

# Minutes –April 7, 2016

## SRC Performance Review Committee

SRC Performance Review Committee		
Thursday, April 7, 2016	10:00 am – 12:00 pm	Waterbury VR HC 2 South - Cherry A Room 280 State Drive, Waterbury, VT 05671
Meeting called by	Adam Leonard, Chair at 10:07 a.m.	
Members Present	Samantha Brennan, Julia Burakian, Leslie Walker Mitchell and Ben Wimett (via phone)	
Members Absent	Spencer Lemons and Alaina Clements	
SRC Liaison	Unable to attend today's meeting due to an AWARE meeting	
SRC Coordinator	Rebekah M. Stephens	
Interpreters	n/a	
Speakers/Presenters	Hugh Bradshaw, VR Employment Services Manager	
Facilitator	-----	
Guests	Kate Krauthamer, VR Intern (attended with Samantha Brennan) & Mark Hastings (SRC member applicant)	
1. Today's Agenda		
2 minutes	Adam Leonard	
<b>Discussion</b>	Samantha Brennan moved to accept. Julia Burakian 2 <sup>nd</sup> . No discussion.	
<b>Conclusions</b>	Today's agenda accepted.	
Action Items	Person Responsible	Deadline
None	n/a	n/a
2. Approval of Minutes – February 4, 2016 Committee Meeting		
3 minutes	Adam Leonard	
<b>Discussion</b>	Samantha Brennan moved to approve. Julia Burakian 2 <sup>nd</sup> . No discussion.	
<b>Conclusions</b>	Minutes approved.	
Action Items	Person Responsible	Deadline
Upload approved minutes to <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	4/15/2016
3. Presentation and Discussion: "Consumer Orientation"		
55 minutes	Samantha Brennan, VR Counselor and SRC member	
<b>Discussion</b>	Samantha handed out the VR Orientation Packet for adult VR consumers. The packet is given to consumers at the orientation along with a PowerPoint presentation. Orientation usually is the first real contact with VR. Consumers generally will not have even met with a VR counselor to determine if they are eligible for VR services at this point. The orientation is done as a group to provide a consistent message to consumers. The orientation goes over what services VR offers and why, eligibility criteria and special services offered. VR's belief about the "value of employment" is also reviewed. Some real life examples of successful VR placements are also highlighted. VR makes sure the orientation clearly states that the VR process is a partnership between VR and the consumer; and that the goal is to get the consumer employed. Creative Workforce Solutions is also briefly reviewed. The PowerPoint presentation takes approximately 15 minutes to complete. Adam Leonard asked Samantha if there is any data around individuals that are coming to orientation and the eventual receipt of VR services or no receipt of services? Samantha responded that she does not believe that data is tracked. Adam followed up with the question, do you see people showing up for orientation but then not getting the services they need through VR? Samantha responded it is hard to know, it would be all guesses. It is possible that people get a job without needing VR services or just the hurdle of making the effort to come back and work with VR stops people from following up with VR after the orientation. There are people who have difficulty navigating the system	

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or simply getting transportation to a VR office. VR is an assistant in the total process and if a consumer/ individual makes the effort more than likely there will be a successful outcome. The suggestions were made to include a table of contents in the actual packet supplied to the consumer, a self-addressed envelope for the forms that need to go back to VR and a better readable copy of the PowerPoint. It was also suggested that a VABIR representative be asked to participate in the orientation. It was also suggested that a look be taken at the consistency of the delivery of the orientation among all the VR offices and more specifically, what paperwork is being handed out at each VR office. There is some frustration among consumers with the orientation process, however, the orientation is also meant as a screening process. Consumers will get a glazed over look, even though the orientation is only 15 minutes. It could be more simple, less wordy, more convenient and a little quicker. There is a lot of text in the current orientation. The process could be made more visual. The suggestion was made that the orientation be made available online as a video and the consumer could print out a certificate of completion that could be brought to VR.		
<b>Conclusions</b>	This was an excellent and insightful presentation. Wonderful feedback and suggestions from the Committee. Thank you Samantha! The Committee would like James Smith to have some time to review the suggestions and feedback from the meeting. A follow up discussion to be included on the June 2, 2016 PR meeting agenda.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Include “Discussion – Follow up on suggestions and feedback - VR Consumer Orientation” on June 2, 2016 PR meeting agenda	Rebekah Stephens	5/20/2016
Send email to James Smith regarding today’s discussion and follow up discussion set for June 2, 2016 PR meeting	Rebekah Stephens	4/20/2016
<b>4. Overview &amp; Discussion – “Employer Satisfaction Survey”</b>		
50 minutes	Hugh Bradshaw, VR Employment Services Manager	
<b>Discussion</b>	Hugh gave a PowerPoint presentation. Hugh did a brief overview of the more important findings from the April 2009 Employer Survey. 81% of employers were satisfied with VR. Only 9% of employers were familiar with the services VABIR offers. 68% of employers had worked with VR for 2 plus years. The survey provided a lot of helpful information and VR saw that there was a lot of fertile ground for growth in relationships between VR and employers. The Business Account Manager (BAM) position was developed around these findings and the desire to strengthen relationships with employers. The survey showed that tax incentives were important to a hire, however, hiring the right individual for the job meant more than the tax incentives. Progressive employment is a wonderful tool for achieving the right fit for an employer and the employee. The survey showed that employers had a big interest in learning how to maintain an employee long-term when that employee has a developing disability and may need additional accommodations over time. It is time now to do another employer survey. Consistency in the questions from 2009 would be great for seeing how VR has done since the last survey. Hugh would like to see this next survey include a current client survey, a general business community survey to see how much business awareness of VR and the services offered has grown over the past 7 years and a mature workers survey. Hugh is hoping to see that the work VR has been doing within VT communities is showing fruit. He would also like to see a decline in the population that said they were contacted once by VR more than 2 years ago. Mark Hastings provided a descriptive summary of how he uses the current CWS (Creative Workforce Solutions) system. Things are much better now than in 2009. CWS is using Salesforce (computer software) to maintain an historical record of employers and employment staff to alleviate the breaks in service and redundant visits due to frequent changes in employers and employment staff. What is next for CWS and how will the survey be tailored to fit these goals? Hugh has a plan. He would like to start building training pipelines into VT communities. These pipelines will be built around what industries are specific to a	

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community and what the needs are for trained individuals in those industries. CWS will train the individuals and the companies will offer internships. Currently there is a skill gap between what employers need and the VT job pool available. These are skilled level jobs and the wages are higher. The upcoming survey will have questions around “are you, as an employer, interested in participating in training internship pipelines?” When the new survey is ready Hugh would like to bring it to the PR Committee for discussion and input.		
<b>Conclusions</b>	Informative presentation. Thank you Hugh! Hugh will let the PR Committee know when the next Employer survey is ready.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
None	n/a	n/a
<b>5. Other Business</b>		
10 minutes	Adam Leonard	
<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>		
0 minutes	Adam Leonard	
<b>Discussion</b>	Leslie Walker Mitchell made motion to adjourn. Samantha Brennan 2 <sup>nd</sup> .	
<b>Conclusions</b>	Adjourned at 12:00pm.	
<b>Action Items</b>	<b>Person Responsible</b>	<b>Deadline</b>
Draft minutes respectfully submitted for approval	Rebekah Stephens	5/6/2016
Draft minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	5/6/2016
Draft minutes emailed to Committee members	Rebekah Stephens	5/6/2016
Minutes approved	Committee	6/2/2016
Approved minutes uploaded to website <a href="http://www.VTSRC.org">www.VTSRC.org</a>	Rebekah Stephens	6/10/2016