

Minutes –April 6, 2017

SRC Performance Review Committee

SRC Performance Review Committee		
Thursday, April 6, 2017	10:00 am – 12:00 pm	Waterbury State Office Complex – Elm Room HC 2 South 280 State Drive Waterbury, VT 05671
Meeting called by	Adam Leonard, Chair at 10:05 a.m.	
Members Present	Leslie Walker Mitchell, Ashley Pulaski, Samantha Brennan, Brian Smith and Christopher Kane	
Members Absent	Julia Burakian and Jessalyn Gustin	
SRC Liaison	James Smith, VR Budget and Policy Manager	
SRC Coordinator	Rebekah M. Stephens	
Interpreters	n/a	
Speakers/Presenters	n/a	
Facilitator	-----	
Guests	Bonnie Haug, VR Counselor	
1. Today's Agenda		
2 minutes	Adam Leonard	
Discussion	No discussion. Leslie Walker Mitchell moved to accept. Samantha Brennan 2 nd .	
Conclusions	Today's agenda accepted.	
Action Items	Person Responsible	Deadline
None	n/a	n/a
2. Approval of Minutes – February 2, 2017 Committee Meeting		
3 minutes	Adam Leonard	
Discussion	No discussion. Samantha Brennan moved to approve. Leslie Walker Mitchell 2 nd .	
Conclusions	Minutes approved.	
Action Items	Person Responsible	Deadline
Upload approved minutes to www.VTSRC.org	Rebekah Stephens	4/14/2017
3. Presentation – New VR Consumer Orientation		
30 minutes	Samantha Brennan & Bonnie Haug	
Discussion	Samantha handed out a copy of the “old school” orientation and the draft of the “new school” orientation. The draft will be reviewed and approved sometime in the Fall of 2017. Input for the draft was solicited from VR staff. Feedback showed that the “old school” was too overwhelming for consumers, too much information all at once and bulky. The “new school” is only 14 PowerPoint pages, in contrast to the 24 pages in the “old school”. James Smith asked what was the driving force behind modifying the “old school”. Samantha shared that it was out of date and confusing to consumers. Bonnie shared that the goal was to pare the presentation down and make it easier for consumers to understand. There are a lot of folks coming through the doors with assumptions about what VR is or what VR will do for them. This presentation really clarifies the VR process and how it will best fit the consumer, so the consumer can decide if VR is the best fit for them. The “new school” clarifies the intention of VR and simplifies the information, which helps consumers better retain the data presented. It also incorporates the points of motivational interviewing and lets the consumer know they have a significant voice in the VR process. The “new school” includes presenter notes to assist the VR staffer in presenting the orientation, keeping it interactive and streamlined. The “new school” removes the section on “Specialized Services”. VR is not offering specialized services. i.e. Reach Up, Veterans. The “new school” states simply that services are individualized. The “new school” makes the orientation more general and allows for the VR	

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staffer to customize the orientation depending on the audience. Brian Smith recommended that the term “your history” be replaced with less confrontational language. Adam Leonard suggested the “new school” be piloted in a couple of offices to get feedback before a general rollout. Bonnie liked that idea. The “new school” orientation PowerPoint was done in bright colors that highlight important words. This has been shown to assist in information retention. Each consumer will get a folder that contains the PowerPoint, some specific VR information sheets and a pen. Consumers will be encouraged to take notes if they feel comfortable doing so. The presentation also allows for an introduction by a VABIR staffer. This will allow VR to explain the distinction between VR and VABIR. Adam mentioned that an introduction to the contents of the folder might be beneficial to add to the presentation. Bonnie agreed that it could be added as a presenter note. Bonnie shared that it is the intent to make the folder contents uniform in all VR offices.		
Conclusions	Excellent overview. Thank you, Samantha and Bonnie!	
Action Items	Person Responsible	Deadline
None	n/a	n/a
4. Update – New WIOA Regulations		
45 minutes	James Smith	
Discussion	James handed out 3 documents: A summary of Pre-Employment Transition Services (Pre-ETS), a PowerPoint on how the federal agency interprets the regulations and Guidance to VR Transition Counselors Positive Reporting to Pre-ETS. The intent of Pre-ETS is to engage early with students to help them get prepared for future employment and post-secondary goals. The challenge is that VR must spend 15% of its total budget on Pre-ETS. The regulations have made it difficult to determine what is a qualifying Pre-ETS service. RSA defines Pre-ETS services “are generally considered preparatory transition activities that start prior to a formal application for VR services. While Pre-ETS will usually start prior to a VR application and eligibility determination, they can continue after a VR case has been opened. VR services can only be provided to students who apply for VR services and are found eligible.” VR transition counselors need to make a distinction between Pre-ETS and “Individualized” services. It has been time consuming for counselors to determine to which program, costs are to be applied. This is very important because VR must meet the 15% spending amounts. VR has developed a check sheet to help transition counselors in reporting their time between programs. Another big change is that VR is waiting longer to open cases on students – senior year. VR can provide many services without opening a formal case. VR is having a little more difficulty meeting the 15%, however, they are tracking it very carefully and believe they will be able to hit the goal for 2017. VR has been doing their best over the past couple of years, without guidance or regulations. So now that the regulations are formal and guidance has been provided, VR is adjusting to comply with the regulations. It has been a challenge. RSA has confirmed that VR is tracking the program expenditures correctly. This was encouraging news. Feedback from the schools has been positive about VR’s earlier involvement in the transition process. Even with the uncertainty of the past couple of years, transition counselors have met the challenges and have been successful.	
Conclusions	Thank you, James!	
Action Items	Person Responsible	Deadline
None	n/a	n/a
5. Discussion – Questions for June Youth Focused SRC Panels		
30 minutes	Committee Members	
Discussion	There will be two panels at the June SRC meeting. A student panel and a transition staff panel. Each panel will be given up to one hour on the agenda. The student panel will be first on the agenda. The transition staff panel participants will be invited to enter the meeting at the start of their panel	

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discussion. The PR Committee members agreed that a moderator would be helpful for the student panel.		
The PR Committee came up with the following questions for the student panel: 1. How do you perceive your VR counselor? 2. What has been your perception around the whole experience of being sought out and identified for VR services? Did it give you a good or bad feeling? 3. Do you feel your experience with VR has been useful? 4. Do you have any idea of what the VR counselor does? 5. How did you first hear about the VR counselor? 6. How does your experience with VR align with what you thought the experience would be? 7. What could VR be doing better? 8. Do you feel you had a choice about working with a VR counselor? 9. Do you have any feelings about the terminology VR uses throughout the process? 10. Do you feel VR was helpful in assisting you reach your career goals? 11. If you were in charge how would you do things? The PR Committee came up with the following questions for the transition staff panel: 1. How does coordination of services between the VR transition counselor, the VABIR youth employment specialist and the school case manager work? 2. What is working well in the process? 3. What has been challenging in the process? 4. How is communication working between parents, schools, students and VR? The PR Committee discussed adding one additional VR transition counselor from a different region. Currently the transition staff panel is made up of individuals from the Burlington area. The PR Committee wants to make sure a diverse perspective will be represented on the panel.		
Conclusions	Tara Howe will be asked act as moderator for the student panel. Rebekah Stephens will work with Tara to make the questions for the student panel, student friendly. Rebekah will reach out to Tara to identify an additional VR transition counselor for the transition staff panel.	
Action Items	Person Responsible	Deadline
Reach out to Tara Howe – Moderator for student panel and additional VR transition counselor for transition staff panel	Rebekah Stephens	4/14/2017
6. Discussion – New PR Committee Chair		
5 minutes	Adam Leonard	
Discussion	The Steering Committee currently consists of Adam, Sam Liss, Diane Dalmasse and James Smith. The Steering Committee members would like to have additional voices represented. Also, Adam’s 2 nd term with the SRC is ending on September 30, 2017. It is a good idea to find a new PR Committee Chair now. PR members agree with the idea of finding a new PR Chair.	
Conclusions	Leslie Walker Mitchell stated she would like to be considered for the PR Committee Chair position. Rebekah Stephens will send out an email for additional nominations. An email vote will be done prior to the June 1, 2017 PR Committee meeting.	
Action Items	Person Responsible	Deadline
Send out nominations email to PR Committee members	Rebekah Stephens	4/14/2017
Send out email - Vote for new PR Chair to PR Committee members	Rebekah Stephens	4/21/2017
7. Other Business		
5 minutes	Adam Leonard	
Discussion	None.	
Conclusions	None.	
Action Items	Person Responsible	Deadline
None	n/a	n/a
8. Adjournment		
Discussion	Leslie Walker Mitchell made motion to adjourn. Chris Kane 2 nd .	
Conclusions	Adjourned at 11:57 a.m.	
Action Items	Person Responsible	Deadline
Draft minutes respectfully submitted for approval	Rebekah Stephens	5/5/2017

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Draft minutes uploaded to website www.VTSRC.org	Rebekah Stephens	5/5/2017
Draft minutes emailed to Committee members	Rebekah Stephens	5/5/2017
Minutes approved	Committee Members	6/1/2017
Approved minutes uploaded to website www.VTSRC.org	Rebekah Stephens	6/9/2017