

# Minutes –April 3, 2014

## SRC Performance Review Committee

SRC Performance Review Committee		
Thursday, April 3, 2014	10:00 am – 12:00 pm	Vermont Association for the Blind and Visually Impaired 60 Kimball Avenue South Burlington VT 05403
Meeting called by	Adam Leonard, Chair at 10:03 a.m.	
Members Present	Alaina Clements, Ellen Vaut, Anthony Williams and Samantha Brennan	
Members Absent	Whitney Nichols	
SRC Liaison	James Smith, VR Budget and Policy Manager	
SRC Coordinator	Rebekah M. Stephens	
Interpreters	n/a	
Speakers/Presenters	Alicia Wein, VR Training & Staff Development Coordinator	
Facilitator	-----	
Guests	n/a	
<b>1. Today's Agenda</b>		
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<b>Discussion</b>	Ellen Vaut made motion to approve. Alaina Clements 2 <sup>nd</sup> .	
<b>Conclusions</b>	Approved.	
<b>2. Approval of Minutes – February 6, 2014 Committee Meeting</b>		
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<b>Discussion</b>	No discussion. Ellen Vaut motioned to approve. Alaina Clements 2 <sup>nd</sup> .	
<b>Conclusions</b>	Approved.	
<b>Action Items</b>		<b>Person Responsible</b>
Upload approved minutes to <a href="http://www.VTSRC.org">www.VTSRC.org</a>		Rebekah Stephens
		4/11/2014
<b>3. Training Data – Wrap Up Discussion : Correlation between training participation and employment retention, Correlation between training participation and successful case closure rates in each region, Implementing a more concise New Counselor Training, Follow Up on Mandatory Participation – current process, and Formal Mentoring Program</b>		
-----	Alicia Wein, VR Training & Staff Development Coordinator	
<b>Discussion</b>	On the topic of Implementing a more concise New Counselor Training – Alicia explained that the goal of new counselor training is to make sure everyone feels welcomed into the organization and gets the information they need to do their jobs. Alicia tries to make sure training is balanced with the employee's responsibilities in the work place. Alternative formats for training are being explored, however, employees are voicing their preference for face to face training. On the topic of a Formal Mentoring Program – VR has been discussing some ideas about what a formal mentoring program would look like. A group of approximately 25 general counselors meets periodically to discuss these types of ideas. Once the group concludes their discussion, the ideas are forwarded up to the supervisory level for consideration. The general counselors group has discussed the idea of a formal mentoring program and some ideas have been forwarded up to the supervisory level. Alicia shared that Renee Kievit-Kylar, VR Transition Projects and JOBS Program Coordinator has incorporated a direct mentoring piece into her program and it is appearing to be successful with new transition counselors . The thought is to, possibly, incorporate this model into the general counselor program. Samantha Brennan shared that the personal connection formed with her mentor has been very beneficial. James Smith asked Adam Leonard, if he, as a human resources manager for a large company, has any insights or advice for VR around developing some best practices to create a one agency approach for customer service etc with the goal of achieving a consistent level of service. Adam shared that the biggest change in his company has been in their service culture training, previously known as guest services training. In the past, the training was very	

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<p>cumbersome; hours of training over several days. About a year and ½ ago his company moved to a program that consists of 4 classroom trainings, several 20 minute e-learning modules and experiential (hands on) training. All company leaders were given tool kits which contain conversation starters. These conversation starters are aimed at bringing the classroom training to the job when an employee returns from the classroom training. The conversations are meant to assist the employee with recalling their training and being able to apply it to their job. The push for this training is from the top down in the organization. Adam’s company also started “Starwood University” for all employees. The company’s learning and development team put together 30 courses (2 to 3 hours each). Senior level management are recruited to act as instructors in the program. It is a voluntary program. Employees taking the courses can receive a Bachelors and/or a Masters degree. There is a formal graduation. The program is conducted based on semesters. Adam shared that many employees have participated in the program and graduated since its inception. James liked the idea of the university concept and having senior employees teach the classes. On the topic of Correlation between Training Participation and Employment Retention - The theory is that some counseling staff get fatigued after working with consumers that do not appear to be making some movement towards their employment goals. VR has recently started the training for “motivational interviewing” Motivational interviewing offers an opportunity to approach these more challenging situations in a different way. Research shows that motivational interviewing has been very successful in providing avenues of movement for consumers that have not been successful using current methods. VR will be setting measures to track the correlation between time and successful closures and time between application and open case status. VR will also be taking a look at the effect motivational interviewing has on overall job satisfaction for counselors. The belief is that motivational interviewing will give consumers a better VR experience overall. It is all about meeting the consumers where they are and finding out their desires and goals around employment. Consumers will have ownership of their plans. The goal is to get to a place of engagement and empathy with the consumer. On the topic of Correlation between Training Participation and Successful Case Closure Rates in each Region – Susan Wells, VR Senior Manager, responded via email to this question. “I discussed this with our team here in Central Office. We don’t have any data that would be available for this question. We don’t keep track of independent training that folks may receive (that is in addition to VR sponsored training), and there are so many variables related to case closure – type of caseload (e.g. transition, Reach Up, etc.), size of caseload, etc. I don’t believe we would be able to do any accurate comparisons.”</p>		
<b>Conclusions</b>	<p>Alicia Wein will be putting together next year’s VR training schedule this summer. Alicia will provide a copy of the schedule to the PR committee. A quick review and discussion of the training schedule to be put on the December 2014 PR agenda. Alicia will also provide an update on the progress of the motivational interviewing initiative.</p>	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Email copy of next year’s VR training schedule to Rebekah Stephens	Alicia Wein	9/3/2014
Forward copy of next year’s VR training schedule to PR Committee members for review	Rebekah Stephens	9/3/2014
Put “Quick Review and Discussion of Next Year’s VR Training Schedule” on December 4, 2014 PR Committee meeting agenda	Rebekah Stephens	11/21/2014
<b>4. Discussion – 2<sup>nd</sup> Draft of Needs Assessment Feedback</b>		
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<b>Discussion</b>	The SRC was asked to review the 2 <sup>nd</sup> draft and provide feedback if necessary.	
James did not receive any additional feedback from the SRC. The Committee reviewed the Summary of Major Findings today. There are 9 key findings: 1. The need for an increased attention to the		

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employment needs of the mature worker. These individuals are staying in the workforce longer. 2. The need to ensure the continued high quality of DVR's customer service. 3. The need for increased outreach to individuals with physical disabilities. 4. The need for improved employment services to individuals with psychiatric disorders. 5. The need to improve community rehabilitation programs. 6. The need for sector-based training and collaboration with technical centers. 7. The need for a comprehensive quality assurance system. 8. The need for long term support and case management services for individuals not eligible for other programs. And 9. The need to respond to the increasing number of consumers with substance abuse issues. The needs assessment allows VR to complete the State Plan which is due in July 2014.		
<b>Conclusions</b>	James will update the PR Committee on the progress of the State Plan over the next few months.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Update PR Committee on progress of State Plan	James Smith	TBD
<b>5. Other Business</b>		
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<b>Discussion</b>	None.	
<b>Conclusions</b>	None.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
None	n/a	n/a
<b>6. Adjournment</b>		
<b>Discussion</b>	Alaina Clements made a motion to adjourn. Ellen Vaut 2 <sup>nd</sup> . Unanimous vote.	
<b>Conclusions</b>	Meeting adjourned at 12:00 p.m.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Draft minutes respectfully submitted for approval	Rebekah Stephens	5/2/2014
Draft minutes emailed to Committee members	Rebekah Stephens	5/2/2014
Draft minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	5/2/2014
Minutes approved	Committee	6/5/2014
Approved minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	6/13/2014