** James Downing, Employment Training Administration (ETA), USDOL (via phone); Regina Bowman, ETA, USDOL (via phone); Randee NEED, ETA, USDOL (via phone); James Nettleton, Southwestern NM Navigator; Fanny Pearce, Northern NM Navigator; Kathleen “Missy” Pugh, Eastern NM Navigator; Joe Sandoval, Department of Labor – Roswell); Jerilynn Sans, Central NM WIB Administration
**Topic 1: Welcome/Meeting Purpose/Introductions**

Members were welcomed to the fifth Steering Committee meeting for the *Supporting Diverse Customers to Employment Success (SDCES) Project*. Each Steering Committee member introduced themselves and whom they represent as stakeholders key to the success of this project. Reviewed these meeting purpose and outcomes:

- Welcome/Meeting Purpose/Introductions
- Report on State Employment Initiatives Spearheaded by the Disability Agency Directors
- Overview of SDCES and Project NEON Activities
- Report from US Department of Labor
- Overview of “Recommendations for Streamlining and Integrating New Mexico’s State Workforce Development Programs”
- Prioritization of Future Activities Discussion
- Next Meeting Information

**Topic 2: Report on State Employment Initiatives Spearheaded by the Disability Agency Directors**

Tom Dillon, New Mexico Commission for Deaf and Hard of Hearing Persons shared an overview of how the Disability Agency Directors were able to work with the state personnel office for employment of people with disabilities.

**Topic 3: Overview of SDCES and Project NEON Activities**

Mary Modrow, DVR, summarized what activities Project NEON has completed to date. She shared the “Ready to Work Guide” and the “NOW Manual”. See [Attachment A](#). Barbara Ibáñez, SDCES Project Staff, provided an overview with statistics of what activities have been accomplished for the SDCES project. She shared an outline of the “Introduction to Serving Diverse Customers”, Mystery Shopper Checklist and other relevant materials. See [Attachment B](#).

**Topic 4: Report from US Department of Labor**

James Downing, Employment and Training Administration of USDOL, shared the need for USDOL to maximize their investment in New Mexico with maximum flexible to ensure sustainability and build capacity within the One-Stop system in New Mexico. It is understood by him that there are issues (i.e. staff turnover, changes in One-Stop locations and providers, trouble with job seeker access) but that there are great things happening too. USDOL is available for technical assistance from the regional and national offices. His number is (202) 693-3821.
**Topic 5: Overview of "Recommendations for Streamlining and Integrating New Mexico's State Workforce Development Programs"**

Len Malry, Office of Workforce Training and Development (OWTD), summarized the OWTD plan. See [Attachment C](#) - NOTE: This was made available after the meeting by OWTD. He asked for feedback of the OWTD plan from SDCES Steering Committee members. Also, Len provided an overview of the Disability Program Navigator (DPN) project that started July 1st, 2004 and goes until June 30th, 2006. DVR is contracting with OWTD to implement the DPN grant.

**Topic 6: Prioritization of Future Activities Discussion**

Each SDCES Steering Committee member shared his/her input on the following questions:
- What project activities have been most helpful?
- What changes or refinements in current activities are needed?
- What other activities still need to happen?

See [Attachment D](#) for compilation of input and responses to the above questions from the steering committee members. Next, the steering committee members prioritized activities using the Prioritization Grid. See [Attachment E](#).

**Topic 7: Report of Rating Totals/ Priority Activities Identified and Topic 8: Recommendations for Use of Current Grant Funds (SDCES, Project NEON) and the new DPN funding**

Due to time constraints, these topics were postponed. See [Attachment F](#) and [Attachment G](#) for the report that was sent to SDCES steering committee members via email after the meeting.

**Topic 9: Next Meeting Information**

The Steering Committee decided to meet on December 15th, 2004, 1-4PM to discuss recommendations for customers with disabilities after reviewing the OWTD plan that is scheduled for legislative review starting in January.

**Minutes Prepared By:**

*Barbara Ibáñez*
SDCES Project Staff
Community Support Alliance for Adolescents and Adults with Diverse Abilities