Steering Committee Members Present and Who Each Represents:
Larry Alflen (Employment Network), Terry Brigance (State WIB), Glenn Ford (Advocate), Dolores Haley (Model Site, Socorro One-Stop Center), Cecilia Howard (Provider, Alternate), Shelly Haynes (Protection and Advocacy, Alternate), Chris Isengard, Marilyn Johnson (Laguna Acoma Voc. Rehab., American Indian Vocational Rehabilitation), Mary Modrow (Central WIB), Jon Peterson (Advocate), Marga Trnka (Northern WIB), Jackie Zamora (Provider)

Project Staff Participating: Barbara Ibañez, Judith Liddell, Judith Stevens

Topic 1: Welcome and Introductions
Members were welcomed to the first 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. Steering Committee members introduced themselves and who each represents. There was also discussion of current legislative issues.

Topic 2: Today's Outcomes
Reviewed meeting outcomes, which included:
- Meet other Steering Committee Members
- Learn more about this Project
- Share Your Ideas about:
  - Orienting Others to the Project
  - Promoting and Supporting Increased Employment Placements
  - How to Encourage Participation of Center Staff in Project Trainings
- Sneak Preview: Next Meeting Topics
- Get to Know CDD’s LINC + Information Center

Topic 3: Learn More About This Project
Using the attached (Attachment A) program description, explained that Supporting Diverse Customers to Employment Success is a two-year project funded by Employment and Training Administration, United States Department of Labor.

The project is directed by the Community Support Alliance for Adolescents and Adults with Diverse Abilities that has this mission: “We support adolescents and adults with diverse abilities to create, enrich and celebrate the lives they desire in partnership with their families, communities and organizations. Together, we create quality supports, training, products, processes and more.”
The Community Support Alliance is part of the Family and Community Partnerships Division at the Center for Development and Disability (CDD). The CDD is a University Center for Excellence in Developmental Disabilities Education, Research and Service at the University of New Mexico, Health Sciences Center.

Shared this information about Supporting Diverse Customers to Employment Success:

- **Scope**: Statewide
- **Period**: 2003 - 2005
- **Purpose**: Knowledgeable and skillful New Mexico One-Stop Career Center staff will support customers with diverse abilities to achieve their employment goals

Guided by this Steering Committee, the Project has four goals 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.
• The role of this Steering Committee is to:
  1. Offer knowledge of the resources you represent
  2. Suggest links to the One-Stop Centers and Disability Navigators
  3. Give ideas for training content
  4. Share ideas for supporting training participation
  5. Identify information/resources for people with diverse abilities
  6. Help increase employment placement success with your suggestions
  7. An additional role proposed was to keep each other informed about related legislative issues. The group discussed some current legislative issues.

**Topic 4: Your Ideas on How Best to Orient Important Partners About SDCES**

Partners brainstormed ideas about how to orient groups represented on the Steering Committee to SDCES:

• Appraise us of our role as Steering Committee and use of handouts
• As best practices are developed in the model One-Stop, those practices are passed on to the other One-Stops
• Available services
• Benefits counseling
• Brochures in language & format appropriate
• Educate people about One-Stops
• Fund satisfying work for individuals
• Have project customers inform others with similar needs
• Individual meetings with user friendly handouts
• Information passed on to Board members to inform their communities
• Information should be forwarded to the:
  ➢ Community based programs
  ➢ One-Stop Centers
  ➢ SILC – Board
  ➢ SRC – Blind – Board
  ➢ Tribal Employment & Training Program
  ➢ Tribal leaders
  ➢ Tribal VR programs
  ➢ Tribal WIA programs
  ➢ WIB members
• Job coaches
• Meetings with groups: SRC, ADDCP
• PSAs
• Presentations to groups
• Present to WIB on program, goals and progress
• Promote project in whatever you do
• Share information and resources with all One-Stops
• SILC meeting presentation (Centers for Independent Living/One Stop partnership
• WIB site development

**Topic 5: How to Promote and Support Employment Placement**
Small groups divided by region brainstormed these ideas:

1. *Central and Eastern Regions:*
   - 1-Stop staff understand resources (DVR, SLIC, etc.)
   - Communicate when time to refer people to 1-Stops vs. DVR
   - Go to ERN meeting (Employment Resource Network)
   - Make success happen soon in project (word of mouth)
   - Mass to consumers & advocates
   - Navigator - wealth of resource info + benefits counseling
   - One-Stop Information at DVR

2. *Northern and Southwest Regions:*
   - Active business community leads - One-Stops and Navigators - case managers, advocates
   - Communication - individual based
   - Continually stay in contact, follow-up, first two weeks, one month
   - DD provider use One-Stops as source of employment leads
   - Employer job sharing/job carving
   - Employer-based training (CVS example)
   - Every six months - forums - focus groups of employers - get to know potential applicants
   - Job try-outs (if not have ideas about jobs. Three job options, paid)
   - Job try-outs as part of VR assessments - approach employers
   - One-Stop put into contact with appropriate employers
   - Santa Fe Comprehensive model One-Stop - partners co-located
   - Socorro One-Stop, partners not co-located
   - Tickets = significant disabilities
   - Training - partner with organizations serving

**Topic 6: Ideas About How To Support Model Site Training Participation**
Small groups divided by regional shared these ideas about how to support Model Site One-Stop staff participation in project training:

**Central and Eastern Region:**
1. Ask One-Stops about what interests they have (disability areas)
2. Brochure (Etiquette [GCCH])
3. Lunch (paid lunch) training
4. Outside trainers
5. Pay
6. Self-advocates (different disabilities) teach One-Stops
7. Series – 1 time/month
8. Some specialization of One-Stop staff

**Northern and Southwest Region:**
1. Electronic One-Stops
2. Help people who have barriers get and keep jobs
3. Information from experts like Virginia Commonwealth
4. On-line experts, accessible whenever needed
5. People to contact for specific topics (example: Down’s Syndrome)
6. People with disabilities as developers
7. Preach about natural supports (employers supporting needs)
8. Self-advocates do part of the training
9. Self-advocates present to the WIBs
10. Self-employment
11. Teach terms like supported employment (supported employment, fades)]
12. The model sites are committed to participating in the training
13. WIB oriented and support participation

**Topic 7: Next Meeting**
The next SDCES Steering Committee meeting will be held January 15 from 1 to 4 pm. Topics will include:

- Steering Committee members sharing the resources each represents that can help One-Stop employment placement for people with diverse abilities
- More strategizing on One-Stop employment contacts
- Related resources for the training planned

Minutes Prepared By:

Judith Stevens, Director
Community Support Alliance for Adults and Adolescents with Disabilities

*Note: Additional Comments by Members unable to attend the meeting are attached.*