

# Draft Minutes April 5, 2018 Vermont State Rehabilitation Council (VT SRC)

<b>(FULL) Vermont State Rehabilitation Council (VT SRC)</b>		
<b>Thursday, April 5, 2018</b>	<b>12:30 PM - 3:30 PM</b>	<b>State Office Complex HC 2 South 280 State Drive, Waterbury, VT Conference Room OAK</b>
Meeting called by	Sarah Launderville, Chair, at 12:40 pm	
Members Present	Max Barrows, Courtney Blasius, Sherrie Brunelle, Martha Frank, Marlena Hughes, Robin Ingenthron, Christopher Kane, Cari Kelley, Amanda Kohle, Sarah Launderville, Sam Liss, Calla Papademas, Brian Smith, Deborah Tucker Boyce	
Members Absent	Jessica Brennan, Nick Caputo, Diane Dalmasse, Rose Lucenti, Michelle Paya, Olivia Smith-Hammond	
SRC Liaison	James Smith, DVR Budget and Policy Manager	
SRC Coordinator	Debra Kobus	
Interpreters	n/a	
Speakers/Presenters	Amanda Kohle, David Leonard, Alice Porter	
Guests	Lee Reilly (Max Barrow's Assistant); Hib Doe, Regional Manager, VR	
<b>1. Introductions (Sarah Launderville, Chair)</b>		
Discussion	Everyone went around the table and introduced themselves.	
Conclusions	Thanks everyone!	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
None	n/a	n/a
<b>2. Approval of Agenda (Sarah Launderville, Chair)</b>		
Discussion	Sarah asked for any proposed additions or changes to the agenda. There were none. Sam Liss moved to accept the agenda. Calla Papademas 2 <sup>nd</sup> . No further discussion. All approved - <b>Vote unanimous 14-0-0.</b>	
Conclusions	Today's agenda approved.	
<b>Action Items</b>	<b>Person</b>	<b>Deadline</b>

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	<b>Responsible</b>	
None	n/a	n/a
<b>3. Open for Public Comment (Sarah Launderville, Chair)</b>		
Discussion	Sam Liss wanted to mention to this group that the Executive Director, Peter Kriff, of the State Independent Living Council (SILC) passed away. There is a celebration of his life in Burlington on May 5 <sup>th</sup> at the Unitarian Universalist Church at the top of Church Street.	
Conclusions	A Jazz Celebration of Peter's life will take place Saturday, May 5, 2018 at 10:00 AM at the Unitarian Universalist Church in Burlington.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
None	n/a	n/a
<b>4. Approval of Minutes – February 1, 2018 SRC Meeting (Sarah Launderville, Chair)</b>		
Discussion	Sarah asked for any proposed changes or amendments to the February 1, 2018 Full SRC Minutes. There were none. Martha Frank moved to approve. Amanda Kohle 2 <sup>nd</sup> . No discussion. All approved - <b>Vote unanimous 14-0-0.</b>	
Conclusions	February 1, 2018 Full SRC Minutes approved.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Upload approved minutes to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Debra Kobus	4/10/18
<b>5. Consent Agenda – Approved Minutes (Sarah Launderville, Chair)</b>		
Discussion	<p>Sarah asked for any proposed changes or amendments to the following consent agenda items:</p> <ul style="list-style-type: none"> <li>• AOE Committee – January 3, 2018</li> <li>• Policy &amp; Procedures Committee – January 3, 2018</li> <li>• Steering Committee – January 3, 2018</li> <li>• Performance Review Committee – February 1, 2018</li> <li>• Coordinator’s Report – April 5, 2018</li> </ul> <p>There were none. Sam Liss moved to approve. Deb Tucker- Boyce 2<sup>nd</sup>. No further discussion. <b>Vote unanimous 14-0-1.</b></p>	

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Conclusions	Consent agenda items approved.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Upload approved minutes to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Debra Kobus	4/10/18
<b>6. Committee Chair Updates (Sam Liss, Sherry Brunelle, Chris Kane, Sarah Launderville)</b>		
Discussion	<p><b><u>Advocacy, Outreach and Education Committee:</u></b>            Sam Liss provided the update for the AOE Committee meeting.</p> <p>At the most recent AOE Committee meeting the following work was performed:</p> <ul style="list-style-type: none"> <li>• Final preparation for the Card Room Event that took place on March 20. Amanda and Rocko attended the meeting as guests. Feedback was that it went very, very well. There were several people from the SRC and outside of the SRC that attended. Several legislators showed sincere interest. Amanda seconded everything Sam said and thinks the work that we are doing is really resonating with them.</li> <li>• Potential collaboration with the Youth Core Transition Teams regarding the annual meeting in the fall (Interagency Collaboration Event). Martha said four years ago, we had our first interagency collaboration event. These teams are now very active and are in the process of planning the fourth one that will take place in Killington in the fall. We want to invite legislators to this event to educate them about youth transition.</li> <li>• The National Independent Living Council is moving forward on eliminating employment disincentives. There are two concrete proposals that are being heard by State of Vermont House committees.</li> </ul> <p><b><u>Policy and Procedures Committee:</u></b>            Sherrie Brunelle provided the update for the P &amp; P Committee.</p>	

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The P & P Committee has worked on the following:

- Approved Chapter 313 – Audiology Chapter;
- Chapter 102 – Informed Consent Chapter;
- Guidance on Post Employment Services for VR Counselors;
- Discussion continued around whether there should be a means test for VR services and what would that apply to (for example hearing aids) and how much of an impact that would have;
- Post-Secondary Education Chapter is in the process of being reviewed and will be revised;
- We are in the process of developing a new chapter around Consumer Rights.

Sherrie said there are several new members on the Committee and she is very happy to have the input.

There was further discussion about the term “means testing” and the need to have balance.

### **Performance Review Committee:**

Chris Kane provided the update for the PR Committee:

At the most recent PR Committee meeting, we worked on the following:

- 2018 Work Plan;
- Overview from Hugh Bradshaw on leading indicators to help measure performance;
- Accessibility of VR services by English language learners or LEP (Limited English Proficiency) – additional questions about other types of accessibility;
- Briefly looked over the Consumer Satisfactory Survey.

### **Steering Committee:**

Sarah Launderville said that she was not able to attend the most recent meeting as she was in Japan conferring with them around disability services and employment and how

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	<p>Japan could improve.</p> <p>Others who were in attendance at the last Steering Committee meeting said that they worked on the:</p> <ul style="list-style-type: none"> <li>• Preparation for the Full SRC Meeting on April 5, 2018</li> <li>• Recruitment</li> </ul>	
Conclusions	Thanks everyone for the updates!	
Action Items	Person Responsible	Deadline
None	n/a	n/a
<h2>7. VR Regional Managers Update (Hib Doe)</h2>		
Discussion	<p>Hib Doe is the Regional Manager for St. Albans and Newport. Hib said that in Newport we are getting lots of referrals because of the low unemployment rate. A lot of people are getting jobs. St. Albans referrals have not been as robust. We expect a year from now we should be in a smoother operating place. In all the offices, we have been enrolling students in the Linking Learning to Careers Program. It was originally designed that CCV was going to get LLC. VR took over the program. It is a challenge to market the program.</p> <p>We are piloting the idea of early engagement (Orientation 2.0) in St. Albans, Burlington, Rutland, etc. We are trying to create this idea that VR is helping people beyond just getting a job but in developing a career. In St. Albans we have developed a handout and Power Point around careers. Our presentation centers around progressive employment and have linked the Power Point presentations to YouTube videos on progressive employment. We have had good feedback from people who have attended these presentations.</p> <p>Our Business Account Managers are connecting with employers about what our Creative Workforce Solutions clientele can bring to the job. In a lot of cases they are discussing with employers what their challenges are, and we try to work through these challenges.</p>	

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	<p>We are going to be looking at job retention more actively. Data is provided by the Department of Labor, but we are trying to dig deeper not just finding out that they are currently working. James said the big drop off is after 6 months of employment. There is a percentage of people that drop off right away which is concerning, and we may be able to do something to change that post-closure.</p> <p>Cari asked what type of education the employer gets around individuals with disabilities. Robin stated that he has received several referrals with currently 12% of his staff being individuals with disabilities. Robin said progressive employment program has been very helpful in alleviating the fear of hiring someone with a disability if for one reason or another it didn't work out.</p> <p>The new focus is around careers. One of our goals is to try and increase the wage of our clientele. We also do a nice employer recognition event once a year where consumers and employers talk.</p> <p>Max talked about how his organization handles disclosure. He lets his clientele know that the law protects them.</p>
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Conclusions	Great update!
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Action Items	Person Responsible	Deadline
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Thank you for the update!	n/a	n/a
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## 8. Order of Selection Discussion (James Smith)

Discussion	<p>James said that VR has an Order of Selection which requires VR to serve those with the most severe disabilities first. For those in category four and with the implementation of the Aware system, they are not automatically set up with a plan. We are requesting the SRC to take a vote and open the Order of Selection for possible changes.</p> <p>Sarah asked if there was a motion to open the Order of Selection. Motion was made by Sherrie Brunelle. Sam Liss 2<sup>nd</sup>. No further discussion. All approved. <b>Vote unanimous</b></p>
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	<b>14-0.</b>	
Conclusions	Motion for VR to open the Order of Selection was approved.	
Action Items	Person Responsible	Deadline
Open the Order of Selection	James Smith	Open
<b>9. Director's Report (James Smith on behalf of Diane Dalmasse)</b>		
Discussion	<p>Our largest federal award funded a cost of living increase, which we had not expected. Title 6b funds were put back in the budget. At the state level, we are coming to the end of the fiscal year. We have gone from a \$20M budget to a \$15M in one year. The staff and managers have done a really good job in managing this reduction. We have had about 250 zero out their benefits – which is pretty good. We are still going to be very tight going into next year and expect some additional general funds cuts coming to DAIL.</p> <p>VR has completed its portion of the Unified State Plan. The Department of Labor has requested an extension to get their part in.</p> <p>Within VR there has been a tremendous energy towards looking at our new measures. Historically, we looked at data on those who have worked 90 days or more. Now measures are more substantial. There are nine work groups looking at changing how VR gets things done to meet these new measures. We are going to need new dashboards and track outcomes longer term.</p> <p>At the federal level, the President of the United States selected Mark Schultz as the new RSA Director and we couldn't be happier.</p> <p>We just signed an agreement with Mathematica at no charge to a historical analysis of our progressive employment program. They can compare folks who were eligible for progressive employment to those that were eligible but did not receive it. We can then use this analysis to obtain funding for the program.</p>	

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	<p>We have a couple of critical openings in our department – quality control and training coordination. It is currently a critical time related to Aware. We are currently interviewing individuals for these positions and hope to get them filled soon.</p> <p>The Linking Learning to Careers Program is very close to getting to 50% of its enrollment target (800 students). One of the focuses of that program is to provide college experience and we are in collaboration with CCV for this project.</p> <p>The Jobs for Independence (JFI) Project provides intensive employment and EAP support for folks that receive SNAP benefits to those that are either homeless, have substance abuse issues, or are offenders. We have a commitment from the Economic Services Department to extend the core components of the program (contingent upon ESD funding).</p>				
Conclusions	Thanks for the update James!				
Action Items	<table border="1"> <thead> <tr> <th data-bbox="984 989 1222 1079">Person Responsible</th> <th data-bbox="1222 989 1408 1079">Deadline</th> </tr> </thead> <tbody> <tr> <td data-bbox="984 1079 1222 1127">n/a</td> <td data-bbox="1222 1079 1408 1127">n/a</td> </tr> </tbody> </table>	Person Responsible	Deadline	n/a	n/a
Person Responsible	Deadline				
n/a	n/a				
None					
<h2>10. Aware Presentation (Amanda Kohle, David Leonard, Alice Porter)</h2>					
Discussion	<p>Alice Porter handed out statistics about the old system and compared it to Aware. For example, in the old system we had 9 data tables and now we have 375. Aware is much more robust with many ways of seeing the data.</p> <p style="text-align: center;"><b><u>What the Road Looks Like</u></b></p> <p><b>Full of promise</b></p> <ul style="list-style-type: none"> <li>• Staff can work as teams and know that all or most content can be found in one place.</li> <li>• We can know much more about the actual work that is being done by all team members.</li> <li>• We have much more refined tools for configuring the system and the rules than we ever had before.</li> <li>• We have much greater ability to ask probing questions about the quality and impact of the services being</li> </ul>				

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	<p>delivered.</p> <p><b>Challenging, arduous, ever-changing</b></p> <ul style="list-style-type: none"><li>• Simply understanding the data collected and accessing them correctly is much more complex, which requires much care on the data analyst's part.</li><li>• Adaptation was complex to do when we didn't know the system well. Now that we know so much more, we are changing our adaptation decisions.</li><li>• Aware is still working on WIOA changes so new releases are frequent and often introduce major changes.</li><li>• Even after WIOA changes settle down, AWARE does 2 releases a year that we must then incorporate and train staff on.</li></ul> <p><b>Slow</b></p> <ul style="list-style-type: none"><li>• Mastering the detail will take a while so we know how to extract information and use it effectively.</li><li>• Communicating lots of details to staff takes considerable planning and effort over time, and it is difficult to monitor understanding and uptake.</li><li>• Staff have a huge amount to learn still to master Aware, understand the language and rules, and build good habits that result in accurate, comprehensive data of good quality.</li><li>• There are many things we can't control. We have to ask Alliance to change things and hope that it is important enough to get done someday.</li></ul> <p><b>Impressive</b></p> <ul style="list-style-type: none"><li>• The amount we've accomplished is huge and shouldn't be underestimated.<ul style="list-style-type: none"><li>○ Getting to Go-Live on time</li><li>○ All the work staff had to do build plans and back-fill WIOA data</li></ul></li></ul>
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	<ul style="list-style-type: none"> <li>○ All the new business procedures staff had to learn as team members with very specific practices in AWARE to master.</li> </ul> <p>Alice said there is still a lot to do and we will always be dealing with improvement, which is good, but it takes work. There is understanding of the language of Aware that needs to be developed and changing our rules to match these changes.</p> <p>Brian asked how much demographic information Aware has about our clients. Alice said there is demographic variables in Aware that will build up over time as this information was not captured previously.</p> <p>Alice said that we have a Help Desk Team that provides information to other teams as to where questions or problems are arising, so they can be addressed.</p> <p>Amanda and David then provided a hands-on demonstration of Aware.</p>				
Conclusions	Very informative presentation – thank you Amanda, David, and Alice!				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th data-bbox="1003 1199 1237 1289">Person Responsible</th> <th data-bbox="1237 1199 1409 1289">Deadline</th> </tr> </thead> <tbody> <tr> <td data-bbox="1003 1289 1237 1339">None</td> <td data-bbox="1237 1289 1409 1339">n/a</td> </tr> </tbody> </table>	Person Responsible	Deadline	None	n/a
Person Responsible	Deadline				
None	n/a				
<b>11. Other Business (Sarah Launderville, Chair)</b>					
Discussion	<p>Sherrie brought to the attention of SRC members of a new restaurant (Perky Planet Café <a href="https://www.sevendaysvt.com/vermont/perky-planet-cafe-will-employ-people-with-disabilities/Content?oid=13596011">https://www.sevendaysvt.com/vermont/perky-planet-cafe-will-employ-people-with-disabilities/Content?oid=13596011</a>) opening in Burlington that will be worked by people with intellectual disabilities that was of concern to her. Sarah said that she did get a call from a reporter when she was away. James said that the department wrote a response but has held off sending it until more information is obtained. Sherrie believes the intent is heartfelt, however, is concerned and wondered if the SRC should develop a response. James suggested that the item be referred to the AOE Committee.</p>				

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Conclusions	Perky Planet Café discussion referred to AOE Committee.	
Action Items	Person Responsible	Deadline
Add agenda item for the May 3 <sup>rd</sup> AOE Committee Meeting related to the opening of the Perky Planet Café	Debra Kobus	4/20/18
<b>12. Adjournment (Sarah Launderville, Chair)</b>		
Discussion	Sarah asked if there was a motion to adjourn. Sherrie Brunelle moved to adjourn. Amanda Kohle 2 <sup>nd</sup> . No further discussion. All approved – <b>Vote unanimous 14-0-0.</b>	
Conclusions	Motion to adjourn approved at 3:30 pm	
Action Items	Person Responsible	Deadline
Draft minutes uploaded to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Debra Kobus	4/10/18
Draft minutes emailed to Committee members	Debra Kobus	4/10/18
Minutes approved	Committee	6/7/18
Approved minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Debra Kobus	6/12/18