

Minutes – March 3, 2016

SRC Policy and Procedure Committee

SRC Policy and Procedure Committee			
Thursday, March 3, 2016		9:30 am – 11:30 am	Video Conference – VR Offices: Rutland, Burlington & White River Junction
Meeting called by	Sam Liss – Chair at 9:33 am		
Members Present	Ben Wimett, Michele Hubert (via phone), Spencer Lemons and Nancy Breiden		
Members Absent	Leslie Walker Mitchell		
SRC Liaison	James Smith, DVR Budget and Policy Manager		
SRC Coordinator	Rebekah M. Stephens		
Interpreters	n/a		
Speakers/Presenters	n/a		
Guests	n/a		
1. Today's Agenda			
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Discussion	No discussion.		
Conclusions	Today's agenda accepted.		
Action Items		Person Responsible	Deadline
None		n/a	n/a
2. Approval of Minutes – January 7, 2016 Committee Meeting			
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Discussion	Michele Hubert moved to approve. Spencer Lemons 2 nd . No discussion.		
Conclusions	One abstention. Minutes approved.		
Action Items		Person Responsible	Deadline
Upload approved minutes to www.VTSRC.org		Rebekah Stephens	3/11/2016
3. Discussion on SRC Bylaws Language – Article VII, Section 4			
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Discussion	Article VII, Section 4 was amended to list the details of the Chair and Vice-Chair duties. Section 5 was added to show succession of responsibility if Chair and Vice-Chair are not available to perform the duties in Section 4. No additional discussion. Michele Hubert moved to accept new language. Ben Wimett 2 nd . New language reads: “Section 4 – The Chair of the Council, or the Vice-Chair if the Chair is unavailable, shall: (A) Chair meetings of the Council; (B) Approve the agenda for Council meetings; (C) Decide whether a scheduled Council meeting should be cancelled due to the likelihood of a quorum being reached, inclement weather, natural disaster, or other circumstances; (D) Approve changes in the location of Council meetings; (E) Approve any out-of-the-ordinary Council purchases; (F) Respond to direct Vocational Rehabilitation consumer contacts made to the Council; (G) Determine, in consultation with the Division, when input or approval of the full Council is required outside of a normally scheduled meeting, or when other circumstances dictate that a full Council meeting is required outside of a normally scheduled meeting; (H) Make such other decisions as necessary to ensure the effective and efficient operation of the Council. Section 5 – In the event the Chair or Vice-Chair are unavailable to exercise any of the responsibilities described in Section 4, the first available Committee Chair will be approached to exercise those those responsibilities.”		
Conclusions	New language will be sent to full SRC for discussion and vote of approval.		
Action Items		Person Responsible	Deadline
Notify full SRC of new language in Article VII, Section 4 and Section 5 of SRC Bylaws		Rebekah Stephens	3/24/2016

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Include Discussion & Vote of Approval of new Bylaws language on April 7, 2016 SRC meeting agenda	Rebekah Stephens	3/25/2016
4. Review – Chapter 102: Informed Choice		

Discussion	Nancy Breiden is curious why costs of services are being presented so consistently in	
this chapter; not the actual costs; but the mentioning of costs. James Smith explained that ideally VR will be		
in partnership with the consumer and that the consumer will have equal access to all the information that VR		
has so that an informed choice can be made by the consumer and the VR counselor in partnership. For		
example, if a consumer needs a specific type of standing wheelchair in order to work; VR will pay for the		
minimum necessary to do the job but the consumer might want more than the minimum so the consumer may		
offer to come up with the extra money to get the extra accessories. It is informed choice and the relationship		
between VR and the consumers. It was shared that there is an overall tone in Section III: Disagreements of		
moving the person away from the choice they have made; of trying to persuade the person away from the		
informed choice they have made. James explained that historically, it was the belief that the VR counselor		
was the expert and that the consumer should defer to that expertise. However, about 10 years ago, VR		
received a grant for the Choice Program that moved VR over to a discussion between the consumer and VR		
counselor approach to the process. This chapter should reflect VR’s desire to foster a working relationship		
between counselor and consumer. James does not want the tone to reflect anything other than a		
partnership. Nancy recommended maybe moving Section III. Disagreements out of this chapter entirely.		
James is not sure he agrees that it should be taken out of this chapter. Section III is really about the art of		
VR work, not the logistics of the work. This should be an exploration of what is at the heart of the		
disagreement and how do the VR counselor and consumer come together to reach a mutually agreeable		
decision. Nancy suggested maybe just changing the header of the Section and changing the tone of the		
section a bit. Sam Liss suggested maybe a lead in sentence saying “throughout this process consideration		
should be around person centeredness and/or directedness in making an informed choice.” James		
suggested adding some language around motivational techniques being used and partnership with the		
consumer, etc... Sam suggested Nancy also put together some language around this for discussion at the		
next committee meeting. Committee members discussed some general language changes for the chapter.		
Page 2 - Section II. General Policy, B. first sentence will read “ <u>The person will be informed of</u> policies,		
procedures, and guidance materials through appropriate modes of communication.” Page 2 – Section II.		
General Policy, C. second sentence will read “This information shall include, <u>but is not limited to</u> ; cost,		
accessibility and duration of potential services, customer satisfaction with those services...” Page 3 -		
Section II. General Policy, D. 1. will read “ <u>Options for</u> services and service providers;”.		
Conclusions	Nancy will put together some suggestions for Section III: Disagreements and email	
them to Rebekah Stephens for inclusion on the May agenda.		
Action Items		
Include follow up discussion on “Chapter 102: Informed Choice” on May 5, 2016 P&P Committee meeting agenda	Rebekah Stephens	4/22/2016
Page 2 – Section II. General Policy, B. first sentence to read “ <u>The person will be informed of</u> policies, procedures, and guidance materials through appropriate modes of communication.” The wording “will be delivered” will be removed	James Smith	TBD

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<p>Page 2 – Section II. General Policy, C. second sentence to read “This information shall include, <u>but is not limited to</u>; cost, accessibility and duration of potential services, customer satisfaction with those services to the extent that information relating to customer satisfaction is available, the qualifications of potential service providers, the types of services offered by those providers, and the degree to which services are provided in integrated settings.” The comma after “accessibility” will be removed</p>	<p>James Smith</p>	<p>TBD</p>
<p>Page 3 – Section II. General Policy, D. 1. to read “Options for services and service providers;”. The wording “Lists of” to be removed</p>	<p>James Smith</p>	<p>TBD</p>
<p>5. Review – Chapter 103: Comparable Services and Benefits</p>		
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<p>Discussion</p>	<p>Michele Hubert wanted to know if Section 1. Definitions, A. includes schools or are</p>	
<p>schools included under local public agencies? James Smith responded that he believes schools and IEP</p>		
<p>services are considered a comparable benefit. Sam Liss asked if schools should be listed specifically; will</p>		
<p>it benefit the manual to be explicit? The question was asked, “What about accommodations under ADA?”</p>		
<p>Accommodations are not considered services. Sam suggested a clause be added to the chapter to clarify</p>		
<p>what is a service and what is an accommodation? Sam requested that Nancy Breiden come up with some</p>		
<p>language around this. Nancy wanted to know if under Section II. General Policy, A – are these benefits</p>		
<p>available to the person at a cost or no cost? James explained that it is VR’s practice that the VR dollar is the</p>		
<p>last resort after all other funding sources. Sam suggested Nancy work on some clarifying language to</p>		
<p>remove any confusion. James suggested looking in the Rehab Act before making any language changes. He</p>		
<p>is reluctant to move to far from the Rehab Act language. Nancy asked if there is anything that says that VR</p>		
<p>is the payer of last resort? James said no, however the comparable language addresses this circumstance.</p>		
<p>Spencer Lemons commented that Page 4, Section II. General Policy, C. 2 & 3 sound similar; do we need</p>		
<p>both in the Manual. James explained that 2 is about actual job placement and 3 is about the plan. Spencer</p>		
<p>sees the difference now and agrees that both are needed. Sam suggested adding the word “otherwise” to</p>		
<p>#3. Committee members do not agree with the addition of the word “otherwise”. Committee members</p>		
<p>discussed some general language changes to the chapter. Page 2 – Section I. Definitions A. 1. add</p>		
<p>“schools for eligible youth” to language. Page 2 – Section II. General Policy A. 1. add “schools for eligible</p>		
<p>youth” to language. Page 4 – Section II. General Policy, C. 3. will read “The search <u>for comparable services</u></p>		
<p><u>and benefits</u> would delay or interrupt the progress of the individual toward achieving the employment</p>		
<p>outcome identified in the Individualized Plan for Employment.”</p>		
<p>Conclusions</p>	<p>Nancy Breiden will do some language around “What is a service and what is an</p>	
<p>accommodation?” and around Section II. General Policy, A. 1. and clarification around cost. Include this</p>		
<p>chapter on May 5, 2016 P&P meeting agenda.</p>		
<p>Action Items</p>		
<p>Page 2 – Section I. Definitions A. 1. add “schools for eligible youth” to language</p>	<p>James Smith</p>	<p>TBD</p>
<p>Page 2 – Section II. General Policy, A. 1. add “schools for eligible youth to language</p>	<p>James Smith</p>	<p>TBD</p>
<p>Page 4 – Section II. General Policy, C. 3. Will read “The search <u>for comparable services or benefits</u> would delay or interrupt the progress of the individual toward achieving the employment outcome identified in the Individualized Plan for Employment.”</p>	<p>James Smith</p>	<p>TBD</p>

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Include follow up discussion on “Chapter 103: Comparable Services and Benefits” on May 5, 2016 P&P Committee meeting agenda	Rebekah Stephens	4/22/2016
6. Review – Chapter 104: Division for the Blind and Visually Impaired		
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Discussion	James Smith mentioned that this chapter was recently revised. Members engaged in some brief discussion. James gave a brief summary of why the chapter was recently revised; VR had always been under the assumption that a person could not have concurrent open cases with both VR and DBVI. During the most recent RSA audit that misnomer was clarified and VR now understands that concurrent cases can be opened. The chapter was revised to reflect that new knowledge. Only one language change recommended for this chapter. Page 3 – Section IV. Managing Concurrent Cases, A. 1. In first and third sentences remove the word “refuses” and replace with “declines”.	
Conclusions	Review of this chapter completed.	
Action Items	Person Responsible	Deadline
Page 3 – Section IV. Managing Concurrent Cases, A. 1. First and third sentences remove the word “refuses” and replace with “declines”	James Smith	TBD
7. Review – Chapter 105: Appeals Process		
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Discussion	Nancy Breiden shared that she did not have sufficient time to do an intensive overview of this chapter. However, she did note that the structure of this chapter is more narrative than bullet points. She requested that the discussion on this chapter be moved to the May P&P meeting agenda. James Smith agrees. James would like to have the CAPP person (Nancy is stepping down and Sherrie Brunelle will be filling the position on the SRC) involved in making the chapter more concise and clear. Ben Wimett agreed that uniformity throughout the manual is important. This chapter is different because it was written for the consumer and needs to be as accessible as possible. James would like to involve Karen Blake-Orne in the discussion. Nancy and Sherrie will reach out to Karen when they put together their thoughts on the chapter.	
Conclusions	Nancy, Sherrie and Karen will provide input into recommendations for changes to this chapter. Include “Review – Chapter 105: Appeals Process” on May 5, 2016 P&P meeting agenda. Rebekah Stephens will invite Karen Blake-Orne – VR Field Services Manager to the May 5, 2016 P&P meeting.	
Action Items	Person Responsible	Deadline
Include “Review – Chapter 105: Appeals Process” on May 5, 2016 P&P meeting agenda	Rebekah Stephens	4/22/2016
Invite Karen Blake-Orne to May 5, 2016 P&P Committee Meeting	Rebekah Stephens	4/1/2016
8. Other Business		
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Discussion	None.	
Conclusions	None.	
Action Items	Person Responsible	Deadline
None	n/a	n/a
9. Adjournment		
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Discussion	Spencer Lemons moved to adjourn. Ben Wimett 2 nd .	
Conclusions	Adjourned at 11:02 am.	

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Action Items	Person Responsible	Deadline
Submit draft minutes for approval by Committee	Rebekah Stephens	4/1/2016
Draft minutes uploaded to www.VTSRC.org	Rebekah Stephens	4/1/2016
Draft minutes emailed to Committee Members	Rebekah Stephens	4/1/2016
Minutes approved by Committee	Committee Members	5/5/2016
Approved minutes uploaded to www.VTSRC.org	Rebekah Stephens	5/13/2016