

# Minutes – December 5, 2013

## SRC Performance Review Committee

SRC Performance Review Committee		
Thursday, December 5, 2013	10:00 am – 12:00 pm	Rutland High School - Stafford Technical Center 8 Stratton Road Rutland, VT 05701 Room 211
Meeting called by	Adam Leonard, Chair at 10:06 am.	
Members Present	Alaina Clements	
Members Absent	Samantha Brennan, Ellen Vaut and Whitney Nichols	
SRC Liaison	James Smith, VR Budget and Policy Manager	
SRC Coordinator	Rebekah M. Stephens	
Interpreters	n/a	
Speakers/Presenters	n/a	
Facilitator	-----	
Guests	n/a	
1. Today's Agenda		
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<b>Discussion</b>	None.	
<b>Conclusions</b>	Approved.	
2. Minutes of June 6, 2013 Committee Meeting		
-----	Adam Leonard	
<b>Discussion</b>	No discussion. Alaina Clements moved to approve. Adam Leonard 2 <sup>nd</sup> .	
<b>Conclusions</b>	Minutes approved.	
Action Items		Person Responsible
Put approved minutes on <a href="http://www.VTSRC.org">www.VTSRC.org</a>		Rebekah Stephens
		12/13/2013
3. Discussion on Upcoming Needs Assessment		
-----	James Smith	
<b>Discussion</b>	The needs assessment is used to do the State Plan. The goals and priorities is an important part of the State Plan. The needs assessment drives that focus on the State Plan goals and priorities. James put together an outline of the starting plan for the Needs Assessment Process. VR is requesting the SRC/PR Committee review the outline and provide feedback today. The first data source listed on the outline is "RSA Standards and Indicators". Currently VR is meeting 5 of the 6 Standards and Indicators. VR will only get penalized if they do not meet 2 of the 6. VR is having a problem meeting Standard #6 - Percentage of VR consumers who are closed with earnings as their primary source of support. These consumers would come into VR being supported by friends/family or state programs and need to leave with employment as their primary source of income in order for VR to meet this standard. James believes that in order for VR to meet this standard, VR would need to potentially not serve as many individuals or change the way VR serves individuals. Individuals in this population, currently receiving services could fall through the cracks. Adam Leonard wanted to know, if VT VR knows what other States are doing to meet this standard. Are there States meeting this standard? James will check with other States to see who is meeting this standard and what they are doing to meet it. The second data source listed is "Census Data". VR needs to look at the whole picture/broad population in VT, not just the population that VR serves. The census data shows approximately 60,000 individuals in VT that have a disability. Not all of the 60,000 have a need for VR services. The census used to ask the question, "do you have a disability that is a barrier to employment?" But the census removed this question a few years ago. VR is able to look at the broader population and compare to the percentages that VR is serving or may be missing. The census data will help VR to take a look at the aging population in VT. The aging population that is served by VR has been increasing over the last few	

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<p>years. The needs assessment looks at whether there is a need in a certain population. The needs assessment will also take a look at the populations that VR is currently serving. VR will answer the question, “Is there a group we are not successful with?” What strategy does VR use currently to calculate the homeless population? James explained that self reporting is the primary way that individuals let VR know their living situation. During the initial interview with an individual, the counselor can ascertain the living situation of an individual. There are no set perimeters for determining the level of homelessness of an individual applying for VR services. Therefore what is considered homeless can vary from counselor to counselor. Adam suggested VR develop a set list of perimeters for counselors that can be checked off during the interview process. James will discuss with the computer techs to see about adding a list of drop down boxes to the interview data. VR is moving to an electronic case management system in the near future. This will assist with more efficient and comprehensive data collection during VR process. 1/3 of population served by VR is considered youth - 27 years old or younger. VR is an adult service so it does not serve individuals below the age of 16 years. VR will be taking a look at the refugee population in VT. A person has to be a resident alien or citizen of the USA in order to apply for VR services. Burlington has a large population of refugees. VR is finding that there is a population of refugees with developmental disabilities that has its roots in the severe deprivation suffered in their native countries. VR will be looking at Supported Employment services to make sure the services offered are adequate. VR will be using Market Decisions to do some focus groups with the consumers that participated in the 2013 Consumer Satisfaction survey. The 2013 Consumer Satisfaction survey showed a decrease in overall satisfaction among consumers. As part of the needs assessment, results from the Consumer Satisfaction survey, CWS Team survey, VR Employer Satisfaction survey, the DVR Staff Satisfaction survey and the Baldrige survey will be reviewed by VR staff. The initial draft of the needs assessment will be completed by February 1, 2014. The final document is due to be completed and submitted to the RSA by March 14, 2014. James took notes from this meeting and will incorporate the Committee’s suggestions into the Needs Assessment Process outline.</p>		
<b>Conclusions</b>	James will incorporate suggestions into outline and email to Rebekah Stephens for distribution to PR Committee members. James will get the initial draft of the Needs Assessment to Rebekah by January 27, 2014. Rebekah to email out to PR Committee members for review. Discussion of initial draft to be put on February 6, 2014 PR Committee agenda. Review of this draft will be the entire February 6, 2014 PR agenda. James will update the outline and forward to Rebekah by December 10 <sup>th</sup> . Rebekah will forward the updated outline to PR Committee members.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Updated Needs Assessment Process outline to be emailed to Rebekah Stephens	James Smith	12/10/2013
Updated Needs Assessment Process outline to be emailed to PR Committee members	Rebekah Stephens	12/10/2013
Initial draft of Needs Assessment to be emailed to Rebekah Stephens	James Smith	1/27/2014
Initial draft of Needs Assessment to be emailed to PR Committee members for review	Rebekah Stephens	1/27/2014
Put discussion of Needs Assessment draft on February 6, 2014 PR Committee agenda - this discussion is to be the entire agenda	Rebekah Stephens	1/22/2014
<b>4. Brief report out on VR plan to address “30 Closures” (consumer survey) as part of Next Steps from Consumer Satisfaction Survey</b>		
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<b>Discussion</b>	VR has received a proposal from Market Decisions (conducted Consumer Satisfaction survey for VR) to conduct 4 focus groups on the issues raised by the Consumer Satisfaction	

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survey. “30 Closures” and the reasons behind them will be addressed as part of these focus groups.		
James suggested having Brian Robertson, Market Decisions, come out and present to Full SRC on focus group results.		
<b>Conclusions</b>	Steering Committee will need to approve putting Brian Robertson on Full SRC agenda.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Put request to have Brian Robertson present on focus group results at a 2014 Full SRC meeting on January 9, 2014 Steering Committee agenda	Rebekah Stephens	12/26/2013
<b>5. Discussion – Relationship between Training offered to VR employees and length of service</b>		
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<b>Discussion</b>	The question “What do we want to know from the data we have?” needs to be answered.	
<b>Conclusions</b>	Put this topic on the February 6, 2014 PR agenda for no more than 15 minutes.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Discussion – Relationship between training offered to VR employees and length of service – “What do we want to know from the data we have?” to be put on February 6, 2014 PR agenda – 15 minutes	Rebekah Stephens	1/22/2014
<b>6. Other Business</b>		
<b>Discussion</b>	PR Committee discussion from October 4, 2012 regarding “4 out of 10 mental health consumers never make it to an IPE...” was identified as a topic requiring follow up by the PR Committee. James Smith will work with VR regional managers to develop some strategies on how to address the questions raised by today’s data: Specifically, “Why 40% of mental health disability consumer cases close unsuccessfully prior to IPE?”	
<b>Conclusions</b>	Put discussion of this topic on the April 3, 2014 PR Committee agenda. Strategies identified by James and the VR regional managers will be discussed at that time.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Put “Why do 40% of mental health disability consumer cases close unsuccessfully prior to IPE?” discussion on April 3, 2014 PR Committee agenda	Rebekah Stephens	3/20/2014
<b>7. Adjournment</b>		
<b>Discussion</b>	Alaina Clements made motion to adjourn. Adam Leonard 2 <sup>nd</sup> .	
<b>Conclusions</b>	Meeting adjourned at 12:00 pm.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Draft minutes respectfully submitted for approval	Rebekah Stephens	1/2/2014
Draft minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	1/2/2014
Draft minutes emailed to PR Committee members	Rebekah Stephens	1/2/2014
Minutes approved	Committee	2/6/2014
Approved minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	2/14/2014