



NEW MEXICO
DIVISION OF
VOCATIONAL
REHABILITATION
Public Education Department

Mission Statement: *The mission of the New Mexico Division of Vocational Rehabilitation is to encourage and assist the efforts of New Mexicans with disabilities to reach their goals for working and living in their communities.*

Vision Statement: *Every New Mexican with a disability has the opportunity to contribute to the quality of life and the economic prosperity of the state.*

Attachment 4.11(c)(1): State’s Goals and Priorities:

Rehabilitation needs of individuals with disabilities

Working with the State Rehabilitation Council (SRC), the Division of Vocational Rehabilitation (DVR) set the following goals by order of priority to coincide with the state fiscal year of July 2010 to June 30, 2011. The State Rehabilitation Council and the Division jointly reviewed the results reported in this Attachment taking into account Standards and Indicators and input from the SRC.

Goals and priorities identified by the Division also take into account the results of comprehensive statewide needs assessment reports of April 1, 2007 and August 12, 2008, addressed later in this text.

State Goals and Priorities align with Federal Standards and Indicators. For purposes of this Attachment, the reported figures are Federal Fiscal Year.

Provide at the appropriate level quality services to increase the number of individuals with disabilities, as stipulated by the data sets below, while assisting them to gain, regain, preserve, or develop their ability to pursue employment.

A. Increase the number of clients served, FFY 2011 Projected 11,000.

2004 Projected/Actual	2005 Projected/Actual	2006 Projected/Actual
10,051/11,475	10,100/11,300	10,100/11,400

2007 Projected/Actual	2008 Projected/Actual	2009 Projected/Actual
11,400 / 11,168	11,400/11,619	11,500/12,459

2010 Projected	2011 Projected
10,500	11,000

B. Increase the number of persons achieving an employment outcome consistent with the client's skills, abilities, aptitudes, and interests. Employment outcomes will be for a minimum of 90 days, FFY 2011 Projected 1,750.

2004 Projected/Actual	2005 Projected/Actual	2006 Projected/Actual
1,695/1,513	1,695/1,705 (Corrected)	1,695*/1,942 (Corrected)

2007 Projected/Actual	2008 Projected/Actual	2009 Projected/Actual
1,872/ 1705	1,706/1,692	1,750/1,545

2010 Projected	2011 Projected
1,750	1,750

C. Increase the number of clients with significant disabilities served (coded significant disability at eligibility), FFY 2011 Projected 6,720

2004 Projected/Actual	2005 Projected/Actual	2006 Projected/Actual
6,000/8,213	6,300/9,379	6,300*/8,370

2007 Projected/Actual	2008 Projected/Actual	2009 Projected/Actual
6,300*/8697	6,300*/9,155	6,400/9,948

2010 Projected	2011 Projected
6,400	6,720

D. Increase the number of persons with significant disabilities achieving an employment outcome consistent with their skills, abilities, aptitudes, and interests, FFY 2011 Projected 1,050.

2004 Projected/Actual	2005 Projected	2006 Projected/Actual
1,067/1,387	1,075/1,556	1,075*/1,764 **

2007 Projected/Actual	2008 Projected/Actual	2009 Projected/Actual
1,075*/1636	1,032/1,612	1,050/1,463

2010 Projected	2011 Projected
1,050	1,050

* NOTE: Based on FY04 Maintenance of Effort

** NOTE: The actual figure for 2006 is considered an anomaly, an outlier from what would have been expected.

Individuals with the most significant disabilities, include their need for supported employment services.

The following goals and activities for supported employment are planned during 2009 – 2010:

Continue to provide Title VI-B services to clients in active status in pursuit of goals established in Individualized Plans for Employment. Approximately 580 clients will be provided Title VI-B services during the 2010 - 2011 Federal Fiscal Year. However, this estimate may be adjusted upwards because the Division has entered into an agreement with the Long Term Services Division and Behavioral Health Services Division of the Department of Health to identify individuals in need of vocational rehabilitation services.

2004 Projected/Actual	2005 Projected/Actual	2006 Projected/Actual;
544/525	550/582	550*/571

2007 Projected/Actual	2008 Projected/Actual	2009 Projected/Actual
571/508	580/526	580/532

2010 Projected	2011 Projected
580	580

Strategies to effect Title VI-B services:

1. Continue to use Title VI-B funds for case services exclusively. Funds will be allocated to the Area Offices where the direct delivery of services takes place. These funds will be monitored quarterly and reallocated to the Area Offices based on need. Title I funds will also be used for supported employment services once Title VI-B funds are exhausted.
2. Continue to purchase supported employment services from programs on either a fee-for-services basis or through milestone payments developed regionally and/or through specific Memorandum of Understanding with other state agencies, for clients with the most significant disabilities.
3. Continue to seek long-term funding support from agencies providing supported employment. The Developmental Disabilities Support Division, Department of Health, provides long term funding for supported employment to provider agencies under the Developmental Disabilities Waiver and Mi Via Waivers. The Division works collaboratively with the Behavioral Health Services Division, Department of Health, New Mexico Department of Human Services, and the NM Behavioral Health Collaborative to assure ongoing support services for individuals with severe disabling mental illness served under supported employment Individualized Plans for Employment.
4. The Division continues to work with other state agencies under memoranda of understanding focusing on serving individuals with the most significant disabilities under supported employment plans.
5. Individual placements in integrated work settings at wages comparable to non-disabled peers performing similar work continue to be emphasized.

6. The Division has increased its collaboration through participation with provider agencies; as well as independent and statewide entities to promote “Employment First” principles for individuals with the most significant disabilities served under supported employment Individualized Plans for Employment.
7. The Division has established statewide liaisons in supported employment to assist the statewide Supported Employment Coordinator in technical assistance and conducting staff training relevant to supported employment policy and service provision. Division liaisons are active participants and attendees in supported employment trainings provided by experts at the local, regional, and national level. Division liaisons participate regularly in regional quarterly meetings held between collaborating agencies and the Developmental Disabilities Support Division, Department of Health.
8. The Division has a devoted staff person who provides guidance and technical assistance to staff, service providers, and other stakeholders. This individual also compiles information and data, and tracks Supported Employment activities.
9. The Division continues to support and promote strategies to assure employment opportunities for individuals with the most significant disabilities served under supported employment Individualized Plans for Employment.

Overarching Division strategies addressing rehabilitation needs of individuals with disabilities and individuals with the most significant disabilities, include their need for supported employment services.

The Division has identified two overarching strategies which are designed to keep the rehabilitation field program efficient and adequately staffed with qualified vocational rehabilitation counselors.

The first overarching strategy is the restructuring of Rehabilitation Services Unit to improve the Division’s direct service delivery system. The restructure was effective July 1, 2009. Some of the highlights of the changes include:

- Nine Areas as compared to the previous seven.
- Two new central Area offices - Las Vegas and Rio Rancho.
- Two new program manager positions - one in Las Vegas and one in the South Valley office, resulting in more opportunities for advancement into management.
- Two administrative secretary positions - Las Vegas and Rio Rancho.
- A more logical geographical distribution of the Areas.
- Fewer satellite offices for all Areas
- A reduced ration of staff to managers
- A reduction in the agency’s overall lease expenses.
- A more “level field” which will enable future growth to occur.

- More time for managers to focus on Area needs to promote staff development, services to clients, and continuous quality improvement.

The second overarching strategy directly related to addressing rehabilitation needs of individuals with disabilities and those with significant disabilities including supported employment needs is to reduce turnover in vocational rehabilitation counselor positions. Turnover in these ranks has been as high as 32%. The turnover rate for FY 09 was 12% for Rehabilitation Counselors. The turnover rate for FY 08 was 17%, and the turnover rate for FY 07 was 14% down from 19% in FY 06. The Division is addressing both career development and succession planning in our long-term strategic planning goal of having an operational, comprehensive Career Development/Succession Planning system capable of meeting the expansion needs and innovation needs of the rehabilitation services delivery system inclusive of administrative supports to competently reinforce the rehabilitation services delivery system. The agency has surveyed staff in terms eligibility for retirement, whether staff are interested in returning to employment after retirement, and the career enhancement needs of staff so that they can prepare themselves for potential movement into leadership roles.

Statewide Needs Assessment

Goals and priorities identified by the Division are based on an analysis of the comprehensive statewide needs assessment reports of April 1, 2007 and August 2008. Some of the findings from the Statewide Needs Assessment are as follows:

- Most consumers were satisfied with their current transportation and living situations.
- Over 40% of consumers did not feel that they could get needed [vocational] training in the community where they lived.
- Only half of consumers reported having an adequate number of service providers to choose from in their community.
- One-Stop centers without the services provided by DVR Navigators do not appear to be a meaningful provider of services to individuals with disabilities.
- An increased focus on consumer choice in job goal, training programs, and agreement at closure.
- Mechanisms for advising consumers of community services when NMDVR cannot provide the service.

It appears that the Division will need to implement strategies to assist consumers in identifying and making accessible to the consumer training and other services available from local service providers and One-Stop centers. One such strategy has been to comprehensively market and utilize DVR navigators located in One-Stop centers around the state. They have proven to be effective for timely job placement.

The Division will be looking at strategies to increase reported income of eligible individuals at the time of successful case closure of their IPE. The finding in the Statewide Needs Assessment report of April 2007 regarding overall median income at the time of successful closure appears to be a critical issue related to overall satisfaction with rehabilitation services and level of appropriate living wages. The Division wants to monitor this issue realizing that effectively addressing this issue may take resources and effort for many years.

Another finding of the 2007 Statewide Needs Assessment and which is a critical component of overall satisfaction with regard to rehabilitation services is completion of Individualized Plans for Employment within three months of eligibility determination. The Division will be looking at internal practices to address reducing the time between eligibility and implementation of the Individualized Plan for Employment.

Some of the findings from the Statewide Needs Assessment of August 12, 2008 are as follows:

- Over 90% of respondents reported that they had access to transportation to make DVR appointments, training and medical appointments.
- About 56% reported access to public transportation. Of significance Areas 1 reported only 42% had access and Area 4 reported only 48% had access.
- Most participants reported they were satisfied with their current housing, but about 31% reported difficulty with rent or house payments
- Access to training appears to be a concern. About 58% reported they had access in their community
- Only 52% of the participants reported they were satisfied with the vendor assigned to them for help with job placement. Only 36% reported that they had multiple vendors to choose from when they began their job search. This raises concerns about the vendors being used or the number of available vendors. This concern is consistent with previous surveys.
- Only 11.6% reported that they received any services from One-Stop. Perhaps more disturbing, only 13% reported that the One-Stop was able to understand their disability needs. The One-Stop is essentially not involved in services for NMDVR participants. Similar results were discovered in the 2007 survey.

It is noted that the State's Goals and Priorities outlined in this Attachment align with the Standards and Indicators as detailed in Attachment 4.11(e)(2). However, the State Rehabilitation Council has recommended adjustments to the State's Goals and Indicators to reflect the following:

- Poverty issues of individuals with disabilities and assurances of placing DVR participants in jobs above poverty level
- Migrant farm workers be identified in the categories of goals and priorities
- Dual cases of Native American 121 Program participants who are also DVR participants be tracked and reported in the goals and priorities.