

# Minutes –February 4, 2016

## SRC Performance Review Committee

SRC Performance Review Committee		
Thursday, February 4, 2016	10:00 am – 12:00 pm	Vermont Association for the Blind & Visually Impaired (VABVI) 60 Kimball Avenue South Burlington VT 05403
Meeting called by	Adam Leonard, Chair at 10:00 a.m.	
Members Present	Samantha Brennan, Spencer Lemons, Leslie Walker Mitchell (via phone), and Julia Burakian	
Members Absent	Ben Wimett	
SRC Liaison	James Smith, VR Budget and Policy Manager	
SRC Coordinator	Rebekah M. Stephens	
Interpreters	n/a	
Speakers/Presenters	n/a	
Facilitator	-----	
Guests	Jessalyn Gustin and Mark Hastings	
1. Today's Agenda		
2 minutes	Adam Leonard	
<b>Discussion</b>	James Smith suggested adding a topic to today's agenda "Overview of PR Committee and What It Does" for today's guests. Samantha Brennan moved to accept today's agenda with addition of suggested topic. Spencer Lemons 2 <sup>nd</sup> .	
<b>Conclusions</b>	Topic "Overview of PR Committee and What It Does" added under "Approval of Minutes". Today's agenda accepted.	
Action Items		Person Responsible
None		n/a
2. Approval of Minutes – December 3, 2015 Committee Meeting		
3 minutes	Adam Leonard	
<b>Discussion</b>	No discussion. Spencer Lemons moved to approve. Samantha Brennan 2 <sup>nd</sup> .	
<b>Conclusions</b>	Minutes approved.	
Action Items		Person Responsible
Upload approved minutes to <a href="http://www.VTSRC.org">www.VTSRC.org</a>		Rebekah Stephens
		2/12/2016
3. Overview of the PR Committee and What it Does		
5 minutes	Adam Leonard & Committee Members	
<b>Discussion</b>	Adam gave a brief overview of the Performance Review Committee and its responsibilities. James Smith added that the PR Committee provides an important avenue for monitoring VR's performance on an ongoing basis.	
<b>Conclusions</b>	None.	
Action Items		Person Responsible
None		n/a
		n/a
4. Review and Discussion – Consumer Satisfaction Survey		
1 hour 25 minutes	James Smith & Committee Members	
<b>Discussion</b>	The survey is scheduled to be conducted in Spring 2016. Market Decisions will be conducting the survey this year. Approximately 700 consumers will be randomly chosen to participate in the survey. The sample of consumers represents all aspects of the population that VR serves. VR provides the names of the 700 sample consumers to Market Decisions because individuals have to give permission for their information to be released for the survey. Alice Porter compiles the names of the individuals who have agreed	

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<p>to participate and provides those names to Market Decisions. The survey questions are generally the same over the years to provide data for measuring trends. The Committee members reviewed the survey and discussed some questions in depth. Question 04a (page 4) #30 – does control refer to the whole process? It refers directly to Question 4 – “Now I would like to ask you how satisfied or dissatisfied you were with your experience and the services provided by The Vermont Division of Vocational Rehabilitation.” Because of the dip in consumer satisfaction (as measured by the last survey), targeted in person focus groups were held to determine the cause of the dip in satisfaction. The big feedback from Market Decisions, from the focus groups were all about expectations. When people were unhappy, it was clear that those dissatisfied had different expectations about what they thought VR would do for them and what VR would actually do for them. The recommendation was made that VR make sure to provide consumers a clear description of the services VR offers. Spencer Lemons asked how consumers find out about VR. Samantha Brennan explained that referrals come in from schools and third party providers of services. There are some consumers that walk in because they heard about the program from family or friends. Spencer noted that there is not a question on the survey about “where people heard about VR”. Adam Leonard agreed it might be a good question to add. It could provide some data around individuals that are more or less satisfied and where they initially heard about VR. Maybe it would provide data on what third party sources are providing a good or not so good description of expectations of VR services. Samantha added that the VR referral form has a question on it “where did you hear about VR?” Julia Burakian shared that her referral form (transition youth) does not have a question about this on it. The Committee also discussed if it would be more transparent if all phone numbers of all contact information on all VR consumers were provided to Market Decisions and then Market Decisions reached out to all of the VR consumers to get the sample of 700 consumers. Adam and Samantha made the comment that the survey appears to have a lot of redundant questions. Mark Hastings shared that surveys will ask the same question in order to get a consistent answer. Spencer shared that Question VVR08 (page 22) - “Do you feel that you are getting the support needed to be successful in the long term?” may need to have some clarification that provides some details on what “long term” means. The addition of questions tailored to the Pre-Employment Transition Services youth was discussed. Samantha added that a question around how many times have you used VR services may be useful. Question 17 (page 18) – “...services provided by FILL AGENCY?” Adam asked how does Market Decisions know what agency name to put in there? James explained the survey was originally designed for both VR and VABIR. VR let’s Market Decision know what agency name. The comment was made that anonymity is very important so that consumers can give true survey results. The consumer’s trust in VR is very important to the ongoing relationship. Back to the redundant questions – is there really value in asking the question twice? Samantha mentioned that Question #07 (page 7) – “How satisfied were you with the choice of service providers?” – may be a confusing question because consumers do not really have a choice of service providers in VT. Question was asked “how does VR handle surveying of consumers under 18 years of age?” Committee members suggested adding a question around consumer orientation and the motivational interviewing techniques being used by VR counselors? VR has done this big move around motivational interviewing and is there a way to measure if it is having the impact VR intended on consumer satisfaction? James Smith took notes on today’s feedback and questions.</p>		
<b>Conclusions</b>	<p>James Smith would like to write up all of the feedback and questions and get Lisa Young’s and Alice Porter’s input. Lisa and Alice will reach out to Market Decisions if necessary. James will provide the responses from Lisa, Alice and Market Decisions to Adam Leonard and Rebekah Stephens by February 19, 2016. Adam will determine if further follow up is needed prior to April 7, 2016 PR meeting.</p>	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>

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Forward responses from Alice Porter, Lisa Young and Market Decisions to Adam Leonard and Rebekah Stephens	James Smith	2/19/2016
Determine if further follow up by PR Committee is needed on Consumer Satisfaction Survey responses and by what date	Adam Leonard	3/4/2016
<b>5. Update/Overview – AWARE: Timetable for deliverables &amp; Plan for Implementation</b>		
0 minutes	James Smith	
<b>Discussion</b>	Discussion on “Review and Discussion – Consumer Satisfaction” took additional time.	
<b>Conclusion</b>	Members agree to move this topic to April 7, 2016 PR Committee meeting agenda.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Include “Update/Overview – AWARE: Timetable for deliverables & Plan for Implementation on April 7, 2016 PR meeting agenda	Rebekah Stephens	3/25/2016
<b>6. Discussion – Future PR Agenda Topics</b>		
15 minutes	-----	
<b>Discussion</b>	Members discussed future topics for PR. The following suggestions were made:	
“Discussion/Overview – Employer Satisfaction Survey”, “Presentation – Consumer Orientation”, “Discussion – Possible PETS/School Transition Staff Satisfaction Survey”. Members briefly discussed ideas around a PETS Satisfaction Survey: inviting Renee Kievit-Kylar, some transition staff and possibly some youth/parents to a PR Committee meeting to participate in the discussion.		
<b>Conclusions</b>	Include “Discussion/Overview - Employer Satisfaction Survey” on April or June PR agenda. Invite Hugh Bradshaw for this topic. Include “Presentation – Consumer Orientation” on April 7, 2016 PR agenda. Samantha will need 10 minutes for the presentation. An additional 20 minutes for discussion and questions will be added to the presentation time. Include “Discussion – Possible PETS/School Transition Staff Satisfaction Survey” on October 6, 2016 PR Committee meeting agenda.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Include “Discussion/Overview – Employer Satisfaction Survey” on April 7, 2016 or June 2, 2016 PR Committee. Invite Hugh Bradshaw to the meeting	Rebekah Stephens	TBD
Include “Presentation/Discussion & Questions – Consumer Orientation” on April 7, 2016 PR Committee meeting agenda	Rebekah Stephens	3/25/2016
Include “Discussion – Possible PETS/School Transition Staff Satisfaction Survey” on October 6, 2016 PR Committee meeting agenda	Rebekah Stephens	9/23/2016
<b>7. Other Business</b>		
10 minutes	-----	
<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>8. Adjournment</b>		
0 minutes	-----	
<b>Discussion</b>	Spencer Lemons moved to adjourn. Julia Burakian 2 <sup>nd</sup> .	
<b>Conclusions</b>	Adjourned at 11:55 a.m.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Draft minutes respectfully submitted for approval	Rebekah Stephens	3/4/2016

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Draft minutes uploaded to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	3/4/2016
Draft minutes emailed to Committee members	Rebekah Stephens	3/4/2016
Minutes approved	Committee Members	4/7/2016
Approved minutes uploaded to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	4/15/2016