Supporting Diverse Customers to Employment Success (SDCES) Project
12/15/04
Steering Committee Meeting Minutes

Steering Committee Members Present and Who Each Represents:
- Bernadine Chavez (Protection and Advocacy)
- Terri Douglass (Eastern NM WIB)
- Glenn Ford (Self-Advocate: High Desert Roads and Brain Injury Association of New Mexico)
- Margaret Garduno (Northern NM WIB)
- Dolores Haley (Southwestern OSCC Model Site – Socorro and Southwestern NM WIB)
- Tony Husted (Advocate: Family Member)
- Chris Isengard (Statewide Independent Living Council)
- Marilyn Johnson (American Indian Vocational Rehabilitation Program)
- Connie Leyva (Department of Labor)
- Maggie Lujan (Northern OSCC Model Site)
- Dee Martinez (Governor’s Commission on Disability)
- Mary Modrow (Division of Vocational Rehabilitation; Project NEON)
- Jon Peterson (Self-Advocate)
- Joseph Pfander (Behavioral and Mental Health)
- Rebecca Shuman (Advocate – Developmental Disabilities, Arc NM)
- Ivie Vigil (NM Developmental Disabilities Planning Council)

Project Staff Participating: Judith Stevens, Barbara Ibáñez, Judith Liddell, Karin Fulford
Guests: Missy Cox, Central NM Navigator (Project NEON); Larry Maestas, Central NM Navigator (Project NEON); Jerilynn Sans, Central NM WIB Administration

Topic 1: Welcome/Meeting Purpose/Introductions
Members were welcomed to the sixth 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 the meeting purpose and outcomes:
- Welcome/Meeting Purpose/Introductions
- Report on State Employment Initiatives Spearheaded by the Disability Agency Directors
- Overview of SDCES; Project NEON and DPN Project Activities
**Topic 1: Welcome/ Meeting Purpose/ Introductions (continued)**
- Support and Strengthen the OWTD Plan Related to Steering Committee Priorities for One-Stop Services to Customers with Disabilities
- Overview of Uses of VOSS to Report Employment Data
- Next Meeting Information

**Topic 2: Review Changes Based on USDOL Site Visit and Your Input on Priorities**

Judy Liddell, SDCES Principal Investigator, reviewed proposed changes to the SDCES budget linked to these Steering Committee priorities identified on October 25th, 2004:

1) Navigators,
2) Training,
3) Mentor Teams
4) Physical Accessibility
5) Steering Committee,
6) Others: Employment Placement Disability Data; Mystery Shopper Quality Assurance; Disability Exchange; Communication (Internal and External).

These budget changes were created at a joint meeting between SDCES and DVR on October 28th. Barbara Ibáñez, SDCES Project Staff, described the following activities that are subject to final approval by USDOL, Employment and Training Administration:

**[January Update: Because the highest priority of the federal Department of Labor Employment and Training Administration and New Mexico’s OWTD is to assure that One-Stop Centers are physically accessible, funds ended up not being available to provide training to the local boards or employers as previously planned.]**

- **Workforce Development Board / Administrative Entity Staff Training.** This training and technical assistance five-phase process was developed by Julie Ballinger of StarReach Enterprises and the Disability Law Resource Project (DLRP) and implemented in the Central region with effective outcomes. This training would be implemented in the Northern, Southwestern and Eastern regions.
Topic 2: Review Changes Based on USDOL Site Visit and Your Input on Priorities (continued)

- **Employer Training.** This training is currently being implemented by the DLRP in the Southwestern region. It is a 2-hour workshop for local employers on hiring people with disabilities and the Americans with Disabilities Act (ADA). This training would be implemented in the Central, Northern and Eastern regions.

- **Disability Exchange.** This is a statewide training event for all Workforce Development Board members and Administrative Entity staff to receive information about their role in providing services to One-Stop customers with disabilities.

- **Physical Accessibility.** Mary Modrow, DVR - SDCES Subcontractor, explained that the Navigators have been completing accessibility studies in all One-Stop Centers statewide. DVR proposes to find out which Centers are comprehensive One-Stops; prioritize with input from local Workforce Development Boards and Administrative Entity staff what physical accommodations to complete; and then that DVR reimburse the boards the dollars spent on the physical accommodations.

- **Outreach and Marketing.** DVR proposes to coordinate an outreach and marketing effort focused on the following issues: One-Stop website outdated; signage issues; phone book listings, etc. DVR plans to send a Request for Proposals (RFP) out for this statewide outreach and marketing effort that will be coordinated with local and state Workforce Development Board members; OWTD; and DVR.

Topic 3: Overview of SDCES; Project NEON and DPN Project Activities

Barbara Ibáñez, SDCES Project Staff, provided an overview of SDCES Project activities that have been accomplished since the last steering committee meeting. She shared that visits and reports from Mystery Shoppers have increased significantly providing One-Stop Centers with constructive feedback regarding their services to customers with disabilities. This increase is a result of working with local Mystery Shopper coordinators, recruitment and training. The second Mystery Shopper Quarterly Reports were distributed to the Central and Northern OSC model sites. The One-Stop Center responses to the Mystery Shopper recommendations are posted at: [http://cdd.unm.edu/csa/index.htm](http://cdd.unm.edu/csa/index.htm). SDCES Project Staff are also working with the One-Stop model site staff on training related to each training plan, conducting mentor team training, and working with Navigators. Mary Modrow, DVR, summarized Project NEON and DPN project activities, which included the physical accessibility studies.
Topic 4: Support and Strengthen the OWTD Plan Related to Steering Committee Priorities for One-Stop Services to Customers with Disabilities

Judith Stevens, SDCES Project Director, led a discussion of the OWTD “Recommendations for Coordinating and Integrating New Mexico’s State Workforce Development Programs Mandated by Executive Order 2004-004”. The group reviewed an analysis of the Plan related to SDCES Steering Committee priorities (Attachment A) as well as an overview of suggested Legislative and Regulatory Actions (Attachment B). The results of the Steering Committee discussion are as follows:

**OWTD Recommendation 1: Independent Oversight and Coordination Office**
1. Assure performance and monitoring criteria include physical and programmatic accessibility and ensure that all Requests for Proposals (RFP) for One-Stop services include compliance with physical and programmatic accessibility regulations.
2. Specify who will monitor physical accessibility. The recommendation was that the Governor’s Commission on Disability does it.
3. Review concern that TANF program funds were reduced compared to prior years, before Eastern Workforce Development Board was given the TANF training monies resulting in less money to meet the same performance expectation.

**OWTD Recommendation 2: Shared Vision**
4. Seek a formal, on-going mechanism for the disability community (including job seekers with disabilities); employers and business owners with disabilities to give input into the Strategic Plan.
5. Assure consistency of One-Stop name across agencies (i.e. signage and name recognition).

**OWTD Recommendation 3: Business Driven**
6. Language needs to include agencies and representatives with specific disability expertise to give input to OWTD on performance measures related to serving business.
7. Assure business owners with disabilities are on local and state Workforce Development Boards.
8. Language to assure that workforce development efforts are equally business and job seeker (including job seekers with disabilities) driven.
Topic 4: Support and Strengthen the OWTD Plan Related to Steering Committee Priorities for One-Stop Services to Customers with Disabilities (Continued)

**OWTD Recommendation 4: Local Board Focus**

9. Language to assure input from people with disabilities is sought to help shape Local Board priorities.

10. Assure OWTD definition of universal access includes regulatory requirements related to disability, which include programmatic and physical access.

**OWTD Recommendation 5: Comprehensive One-Stop Centers**

11. Change the term “job seekers” to customers, to match the One-Stop Career Centers name (including careers, not just jobs).

The SDCES Steering Committee also contributed these suggestions for Regulatory Actions related to the OWTD Plan:

**OWTD Recommendation 1: Independent Oversight and Coordination Office**

1. Advocate for One-Stop staff and Boards to receive on-going training regarding serving customers with disabilities.

2. Performance and monitoring criteria should include Mystery Shopper data as well as specific employment outcomes for customers with disabilities.

3. Have an ADA/Equal Opportunity Officer at OWTD.

4. Reevaluate the term “job seeker” – it does not include people who want careers and self-employment (not just a job).

5. Alter VOSS to include supplemental data on entrepreneurship as a performance measure.

**OWTD Recommendation 2: Shared Vision**

6. Suggest adding organizations such as the Commission for Deaf and Hard of Hearing Persons and Governor’s Commission of Disability to “Attachment 2” listing of OWTD Coordinated Programs.

**OWTD Recommendation 4: Local Board Focus**

7. Need liaison from OWTD to local and state Workforce Development Boards (i.e. ADA; Section 188; Nondiscriminatory Policies and Procedures)
**Topic 4: Support and Strengthen the OWTD Plan Related to Steering Committee Priorities for One-Stop Services to Customers with Disabilities (Continued)**

**OWTD Recommendation 5: Comprehensive One-Stop Centers**

8. Expand performance and monitoring to include customer data regarding physical and programmatic access.

9. Assure input is received from disability community into One-Stop System certification criteria and Workforce Generalist training.

10. Consider Navigators and other persons with disabilities and family members in recruitment and hiring into Workforce Generalist positions.

11. Assure sufficient, competitive pay for Workforce Generalists.

12. All partners need training on physical and programmatic accessibility.

13. Partners need to use VOSS as a common intake process.

The SDCES Steering Committee offered these additional comments:

**OWTD Recommendation 1: Independent Oversight and Coordination Office**

1. Consider that employers are One-Stop Customers too.

2. Address how One-Stops can provide adequate services and outreach in rural areas.

3. TANF recipients who are difficult to serve may have hidden disabilities (learning; mental health; substance abuse).

**OWTD Recommendation 3: Business Driven**

4. Ongoing training and technical assistance is needed for employers and businesses on ADA, job carving, job coaching and other topics.

5. One-Stop staff could provide the training and technical assistance.

6. Have business owners with disabilities provide the training and technical assistance.

7. Recommend business opportunities for people with disabilities

8. Opportunities for career based on a person’s wants and capabilities (i.e. career paths; promotions; self-sustaining; satisfaction) tie this into One-Stop performance measures.

9. OWTD can be the advocate with U.S. Congress regarding performance measures.
**Topic 5: Overview of Uses of VOSS to Report Employment Data**
Margaret Garduno, SDCES Northern WIB Representative, provided an overview of how to use the VOSS data to request disability-related data.

**Topic 6: Next Meeting Information**
The Steering Committee decided to meet on **April 13th, 2004, 1-4PM** at a location to be determined.

**Minutes Prepared By:**
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SDCES Project Staff

*Judith Stevens*  
SDCES Project Director

Community Support Alliance for Adolescents and Adults with Diverse Abilities