

DVR Annual Review



Accomplishments

Challenges

Success Stories

2018

Division of Vocational Rehabilitation

Statutory Authority and Federal Regulation

- ❑ The Division of Vocational Rehabilitation (DVR) is governed by the statutory guidelines outlined in Section 22-14-1 to 22-14-30 NMSA 1978. DVR is a division within the Public education department to disabled individuals.
- ❑ Established under the Rehabilitation Act of 1973 (34 CFR 361) the State Vocational Rehabilitation Program is designed to assess, plan, develop and provide rehabilitation services for people with disabilities, consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice so that they may prepare for and engage in competitive integrated employment and achieve economic self-sufficiency.

Division of Vocational Rehabilitation

Vision

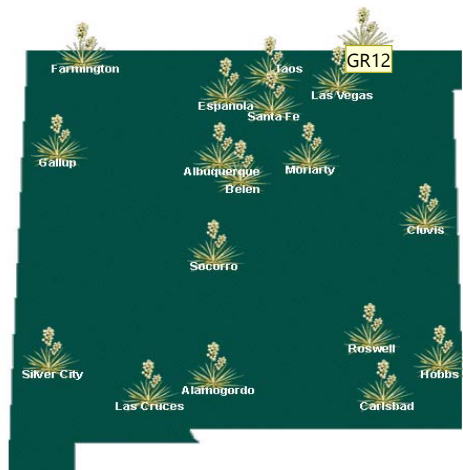
- ❑ It is the vision of the DVR that every New Mexican with a disability has the opportunity to contribute to the quality of life and the economic prosperity of the State.

Mission

- ❑ The mission of the DVR is to encourage and assist New Mexicans with disabilities to reach their goals to work and live in their communities.

GR11

22 DVR Offices Located Around the State 75 DVR Counselors Statewide



Slide 4

GR11 Raton-closed

Gonzales, Reyes, 10/24/2019

GR12 Gonzales, Reyes, 10/24/2019

Purpose

- To help people with disabilities with mental or physical disabilities, to achieve a suitable employment outcome.
- To help locate suitable employment by identifying barriers toward employment and prepare people with disabilities for work.

DVR Eligibility

- ▶ Physical or mental impairment
- ▶ Substantial barrier to employment
- ▶ Can benefit from DVR services
- ▶ Vocational rehabilitation services necessary to retain or secure work
- ▶ An eligibility based program

Services Provided

- Medical, psychological, and vocational evaluations
- Counseling and guidance
- Vocational, medical and psychological treatment
- Help with expenses due to participation in rehabilitation
- Job Search and placement assistance
- Pre-Employment Transition Services for Students with Disabilities
- Transition-to-work services for high school Students with Disabilities
- Supported employment for persons with severe disabilities
- Rehabilitation technology
- Vocational and other training
- Disability and employment assessment
- Occupational licenses, tools and other equipment
- Assistance with small-business plan development
- Interpreter services
- Other services needed to reach employment goal
- Help to maintain work
- Post-Employment Services
- Special modifications to vehicles
- Developing a resume

Strengthen workforce development and educational linkages

Pre-Employment Transition Services (PreEts)

- ❑ Pre-Ets is a new section in title IV
- ❑ Designated Coordinator
- ❑ 15% of federal VR funds must be used for PreEts which \$3.3M for DVR
- ❑ Services must be made available to every Student with a Disability (SWD) who have an IEP or 504 plan and are between the ages of 14-21.
- ❑ DVR serves all 89 School Districts
- ❑ DVR serves all 87 Charter Schools
- ❑ Total DVR Outreach includes over 150 School Sites

DVR Staff & Central Regional Educational Cooperative (CREC):

- ▶ The NMDVR works with local education agencies throughout New Mexico to provide school-to-work transition services and provide Pre-Employment Transition Services (PRE-ETS). Rehabilitation counselors are assigned to state public/charter high schools throughout the state and are working in collaboration with CREC Vocational Transition Specialist (VTS) to provide (PRE-ETS) services. DVR counselors continue to attend Individualized Education Plans (IEP's) and are working collaboratively with CREC VTS to attend IEP's. VTS and NM DVR staff are providing PRE-ETS services throughout the state. These services include Guidance to employment, Self-Advocacy, Work Readiness, and Guidance to Post-Secondary education and Work Experience. CREC & DVR staff have collaborative with Local Educational Agencies to provide Pre-Employment services.

PreETS NM Results: SY18-19 Totals

Total # of IEP's	3135
Total Job Exploration Counseling Delivered	2762
Total Self-Advocacy Training Delivered	3275
Total Higher Learning Counseling Delivered	912
Total Workforce Readiness Delivered	1857
Total Work Experience Delivered	350
Total # of DVR Referrals Completed	384
# 504 Students Served	16
# of Students Served	6,096

Emphasize work-based experiences for target populations

Jemez VR Project HOPE: This program is in its first year, Jemez VR is providing Pre-Employment transition Services to 12- 15 students with disabilities. The unique program will target students who live in Pueblos of Jemez, Zia, Sana Ana, Sandia, Santa Domingo and Cochiti. They also will work with students from Jemez Valley Walatowa Charter, and Bernalillo School districts. This work-based learning program will provide opportunities for students with disabilities to integrate within their communities to learn work skills.

Transition Programs: Contract Agreements

- ▶ **Rocky-Mountain Youth-Assisted Dogs of the West:** This program is in its third year working in collaboration with Taos School District, New Mexico School for the Deaf and Hard of Hearing, (NMSD), Assisted Dogs of the West, and NM DVR. This program has provided paid work-based learning experiences for 60 interns; The Canine Assisted Leadership crew, are working with animals and in human services (through the therapy dog visitation they perform to other places such as hospitals, schools, youth homeless shelter, etc.). They coordinate and assist the youth in completing the NM Department of Workforce Solutions FIT assessment. Each crew member will be provided Pre-Employment Services and students will identify interests, abilities, talents needs learning style preferences and goals towards employment.
- ▶ **Mandy's Farm:** This program is on its second year working with Albuquerque Public schools, Los Lunas, Belen, Bernalillo, and Rio Rancho Schools and DVR. This program has provided paid work Based learning experiences and provided Pre employment transition Services (Pre-ETS) to over 45 students with disabilities who are eligible for Supported Employment services; Each intern has intensive training and support to families in the community resources which also includes understanding of DDW program, Work Force Solutions programs and DVR services.

Project SEARCH in New Mexico

- ❑ In an effort to expand programs and services to individuals and youth who are eligible for Supported Employment services DVR:
- ❑ DVR has developed intergovernmental agreements with the Center for Developmental Disabilities to implement Partners for Employment initiatives and Project Search.
- ❑ DVR is working in collaboration with the founders of Project Search out of Cincinnati, Ohio to expand services statewide with a focus on rural areas throughout the state.
- ❑ DVR and Department of Health Developmental Disabilities Supports Division (DOH/DDSD) have established support to Long term providers who are participating in Project search.
- ❑ **Data for the past 3 years shows a 90-100% employment placement rate.**

Project Search Program Description

- ❑ One school year
- ❑ 10-12 students with a variety of intellectual and developmental disabilities
- ❑ Certified special education instructors and skills trainers
- ❑ Immersed in host business culture
- ❑ Rotations through unpaid internships with continual feedback
- ❑ Outcome of integrated, competitive employment in the community

•Project Search Locations

- Albuquerque Public School District
- UNM Hospital
- Embassy Suites
- Gallup McKinley School District/ Office of Special Education and Rehab Services (OSERS)
- Hilton Garden Inn Gallup
- Rio Rancho Public schools
- Presbyterian Rust Hospital
- Gadsden School District
- Good Samaritan Las Cruces
- Farmington School District
- City of Farmington
- Pueblo of Pojoaque
 - Cities of Gold
 - Supermarket
 - True Value

Employer Engagement

DVR is increasing employment opportunities and employment outcomes for individuals with disabilities including through encouraging meaningful input by employers and vocational rehabilitation services providers on successful and prospective employment and placement strategies.

Employers that work with DVR

Body Cleanse Lymph Release	New Mexico Behavioral Health Institute
CAASNM	New Mexico Highlands University
Center for Hands on Learning	Poeh Museum and Cultural Center
Cochiti Language Next	Pueblo of Jemez Library
City of Farmington	Pueblo of Zia Education Dept.
City of Las Vegas	Pueblo of Zia Natural Resources Dept.
Carmelito's Muffler Shop in Chimayo	Rocky Mountain Youth Corps
Cochiti Senior Center	Sandoval County
Dream Catcher Ranchito	St. Felix Pantry
Espanola Public Schools	Storrie Lake State Park
Gospel Rescue Mission	Taos Ski Valley
Indian Pueblo Cultural Center	The Cell Shack, LLC
Jake's Café	The Village at Northrise
Las Vegas Schools	Tracias Green House
Las Vegas National Wildlife Refuge	US Forestry
Los Alamos Dentistry	VA Hospital
Lowe's Food Market	West Las Vegas Middle Schools
M&B's Auto Center	Wings for LIFE International
Mandy's Farm	
Margo Covington	
McCurdy Ministries/Charter School Cafeteria	
Monte Vista Pet Lodge	

Employers that will work with DVR, cont.

CB Labs	MVHFH Restore
Centers of Dev. & Disability/Early	New Mexico Films
Charlie's Bakery	Presbyterian Rust Medical Center
City of Gallup Parks & Recreation	Pueblo of Pojoaque Coop. Interests.
City of Gallup Parks Dept.	Reel Deal Theater in Los Alamos
City of Hagerman	Sam's Grooming Shop
Dance and Cheer Force	Security Concepts, Inc.
Dogs of the WEST	Shirt Pocket Handy Artesia NM
Embassy Suites	T&R Gallup
Galaviz Enterprises, LLC	Texaco HS
Gallup Hilton Garden Inn	The Cell Phone Repair Shop
Gallup Quality Inn	TLC-LCC
George A. Massey, D.C. - Chiropractic	Walgreens
Good Nais Thrift Store	Watermelon Ranch
Grady HS	
Humane Society of Lincoln Co.	
Jemez PuebloKara's Kritters	

Emphasize broader participation in career pathways and sector strategies

DVR Priorities

- ❑ **Employment:** Reducing the amount of time that people are unemployed
- ❑ **Opportunity:** Increasing the number of individual who are on a path to economic opportunity.
- ❑ **Alignment:** Increasing the number of individuals with an industry-valued post-secondary degree or credential
- ❑ **Accountability:** Performance and data reporting

Innovative Project

Promoting Section 511 of WIOA

- ▶ DVR is engaged in the 511 process by meeting with employees with disabilities who make subminimum wage at various work sites that hold FLSA 14c certificates throughout the state.
- ▶ This process involves a mobile team of counselors that provide vocational guidance and counseling and information and referral services in promotion of the opportunity to prepare for and obtain competitive, integrated employment through DVR.

Identified Employers holding Certificate 14 (c)



Adelante

- Albuquerque 2 sites
- Los Lunas

CARC - Carlsbad

ZEE Empowerment - Gallup

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Increase coordination efforts between employment & training activities & partner programs to improve the quality of workforce

- ▶ CADETS:DVR is currently involved in the CADETS program. CADETS is a conglomeration of state and federal agencies which have come together to provide a comprehensive team of service providers for individual populations which are considered "at risk." These populations include: justice involved citizens, individuals with disabilities, individuals that have been on state benefits for a significant amount of time, etc.
- ▶ Some of the partners of CADETS include: local education agencies such as Central New Mexico Community College and the University of New Mexico, NM DVR, Fathers Building Futures (a non-profit dedicated to helping justice involved citizens with re-entry), local employers, ACLU, Roadrunner Foodbank which serves as both an employer and an on-the-job training provider and others. CADETS was just recently able to extend an arm out to State Probation and add them as a partner to the collaborative.
- ▶ Ongoing efforts continue to adapt referral and plan development processes between partner agencies to ensure adequate, specific and necessary programs are in alignment with consumer needs. Outreach efforts include information event for the community and Integrated Resource Team Plan Development Pilot based on client.

As a core partner for local one-stops, DVR has achieved the following:

- ❑ DVR is currently co-located at the Alb. one-stop office and is fully integrated in it's daily operations. DVR plans to co-locate in the Santa Fe and Farmington one-stop offices.
- ❑ At the one-stops DVR, is involved in the resource room, job fairs, rapid hire events, ADA Trainings Consults, and Disability Etiquette Training.
- ❑ DVR works collaboratively with State and Local Workforce Development Boards to establish and maintain the one-stop delivery system.

Workforce/DVR Training Collaborations

- ❑ Public Speaking for DVR staff
- ❑ Workforce Website/VOSS Training
- ❑ Supervisory Meeting - Managing difficult employees
- ❑ Supervisory Skill-up training for DVR/DDS management staff
- ❑ Evaluation Training
- ❑ DVR Overview training to Workforce Management staff
- ❑ DVR Overview training & Disability Etiquette Training Workforce Management

Project E3: Educate, Empower, Employ (Technical Assistance VR Grant)

- ❑ E3 created a Job Club for the Alb. metro area in collaboration w/ DVR, Hope Works, and WCCNM.
- ❑ E3 is currently developing a pilot for an Integrated Resource Team for client plan development between DVR, WCCNM (Title I & III), Hope Works, and Probation.
- ❑ E3 sponsored 2 DVR individuals and 2 Workforce Individuals from the Central and Southwest Regions for a Leadership Academy in New Orleans to develop work plans that create a framework for fostering strong community building and relationships necessary to implement innovative practices in the community.
- ❑ E3 coordinated a training with WCCNM and DVR to do a cross-training for all the Central region Workforce Partners & Board Members on how to serve people with disabilities in regards to employment manners and outcomes.

E3 Cross Trainings between DVR, Workforce and Community Partners

- ▶ Understanding Social Security Programs and the use of Workforce Incentives
- ▶ Integrated Approaches to Improve Employment Outcome
- ▶ Bridges Out of Poverty
- ▶ Community Academy
- ▶ Addressing Internal Barriers to Improve VR Participation & Outcomes
- ▶ IRT: Pathway to Implementation
- ▶ Leveraging and Braiding Resources

Innovative Projects

- Currently DVR is working with DWS on developing an on line system to process WOTC claims.
- DVR has worked with the local regions on standardizing a DVR to Workforce referral system.
- Currently DVR is working with WCCNM on piloting an on line referral system.

DVR collaborated on various disability job fairs, conferences, & summits

- 5/7-5/8, 2018 Assistive Tech. Conference
- 10/16/2018 - DEAM Job Fair w/Dept. of Workforce Solutions
- 2/25/2019 - Disability Awareness Day w/ Commission for the Blind
- 5/8-5/10, 2019 - NM Workforce Conference
- 6/25-6/26, 2019 Leadership Summit for Supportive Employment w/ CDD/DDSD
- 10/18/2019 - Disability Etiquette w/ Workforce Connection Central NM

Innovative Training Project

DVR Jackson Outreach Project:

- This is an innovative collaboration with Regional DDSD to improve services to individuals with the most significant barriers to employment.
- Training includes conducting motivational interviews and structuring outreach with enhanced emphasis on proactive approach to participant intake.

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Innovative Training Project

- DVR has trained field staff in Supported Employment (SE) topics. Initially this was through on-line SE training offered by Virginia Commonwealth University. A more comprehensive training is now provided through UNM Partner for Employment.
- 154 NMDVR employees have completed SE training.
- 42 individuals have earned Association of Community Rehabilitation Educators (ACRE) certification through training.
- Training sessions will continue as new staff are hired
- Through the Partners for Employment Intergovernmental agreement, DVR also offers some scholarships for private job developers to complete this training.
- Through Partners for Employment, DVR also developed a pilot internship program for Supportive Employment participants.

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Statistical Year At-A- Glance

10,271	New Mexicans sought and received direct vocational rehabilitation services.
9,488	New Mexicans received vocational rehabilitation services including: medical treatment, guidance and counseling, training, and job seeking skills.
948	Successfully rehabilitated
598	Job ready or employed but not yet closed
\$20,715	Average yearly employee wage
304%	Percent wage increase after rehabilitation
42%	Most significantly disabled
55%	Significantly disabled
\$19,637,896	Total wages for successfully rehabilitated individuals

Participants by Major Disabling Conditions

Major Disabling Condition	Count
Cognitive Impairment	2,548
Psychosocial Impairment	2,278
Other impairment - Mental	1,153
Dexterity Orthopedic/Neurological impairment	1,048
Other Impairment - Physical	721
Hearing Loss	648
Deafness	318
General Physical Debilitation	266
Other Impairment - Orthopedic	241
Communicative Impairment	137
Other Impairment - Visual	48
Respiratory Impairment	48
Blindness	24
Deaf-Blindness	10

Competitive Integrated Employment Outcomes At-A-Glance

Total	948
Service Occupations	306
Clerical and Administrative Support	142
Prod, Const, Operating, Maint & Material Handling	111
Professional, Paraprofessional and Technical	80
Sales and Related Occupations	66
Managerial and Administrative	34
Healthcare Practitioners and Technical Occupations	30
Production Occupations	29
Healthcare Support Occupations	28
Community and Social Service Occupations	22
Protective Service Occupations	18
Computer and Mathematical Occupations	14
Agricultural, Forestry, Fishing and Related	7

Order of Selection

An order of selection consists of priority categories to which eligible individuals are assigned based on the significance of their disability. 34 C.F.R. § 361.36(d)(1)

Three Priority Categories

Priority Category I: Eligible individuals with most significant disabilities

Priority Category II: Eligible individuals with significant disabilities

Priority Category III: All other eligible individuals with disabilities

Order of Selection Current Delayed Status

- 1,332 on Delayed Status (Waiting List)
- 106 Participant released in September 2019

Plan for the future Release from Delayed Status

- **Caseload budget reviews**
 - Monitoring IPE costs of 106 participants released in September 2019
 - Administrative budget review
-
- **Based on budget reviews**
 - Anticipated to Release 100-200 in November 2019
 - Anticipated to Release 100-200 in January 2020
 - Anticipated to Release 100-200 in March 2020

Rehabilitation Service Unit Challenges

WIOA modified the establishment and maintenance of education and experience requirements for Vocational Rehabilitation Counselors by reducing the minimum educational requirement from a master's degree to a bachelor's degree.

- ❑ Identified bachelor's degree with a minimum of one year's experience
- ❑ New Mexico Rehabilitation Counselor Licensure
- ❑ Minimum qualifications limit applicant pool (Perm to Sponsored Term)
- ❑ DVR is required to provide extensive training in the VR Process

Rehabilitation Service Unit Challenges

- ❑ Intensive direct client service training for Vocational Rehabilitation Counselors (VRC) for approximately two years before fully engaged as a senior VRC.
- ❑ RSA requires specific educational degrees and some degrees do not match State Licensure requirements.
- ❑ Increased participant cost for educational training in accordance with WIOA.

Success Story

Applied while a transition student. Transitioned to NMSU and obtained a Bachelor of Science Degree in mechanical Engineering.
Currently employed with Wanzek construction as a Mechanical Engineer, earning over \$30 an hour.



Success Story



John Cully is a transition student at Arrowhead Early College High School in Las Cruces, NM and he will graduate from high school as well as obtain an associate's degree in science from Dona Ana Community College (DACC) in Las Cruces in May, 2020. He will then go on to the university where he plans to obtain a bachelor's degree in either computer science or electrical engineering. John is a straight A student at DACC.

John also works part time as a web designer for Cowboys for Cancer. He has a calm personality and is a thoughtful and extremely intelligent young man.

John has been diagnosed with Ulrich Muscular Dystrophy. John uses a wheelchair with external (sip and puff) ventilator and has an individual assistant who accompanies him to classes. John stated that part of his muscular dystrophy includes contractures of his arms and hands and he has difficulty with writing his name. John also has contractures between his lungs and has restrictive lung disease.

John and his parents wanted John to be able to drive himself to high school, to his classes at DACC and to his employment.

This would allow John to be much more independent and self-sufficient. They asked DVR to financially assist John with modifying a van which his parents subsequently purchased for him to include Vehicle Modification with sophisticated assistive technology, Installation, Labor, and Freight taxes.

DVR did so and paid nearly \$132,000 for the above named van modification services. John now drives himself to school and to work and in so doing joins many of his classmates who drive their own vehicles.

DVR is proud to have helped John obtain a very important goal towards independence and towards a life filled no doubt with many more accomplishments.

DVR Success Story



My name is Imelda Martinez. My accomplishments come after many years of fear, anxiety, and depression. I was diagnosed with a mental illness when I was about 25 and my traumatic childhood and adolescence led me to hit rock bottom at age 27. I felt empty and numb inside, but after many years of trying different medications and of being in and out of the psychiatric hospital, I finally began to feel better. My husband and children have been my inspiration and my support.

At age 36 I felt well enough to begin thinking about my future. My oldest son was about to graduate high school and my youngest was entering middle school, And so, I sat down and thought about what I really wanted to do in life. I decided I wanted to go to college and finish a degree. With help from DVR, I began attending CNM. DVR has been very kind to me and my goals. I am currently finishing my second year at CNM and will soon be transferring to UNM Criminology. Without DVR's support I could not achieve these goals. DVR has helped me tremendously through this life changing event.

Thank you.

Questions?

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