

# Minutes –June 6, 2013

## SRC Performance Review Committee

SRC Performance Review Committee		
Thursday, June 6, 2013	10:00 am – 12:00 pm	Northeastern Vermont Regional Hospital – NVRH 1315 Hospital Drive, Room 127 St. Johnsbury, VT 05819
Meeting called by	Ellie Marshall, Chair at 10:03 am.	
Members Present	Sam Liss, Whitney Nichols, William Pendlebury, Allen Evans and Adam Leonard	
Members Absent	John Alexander, John Spinney and Jennifer Whitmore (approved leave)	
SRC Liaison	n/a	
SRC Coordinator	Rebekah M. Stephens	
Interpreters	Barb Walker and Lynette Reep	
Speakers/Presenters	n/a	
Facilitator	-----	
Guests	Jeff Dudley, VR Transition Counselor-St. Johnsbury, Stephanie Jackson, VR Supervisor-St. Johnsbury, Melissa Conley, VR Counselor-St. Johnsbury, Beth Kaldor, VR Counselor-St. Johnsbury and Ellen Vaut, future SRC member	
1. Today's Agenda		
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<b>Discussion</b>	None.	
<b>Conclusions</b>	Today's agenda approved.	
2. Approval of Minutes – April 4, 2013 Committee Meeting		
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<b>Discussion</b>	Sam Liss made motion to approve. Allen Evans 2 <sup>nd</sup> .	
<b>Conclusions</b>	Approved unanimously.	
Action Items		Person Responsible
Approved minutes to be uploaded to <a href="http://www.VTSRC.org">www.VTSRC.org</a>		Rebekah Stephens
Deadline		
6/14/2013		
3. Discussion of Observations from New Hire Training Attendance and Implications on Needs Assessment		
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<b>Discussion</b>	Ellie Marshall wanted to know who has attended VR New Hire training. Sam Liss, Allen Evans and Ellie attended recently. William Pendlebury, Jeff Dudley, Stephanie Jackson, Beth Kaldor and Melissa Conley have all attended New Hire training as part of their employment. Jeff and William attended at least 8 years ago, Beth just recently and Melissa attended a year ago. William shared that he was a presenter at last year's New Hire training. Ellie and Sam were impressed with the knowledge of the counselors who came to present at the training. Allen was impressed with the small group setting. Stephanie shared that she likes that the training has been restructured to take place over 6 days. This allows for more detailed training. Melissa agreed with Allen that the small group setting was impressive. It allows for the development of working relationships between the trainees. Sam added that he was impressed with the fellowship between the attendees and instructors. Jeff shared that the training definitely supports practical "on the ground" application. It is not all about book learning. Beth shared that the training provided a great foundation in VR policy and procedures and best practices. This training made sure she didn't have to learn the rules as she went along. Allen added that the training was well organized and clearly conveyed the VR mission. The group agreed that Alicia Wein is doing a wonderful job at administering the training program. She is always looking for ways to improve what is being offered to staff. Sam feels that Alicia found the right balance between a structured training environment and an informal relationship building environment. Adam Leonard wanted to know if the VR biannual employee	

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satisfaction survey includes questions on training. Stephanie was not sure. William shared that Alicia sends out frequent training surveys to staff to determine training needs. Jeff explained VR uses VIT (Vermont Interactive Technologies) video conferencing to conduct mandatory quarterly trainings for all VR staff. William expanded on this by adding, that specific topics training (ie: new computer software, bipolar disorder or interviewing techniques etc) is offered frequently. This training is not mandatory for all staff as it most often applies to a specific job category. Adam wanted to know if employee training participation is tracked. Stephanie explained that VR uses a computerized training program that tracks all mandatory employee training participation. However, the program does not track informal training that occurs during weekly office meetings for on-going procedures and policy updates. Adam asked how are training issues evaluated currently? William shared that VR is moving towards using the 360 Evaluation Process which will include a tool for evaluating staff training. The question, “Were there any weak areas found in the new hire training?” was posed to the group. The group responded with suggestions for improvements to the training program, as a whole. Jeff would like to see a continued effort in the area of “boots on the ground” training – the practical relationship stuff that can’t be learned in a book.” William would like to see a mentoring system put in place so that experienced counselors may impart wisdom and knowledge to the new hires. Jeff shared that this is beginning to occur within the transition counselor program. Stephanie shared that counselors would like to have a multilevel training program available; counselors that do not require new counselor training, but need a refresher course. Stephanie shared that VR is looking for new and interesting ways to present the annual ethics training. Stephanie also expressed a desire to see a training focused around the new media age and the use of social media sites, texting and emailing within the context of VR counselors communicating with clients. This is an area that is avoided by most VR staff at this time due to the questions regarding confidentiality. William suggested that one reason is that the IT Department does not yet have a clear policy around social media at this time. William offered that “friending a client may be a dangerous avenue, and probably should be avoided.” Allen agreed that this topic should be offered as a specific training. Adam wanted to know if scheduling of training is an issue for new hires: getting people into training, class size and balancing workloads. St. Johnsbury staff shared that it is a challenge to balance the training requirements and serving their consumers. Stephanie stated that when a new hire is brought into the office AHS, VR and State training are all required. Melissa shared that she was on the job for a year before she was able to participate in the New Hire training. One factor in this was that Alicia Wein had just taken over the training program when Melissa was hired. Ellie thanked everyone for their input and honest conversation regarding this topic. In regards to the upcoming Needs Assessment, Ellie called for volunteers to review each of the surveys conducted by VR during the period since the last Needs Assessment in 2010. Each volunteer will review the chosen survey and do a brief written summary of identified strengths and weaknesses from the survey.	
<b>Conclusions</b>	Ellie will handle the RSA Standards and Indictors survey. Allen will handle the Baldrige survey. Adam will handle the Employer survey. Ellen Vaut will handle the Employee (VR) survey. William will handle the Consumer Satisfaction survey. Committee members would like an answer to Adam’s question regarding inclusion of training questions on the VR Employee Satisfaction survey. Committee members would like to see the surveys that Alicia has sent out to VR staff. Committee members would like to see data on the relationship of overall training offered to VR staff and the employees length of service. The intent is to make sure that the VR staff is getting the training they need and want. Discussion on training and all requested data to be put on December 2013 PR agenda. Discussion of Survey reviews and written strengths and weaknesses summaries/analysis and how they impact the Needs Assessment to be put on December 2013 PR agenda.

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Action Items	Person Responsible	Deadline
Email James Smith for information on availability of Baldrige survey, RSA Standards and Indicators survey, Consumer Satisfaction survey, Employee (VR) Satisfaction survey and Employer survey for review by Committee members. Send to Ellie and Adam Leonard (chair to be) for approval prior to sending to James Smith for response	Rebekah Stephens	6/14/2013
Distribute surveys to be reviewed to each Committee member	Rebekah Stephens & James Smith	7/8/2013
Secure copy of 2010 VR Needs Assessment and email to all Committee members	Rebekah Stephens	6/19/2013
Scan and email 4 page, “2010 Needs Assessment – Summary of Major Findings” to all Committee members	Rebekah Stephens	6/14/2013
Email Committee members with survey availability information	Rebekah Stephens	6/17/2013
Prepare email requesting training data comparison of “Training offered/received and employee length of employment with VR” and send to Ellie Marshall and Allen Evans for review before it is forwarded to James Smith and Alicia Wein for response	Rebekah Stephens	6/14/2013
Prepare email to Alicia Wein requesting details on training surveys sent out to VR staff in the past 12 months. Send to Ellie for approval prior to sending to Alicia	Rebekah Stephens	6/14/2013
Email completed survey summaries (analysis of strengths and weaknesses) to Rebekah Stephens	Committee Members	9/9/2013
Completed survey summaries to be emailed to Ellie and Adam for review	Rebekah Stephens	9/9/2013
Put discussion of requested training and related data on December 5, 2013 PR agenda	Rebekah Stephens	11/13/2013
Put discussion of survey summaries and upcoming Needs Assessment on December 5, 2013 PR agenda	Rebekah Stephens	11/13/2013
<b>4. Define Next Steps for Inquiry into CRT (Community Rehabilitation and Training) Program Participants Employment Numbers</b>		
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<b>Discussion</b>	Sam Liss explained that successful employment outcomes for consumers with	
mental health disabilities has declined significantly over the past decade. Sam gave a brief overview of		
the May 9, 2013 testimony in front of the House Human Services Committee. The testimony took		
approximately 45 minutes. The group feels that the testimony was well received by the Committee.		
This topic has been put on the House Human Services Committee’s January 2014 agenda for follow up.		
The May 9 <sup>th</sup> testimony was just a preliminary introduction of the topic to the Committee. Ellie Marshall		
sits on the “Employment Revitalization Committee”. This is the joint committee between VR and		
Department of Mental Health (DMH). Ellie explained that this joint committee is currently addressing this		
issue. 2 focus groups have come out of this effort. Ellie suggests that the Performance Review Committee		
lend its support to the efforts of this joint committee. The focus groups are facing budgetary hurdles.		
Ellie offered that a memo from the PR Committee may assist in freeing up some budgetary resources for the		
2 focus groups. Allen Evans suggested that as a Council, “we should suggest that a systematic analysis be		
done to pinpoint the barriers to employment for this consumer group.” The PR Committee members agree		
that a memo may be beneficial.		
<b>Conclusions</b>	Allen offered to write the memo. The memo should include a request for the	
“Employment Revitalization Committee” to share their findings with the PR Committee, once the results		

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are available.		
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Provide a draft of the memo to Rebekah Stephens	Allen Evans	6/10/2013
Put together final memo and forward to Allen and Ellie for approval	Rebekah Stephens	6/20/2013
<b>6. Other Business</b>		
<b>Discussion</b>	Ellie Marshall is terming off of the SRC effective September 30, 2013. A new chair is needed for the PR Committee. Adam Leonard volunteered for position as chair. Ellie suggested doing a deeper dive into counselor time spent with consumers. William Pendlebury suggested waiting until VERIS, the new VR case tracking system, comes on line. This system should allow for a better measure in this area.	
<b>Conclusions</b>	Adam Leonard approved by Committee as new chair of PR effective 10/1/2013.	
Put discussion of deeper dive into counselor time spent with consumers on December agenda to see if deeper dive is appropriate.		
<b>7. Adjournment</b>		
<b>Discussion</b>	None.	
<b>Conclusions</b>	Committee members voted unanimously. Meeting adjourned at 11:50am.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Draft minutes respectfully submitted for approval	Rebekah Stephens	7/4/2013
Draft minutes emailed to all committee members	Rebekah Stephens	7/4/2013
Draft minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	7/4/2013
Minutes approved	Committee	12/5/2013
Approved minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	12/13/2013